



Student Information Handbook

Yorke Institute
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INTRODUCTION

Yorke Institute was established in 2007 as a Registered Training Provider and meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards as agreed by Federal, State and Territory Governments in Australia.

The State Government registering authority monitors and subjects us to regular external audits to verify adherence to these standards.

Qualifications

We offer the following accredited and nationally recognized qualifications from the SIT07 Hospitality Training Package:

SIT30807 Certificate III in Hospitality (Commercial Cookery)
SIT40407 Certificate IV in Hospitality (Commercial Cookery) and
SIT50307 Diploma of Hospitality
BSB50207 Diploma of Business
BSB60407 Advanced Diploma of Management
HLT50507 Diploma of Dental Technology

Refer to individual course brochures for more information and vocational outcomes.

Enrolment Process

- The enrolment form and any supporting evidence are sent to the Student Administration Officer. Interviews will be conducted by the Student Administrative Coordinator or representative agents.
- Successful applicants will receive a letter of offer stating that the applicant has been offered a place to study at Yorke Institute, details of course fees, OSHC and application cost payable to confirm your place. This information may be used to obtain a pre approved visa with the Department of Immigration & Citizenship (DIAC).
- Once the conditions set out in the letter of offer are met, the enrolment is confirmed and a Confirmation of Enrolment (COE) will be issued.
- An application for a student visa should be lodged with the COE and other supporting documents. In line with Government policy, students with intellectual and physical disabilities are encouraged to participate in training.

Qualifications to be issued

Students completing all assessment requirements for a qualification will be awarded a certificate, indicating completed units corresponding to the qualification. Students completing part of a qualification will be awarded a Statement of Attainment indicating which units of competency they have completed.

Competencies to be achieved

Competencies to be achieved are detailed in the outline attached.

Certificate III Hospitality (Commercial Cookery) Outline

Certificate IV Hospitality (Commercial Cookery) Outline

Diploma of Hospitality Outline

BSB50207 Diploma of Business Outline

BSB60407 Advanced Diploma of Management Outline

HLT50507 Diploma of Dental Technology



Teaching and Learning Strategies

Yorke Institute's learning philosophy is based on assisting students to form broad conceptual understandings while gaining depth of knowledge, skills and attitudes that will benefit them in their chosen field.

This is achieved by focusing on learning outcomes for the students and implementing a range of different teaching methods to cater for different learning styles of individuals.

- The teaching methods have been developed based on industry assessment standards. Industry specialists are engaged to visit the campus to consult on best practice within the industry.
- Teaching strategies engage students as active students in the learning process using a range of assessment methods. These include; oral responses to questions, observation of performance, portfolio of evidence, written responses to questions, assignments and case studies.
- The learning environment is designed to support all students regardless of their cultural background, race or gender.
- Classes are structured to allow dialogue between students and trainers, and among students, thus encouraging them to express understandings and views and receive feedback on them.

Course Fees

- International students are required to pay fees at the time of accepting an offer of a place to study at Yorke Institute. Fees are to be paid in advance of a semester or a year
- For current students, fees must be paid in advance, before the start of the semester or by the due dates stipulated by the Accounts Team. Failure to comply with the required payment date may result in termination of a place of offer or enrolment at the Institute. Cancellation on grounds of non-payment of course fees will be reported to DIAC
- Before a unit can be repeated, the course fees in relation to the unit must be paid in full regardless of any fees that may have been paid in advance for other units.
- Course fee may be increased annually or at the discretion of Yorke Institute.
- If a visa status changes for an overseas student (e.g. becomes a temporary or permanent resident) the student will continue to pay full overseas student's fees for the duration of the enrolled program.

Refund of Course Fees

A copy of the Refund of Course Fees policy is included in the Student Information Handbook. Attachment A

Attendance

Students are required to attend all classes with prescribed text books, correct uniforms and all necessary equipment to ensure they are able to meet course competencies. Students who attend classes without required uniforms and equipment may not be allowed into class. In effect, international students failing to adhere to these requirements may be reported to DIAC for failure to meet course requirements.

Language, Literacy and Numeracy Support

Language, Literacy and Numeracy expectations are based on the National Reporting System within the guidelines of Department of Education, Employment & Workplace Relationships (DEEWR).

