

Welcome

TO KANGAN INSTITUTE

EVERYTHING YOU NEED TO KNOW ABOUT STUDYING WITH US



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Kangan Institute acknowledges their campuses are located on the ancestral lands of the Gunung-Willam-Balluk and Wurundjeri peoples. The institute respects traditional custodians, elders and their cultural heritage.



Congratulations

YOU ARE NOW ONE OF US

We're really pleased that you've decided to join the Kangan Institute community.

As one of Victoria's largest TAFEs, Kangan Institute is widely regarded as a leader in practical education and training that delivers real results.

Whether you're after a new job, pay rise, a study pathway or something completely different, we have the courses, teachers and facilities to get you there.

We provide an environment where you can socialise and relax as well as a range of Student Engagement and Retention services, such as counselling, disability, welfare and Libraries to help you manage your study, work and family commitments.

Of course there are many other benefits to being a Kangan Institute student. Take the time to look through this handbook and discover for yourself why thousands of others like you have made the choice to study at Kangan Institute.

Get ready for a big year – it's going to be full of opportunities to reach your full potential. Don't forget to celebrate your achievements, no matter how small or big, throughout the year.

Good luck!



LET'S GET YOU STARTED

As a new student, it's definitely an exciting time for you to start a brand new chapter in your life. We are here to help you get the most out of your student experience and help you settle in with minimal disruption. We've listed below the most important information so that you get off to the best start possible.

Creating your Unique Student Identifier (USI)

A USI is a number unique to you, consisting of numbers and letters.

The USI will give you online access to your training records and results (transcript) through your online USI account. It is required if you are a new or continuing student undertaking a nationally recognised training course or units.

When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

You can access your USI account online from a computer, tablet or smart phone anywhere and anytime. You can find out more information on kangan.edu.au/students/current-students/usi

A valid USI must be provided at the time of enrolment to ensure your enrolment is processed in a timely manner.

You must provide a USI when you enrol otherwise you will not be able to receive a certificate when you complete your course or a statement of attainment if you undertake a short course or individual units.

Apply for your USI number at usi.gov.au

Student identification (ID) card

Your name, photo and student number is printed on your student ID card and it's your primary source of identification during your time with us. Your student ID card is used for various purposes including use of library resources as well as photocopying and printing.

You are required to carry your student ID card at all times whilst on campus and present it upon request by a Kangan Institute staff member.

Should you lose your card; a replacement card can be obtained from the customer service centre at a cost of \$15.

How to log into the Kangan Institute computer network

Most student resources are available online through the Kangan Institute computer network, so you will need to log into the institute network which can be done either on or off-campus. You will need to use an on-campus computer the first time you log in to set up. Just use the following steps to get started:

1. Use your 'username/student ID' and 'password' to log into the computer
2. Your username / student ID can be found on your student ID card (e.g. 100322158 or TES09291600)
3. Your password will be your initials (capital first name and lower case surname) followed by your date of birth in the following format DDMMYYYY. (e.g. Te30021994)
4. If you are a returning student, your password will be what you were last using. If you no longer know your password please contact supportcentre@kangan.edu.au or ask your facilitator to assist you in retrieving your password.
5. Once you have added this information you should be logged on.



Student portal

The student portal is an online resource and one-stop-shop for all your needs. It's your gateway to regular updates on what's happening on campus, important support resources and assessment results.

From the student portal you can access and navigate your way through to:

- Your student email account
- Learning support information
- Timetables
- MyLearning
- E-library and resources
- Student Engagement and Retention Services
- Institute policies and procedures
- Academic results through Banner under 'My Studies'
- Student FAQs and self help tools

To access the student portal while on campus, simply log into any computer and it will open up automatically for you. Alternatively, you can also click on the student portal icon, which is available on all campus desktops.

To access from home

Visit kangan.edu.au and click on the **student portal** link on the top of the homepage. You will then need to type in your student ID and password to log in.

If you require any IT assistance, please contact the Support Centre on 9279 2200.

Logging into your student email account

Your student email account will be set up at the time of your enrolment and can be accessed from the **student portal** under the 'Email' icon at the top of the homepage.