Students, who have been identified with any language and literacy needs, will be given further assistance. This assistance may include adapting the delivery and assessment methods to suit the needs of the students by providing a mentor, assistance through using a scribe, a fellow student to assist with assessment activities or a variation of the assessment method. (i.e.: verbal or demonstration rather than written).

Credit Transfers & Recognition of Prior Learning

Students may apply for course Credit Transfers (CT) from previous studies or Recognition of Prior Learning (RPL) based on prior experience and knowledge.

Credit Transfer

Students who have completed units from their course at another institution will be given recognition (credit transfer) on presentation of a verified, transcript, award or Statement of Attainment.



Recognition of Prior Learning

Students, who believe they can meet some of the competencies in the course they will be undertaking, may apply for Recognition of Prior Learning (RPL). An application may be made only after enrolment and payment of fees and must be made using the RPL application form.

Pathways

Registered Training Organisations (RTO) and Technical & Further Education (TAFE) Colleges must recognise the qualifications and statement of attainment issued by any other RTO. This means that you may be eligible for credit towards courses delivered by other RTO's or TAFE Colleges based on what you achieve at Yorke Institute.

Complaints and Appeals

Yorke Institute has a dispute resolution procedure that provides students with a fair and equitable process for resolving any dispute, complaint or appeal they may have.

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Facilities

Yorke Institute is equipped with modern and well equipped training facilities, aimed to duplicate a learning environment which is specifically targeted at developing and enhancing the student's practical and interpersonal skills

- Fully equipped commercial grade training kitchen.
- Modern classrooms and access to computers
- Free internet access for private research and study
- CD ROM based learning resources
- Audio and video learning resources
- Break areas in the lounge and room
- Microwave, fridge, tea and coffee making services

Overseas Student Health Cover (OSHC)

International Students must have Overseas Student Health Cover (OSHC) for the entire duration of their stay in Australia. OSHC gives access to out of hospital and in hospital medical services to help maintain student health.

Access and Equity

Access and Equity promotes full and equal participation of all students and staff and to foster an environment free of discrimination and harassment. We are committed to effecting change that promotes equality of opportunity for all students.

The structures and practices at the Institute are in line with state and national legislation regarding all areas of equal opportunity, including sex discrimination, racial discrimination, disability discrimination and equal opportunity for women in the workforce.

Privacy

Personal information is collected solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered by the Victorian Government who is the registering authority.

Access to Student files

Students are able to access their file for viewing by attending Yorke Institute at 13 Elizabeth Street, Richmond. An Access to Records request form needs to be completed and forward to the Student Support Team for an appointment. The appointment will ensure the appropriate person is available to meet with at the time.

Alternatively, students may request access to their file in via email or in writing to arrange for the appropriate documentation to be sent to them based on the Privacy Act guidelines.



Student Personal Details

Yorke Institute requires students to maintain personal details and information to meet with the Education Services for Overseas Students Act 2000 (Cth) (the ESOS Act) and the National Code of Practice for Registration Authorities and Providers of Education. The authority for Yorke Institute to collect this information is governed by the ESOS Act, the Education Services for Overseas Students Regulations 2001 (Cth) and the National Code.

Use of Student's Personal Details

Yorke Institute may be required to provide personal information about students to:

- Commonwealth and State agencies.
- Fund Manager of the ESOS Assurance Fund.
- Department of Immigration & Citizenship (DIAC)
- Department of Education, Employment & Workplace Relationships (DEEWR).

Students must therefore, inform changes to their personal details to a member of the Administration Support Team immediately or within seven (7) days of their occurrence to enable us to update this information in PRISMS or our data management system.

Course Deferral or Suspension

Student Initiated Deferral

Deferment happens prior to the commencement of the course. Under exceptional circumstances and at the discretion of Yorke Institute the course commencement may be deferred up to 2 weeks after the course start date. If the student arrives later than 2 weeks after the course start date, the course will be deferred to the next term. This must be formally granted by the Student Administration Officer.

Student Initiated Suspension

Temporarily suspension of the enrolment may only be approved on the grounds of compassionate or compelling circumstances which may include:

- Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes;
- Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- A traumatic experience which could include: involving in, or witnessing of a serious accident; witnesses or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- Inability to begin studying on the course commencement date, due to delay in receiving a student visa.

The Student Administration Officer will use their professional judgment to assess each case on its individual merits and based on supporting evidence will determine whether compassionate or compelling circumstances exist. A response will be given in writing and a copy of the documents will be filed in the student's folder.

The application maybe rejected if satisfactory evidence is not provided prior to the request for suspension or within a seven (7) day period after the occurrence of the circumstances.

Student Support Services

Student Support Team

The Student Support Team members are: RTO Manager, Student Administration Officer, Administration Support staff and RTO Coordinator.

The team deals with academic, general, personal and other student welfare issues. All advice and matters dealt by the team are treated as professional and confidential and provided at no additional cost. If the team is unable to advice on certain matters, students will be referred to professional external services. There is no



additional cost for the referral. The RTO Manager, Kamini Jenarthan is the official point of student contact. You may reach her on 03 8415 0444 at all times.

Academic Issues

The RTO coordinator and trainers provide guidance and support on academic issues in addition to monitoring academic progress, implementation of intervention strategies and reassessments.

Services available to students include:

- Student Orientation Program
- Student identification number and photo ID card
- English Language Support; - a system to identify and help students with English language needs to meet course requirements.
- Basic Information Technology (IT) training – CD ROM based. (Microsoft Office basics)
- Assistance with application for articulation for further degree studies.
- Assistance for on job placement within the industry
- Career advice, including preparation of resumes and interview skills
- Assistance with application for Course Credit and Recognition of Prior Learning (R.P.L)
- Pre arrival Services available upon request and at an addition cost include airport transfers and arrival services and assistance with student accommodation

INFORMATION FOR STUDENTS

Living in Australia

Australia is a land of contrasts - sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts. One of the oldest continents, Australia is the only country to occupy an entire continent. Some of Australia's icons include Great Ocean Road, Opera House in Sydney and Ayers Rock in the Northern Territory.

Victoria - Melbourne

Melbourne is the capital of the State of Victoria and set around the shores of Port Phillip Bay with its beautiful beaches and water sports facilities. The city itself, laid out in a large rectangle and boasting a lively and cosmopolitan pulse, sits on the northern banks of the Yarra River, about five kilometers from the bay. Melbourne is a world-renowned for its cultural influence in its restaurants and cafés, and the home of major cultural events, and is also considered to be the sporting capital of Australia. Melbourne, once voted the world's 'most livable city', enjoys clean fresh air and beautiful parks and gardens. Further information on Melbourne is available from www.visitvictoria.com

Climate

Melbourne enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Melbourne does not have a specific wet season - it can rain at any time of the year. Sports and other outdoor activities are possible at all times of the year.

Accommodation while living in Australia

Yorke Institute does not offer any accommodation services and students are required to organise their own accommodation arrangements for their stay in Australia. Where a relative or friend is able to provide accommodation that is close to transport and within access to the Yorke Institute, students would be encouraged to take this option. It is recommended that your accommodation arrangements be organised prior to your arrival in Australia.

The Student Administration Officer can provide information, advice, and guidance on the types of accommodation services available to students prior to arrival in the case of a need to change arrangements whilst in Australia. The types of accommodation available in Australia are many and varied and brief descriptions of some of the options are listed below:



Home stay / Private Board

This is a common form of accommodation is where students live with an Australian family. Home stay or private board is where you live with a family, couple or single person/s in their own home.

There are many 'Home stay Providers' operating in Australia and these arrangements will vary from Full Board, Part board, or Board in Exchange. The most common arrangements for home stay will usually consist of a furnished room, two or three meals per day and bills (except telephone and internet). Some home stay providers may even do your laundry. The cost may be between A\$170 - A\$220 per week.

The family is generally chosen by the Home stay Provider and allow students an excellent way of settling into the country.

Hostels & Guesthouses

Generally these are temporary accommodation arrangements and are available from A\$25.00 per day to A\$400.00 per week. Prices will depend on shared facilities, meals provided, shared rooms, etc.

Private Leasing / Rentals

The rental market offers a wide range of housing options. Signing a lease on your own for an apartment, flat or house can offer you an independent lifestyle and privacy. You may also plan to stay in this property for the duration of your course.

It can however be very expensive if you choose to live by yourself, as you are solely responsible for the rental payments plus the connection fees for utilities and then ongoing bills. Generally tenants are responsible for connection and usage of water, electricity and gas. Tenants are also responsible for connection and payment of the telephone.

Rental prices vary according to the location and condition of the property. It can be useful to familiarise yourself with the average price of properties in the various suburbs around Richmond. Rental costs usually increase the closer the property is to the city centre.

Living Costs

The information in this section outlines the estimated cost of living for an international student living in Australia. When calculating the costs of living in Australia students should budget for accommodation, food, health care, transport, books, clothing and entertainment.

This is only a guide to the living costs in Australia and these expenses will vary depending on the student's lifestyle.

Accommodation Costs

Accommodation costs will vary from city to city and the following is an estimate of Melbourne accommodation.

Type of Accommodation	No. of Weeks	Weekly Rent / Board Range (Aus\$)	Estimated Total (Aus\$) Rent or Board and other expenses	
Home	Living at Home (Board)	52	20 - 60	7200 - 9,600
Sharing Rented House (with 2 others)	Close to City	52	70 -250	18,100 - 24,400
	Within 10 kilometers of City	52	70 -135	16,400 - 22,700
	Regional area	52	60 - 80	13,800 - 19,600
Apartment – 1 or 2 Bedroom	Not shared	52	150 - 400	23,700 - 31,100
Hostel	One bedroom - shared bathroom/kitchen	52	80 - 135	19,200 - 25,800
Home stay	Living with a local family	40	110 – 270*	14,500 - 16,700



Rental property prices vary from suburb to suburb. Check realestate.com.au or The Age newspaper for the current cost of renting in Melbourne. Some landlords require rent to be paid in advance and a security bond equal to one month's rent.

General Costs

Students must also allow for general expenses such as those indicated below:

Weekly Cost (other than Rent)

Items	Amount
Food Contribution	\$90.00 – \$110.00
Takeaway Lunches & Drinks	\$30.00 – \$45.00
Bills / Utilities (Electricity, Gas etc)	\$25.00 – \$35.00
Telephone (not Mobile)	\$10.00 – \$15.00
Public Transport fares	\$30.00 – \$60.00
Spending Money	\$40.00 – \$70.00

Annual Cost

It is recommended that students allow a minimum of A\$18,000.00 per year to cover their living costs and an extra A\$5000.00 for food, transport, and any personal items required. For more information refer to <http://www.studymelbourne.vic.gov.au>.

School Aged Dependants

Students accompanied by any school aged dependants must ensure that they are enrolled in a school. There are options of enrolling them in public or private schools. Full fees are required to be paid if they are enrolled in either a government or non-government school.

Under 18 year old students

Students must be the age of 18 years old and above to study at Yorke Institute.

ADDITIONAL SUPPORT SERVICES

Counseling Services

An External Counseling service is available for students to contact
Issues they cover may be:

- Health, stress and matters that may affect welfare of the student
- Complaints
- Career and jobs
- Pathway to degree studies
- Support to apply for extension of visa or study loan

This service may incur a fee.

For more details contact
North Richmond Community Health Centre
23 Lennox Street
North Richmond 3121
Ph 03 9429 5477

For additional free services refer to the ADDITIONAL SERVICES List on page 12

Personal / Social issues

Students have access to the Student Support Team through normal business hours of 9.00a.m till 9.00p.m. For contact outside of these hours, either email info@yorkeinstitute.com.au and the relevant staff person will



respond within 24 hours of receiving the email or contact the Institute number on 03 8415 0444. This call will be diverted to an Institute representative who will respond as soon as possible. Should an emergency arise that needs immediate assistance, dial 000.

Medical and other professional issues

A list of medical professionals/other services within access from the Institute's location. Refer to Additional services of the Handbook below

Social Programs

Social events will be organised to allow all students enrolled with Yorke Institute to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions, competitions and sporting events. Contact the Student Support Team and check the notice board on each floor for further details.

Legal Issues

Yorke Institute is able to refer students to appropriate legal practitioners for legal advice pertaining to personal matters at no cost. However, for reference to solicitors in specific areas please contact the Law Institute on 9607 9311.

Further Information

The ESOS Framework under Standard 2

Please refer to the Australian Government explanation of how the Education Services to Overseas Students Act 2000 works: http://aei.dest.gov.au/AEI/ESOS/QuickInfo/ESOS_FrameWork_pdf.pdf

LOCAL AMENITIES & FACILITIES

In the local surrounds of the Yorke Institute are numerous amenities and facilities for your convenience.

Train, Tram & Bus

Yorke Institute is located next to the North Richmond train station and trams run regularly into the Central Business District from Victoria Street. (Trams 24,109). Buses also run from Victoria Street.

Parking

Parking is limited to two hours in most parking located around the campus.

Restaurants & Cafes

A wide selection of restaurants and cafes are located within walking distance of the campus in Victoria Street to the South. Hungry Jacks and MacDonalDs are located within walking distance along Hoddle Street.

Local Banks

Commonwealth Bank, one is located at 124 Victoria Street

Westpac Bank, one is located at 263 Victoria Street

Bank of Queensland, is located at 283 Victoria Street.

Chemist

Pulse Pharmacy is located at 110 Victoria Street.

Thao Nguyen Pharmacy is located at 146 Victoria Street.

My Chemist 128-132 Elizabeth Street, Melbourne CBD Victoria 3000

Petrol

SHELL petrol station is located at 1181 Hoddle Street to the North, opposite York Street.

EMERGENCY CONTACTS

Emergency numbers and contact details



1. POLICE 000
2. AMBULANCE 000
3. FIRE 000

Procedure:

1. Dial 000 and request the service you need
2. Remember to remain as calm as you can
3. Speak clearly and give the details as requested

ADDITIONAL SERVICES

AIDSLINE

Telephone: 1800 133 392

CENTRE AGAINST SEXUAL ASSAULT

Telephone: 1800 806 292

CHILDREN'S HELP LINE

Telephone: 1800 55 1800

Web site www.kidshelpline.com.au

CHILD ABUSE SERVICES

Telephone: 1800 688 009

CRISIS CARE

Telephone: 1800 177 135

CRISIS PREGNANCY

Telephone: 1800 650 840

DOMESTIC VIOLENCE 24X7

Telephone: 1800 811

DIRECT LINE

1800 888 236

FAMILY DRUG SUPPORT

Telephone: 1300 368 186

GAMBLERS ANONYMOUS

Telephone: 1800 002 210

INTERPRETING SERVICES

Telephone: 131 450

LIFELINE

Telephone: 131 114

LEGAL AID

Telephone

MEN'S REFERRAL SERVICE (Victoria)

Telephone: (03) 9428 2899

PARENT LINE

Telephone: 132 289

MATERNAL AND CHILD HEALTH LINE

Telephone 1800 126 637

POISONS INFORMATION CENTRE

Telephone: 131 126

QUIT LINE (Smoking)

Telephone: 131 848

SUICIDE HELPLINE (Victoria)

Telephone: 1300 651 251



POLICY & PROCEDURES

The following policies and procedures can be downloaded from our website:

www.yorkeinstitute.com

Refund of Course Fees policy

Credit Transfer & Recognition of Prior Learning Policy

Complaints & Appeals Policy

Access & Equity Policy

Privacy & Confidentiality Policy

Access to Records Policy

Equal Opportunity Policy

OH&S Policy

Student Attendance Recording

Student Deferring, Suspending Or Cancelling Enrolment Policy

Student Enrolment Policy & Procedure

Student Pre-Enrolment Information Policy

Student Support Services Policy & Procedure

Student Transfer Between Providers Policy

Work Based Training Policy

Monitoring International Student Academic Progress Policy

Access To Records Policy

Assessments Policy

Completion Within Expected Duration Policy

Critical Incident Policy



STUDENT HANDBOOK ACKNOWLEDGEMENT

I, _____, verify that I have read and understood and agree to abide by the policies and procedures, which are outlined in the Student Information Handbook as indicated below.

Please tick when you have read and understood the following sections of the Student Handbook:

- Information
- Training Details
- Course Information
- Code of Practice
- Code of Conduct
- Leave
- Recognition of Prior Learning (RPL)
- Credit Transfer
- Assessments
- Numeracy and Literacy Assessments
- Grievance Procedure

Signed: _____ **Date:** _____

Disclosure and use of Personal Information

I consent to recorded written information collected during training being disclosed to the State Training Board of Victoria for the purposes of AVETMISS statistical data collection which is a requirement of the VRQA.

All Registered Training Organisations are required to report this data on an annual basis to comply with reporting requirements stipulated in the Performance Agreement.

Name: _____ **(BLOCK LETTERS)**

Signed: _____

Date: ____/____/____