Forwarding your Kangan Institute student email account

Like most people, you may have more than one email address. Avoid missing out on any crucial emails from us by forwarding your Kangan Institute student emails to your everyday email account for that extra peace of mind.

In order to do this:

1. Login to your Kangan Institute email.
2. Click on the 'gear' settings symbol in the top right corner of your inbox and select 'options' at the bottom.
3. Click on 'forwarding' in the left options menu. Click on 'start forwarding' and enter your everyday email address in the 'forward my email to:' box and click save.

There are also instructions on the **student portal** under **useful links**.

Accessing MyLearning

MyLearning is our online learning management system which will allow you the flexibility to learn at a time and place which suits you.

All you need to access MyLearning is a computer (with some minimum software requirements), and an internet connection.

- Your MyLearning account is created automatically after you enrol.
- If your teacher is using MyLearning, they will then enrol you into a range of units within your course of study.

The types of learning resources available for each unit will differ and may include:

- Online information booklets
- Videos
- Interactive presentations
- Forums
- Quizzes
- Assessments
- Checklists and more

In some cases you may even be able to complete your final assessment online.

Although you may be learning online either on or off-campus, you'll always have access to teachers and support to assist you. You can find instructions on how to access this support, by referring to the **MyLearning student manual**, found under 'Study Support Docs' on the My Studies section of the **student portal**.

SERVICES YOU CAN ENJOY

Customer service centre (CSC)

The customer service centre (CSC) is your primary information point during your time with us. It's where you need to go if you have to:

- Enrol in a course
- Pay your fees
- Get your student identification (ID) card
- Amend your personal details
- Get a withdrawal notification/refund application form
- Get course information

Customer service centre locations:

- Broadmeadows campus - Building J, Student Hub, Level 2 & Building A
- Essendon campus - Building A
- Richmond campus - Building A
- Docklands campus - Ground level
- Moonee Ponds campus - Level 1

To speak to one of our friendly and knowledgeable CSC staff members, either drop into one of the CSC counters or call 13 TAFE and request to speak to a customer service representative.

Alternatively, you can email your enquiries to the customer service centre through this email address: enquiries@kangan.edu.au

National Training Plan (NTP)

A National Training Plan or NTP is a working document used for the duration of training supplied to Apprentices/ Trainees at a registered training organisation (RTO). The purpose of the National Training Plan is to provide details to support employers, apprentices, trainees and the registered training organisations throughout the development of the training and its role is to supply all the details in the successful completion of the apprenticeship or traineeship in compliance with national guidelines.

The NTP is updated by your mentors at Kangan Institute and is supplied to employers to provide clarity on completion of units and levels throughout the apprentices/trainees life cycle at Kangan Institute.

Your NTP will be signed by you, your employer and an Apprenticeship Trainee Advisor here at Kangan Institute at the time of your sign up and will contain your student ID number along with your personal and employer details.

Individual training plan

Your individual training plan (ITP) lists out all the course modules that you will study this calendar year and acts as a confirmation of your enrolment. Your ITP will have been signed off by your teacher and yourself at the time of your enrolment and contains your student ID number.

You're responsible for checking and ensuring the information in your individual training plan is correct. Please advise the CSC staff of any errors within the plan as soon as possible. There's a CSC at each campus. You can also contact them on 13 TAFE.

Office 365

Office 365 is the Microsoft's cloud version of Office. Office 365 offers desktop functionality with web-based convenience supporting multiple devices, so you'll have the full functionality of the Microsoft Office suite from your iPad, iPhone or other mobile device.

How to access Office 365

1. Go to the [student portal](#) - if you are off-campus.
2. Click on the 'Email' icon
3. Enter username and password to access the Microsoft Office 365 Mail Web App
4. You have three main options to choose from - Home, Outlook and Team Site
5. By default, you will login to the Microsoft Office 365 Mail Web App

Outlook

There are three options to choose from through the Outlook Web App:

1. Inbox - directs you to the Outlook Web App
2. Calendar - directs you to the Outlook Calendar Web App
3. Options - selecting this option opens a new Internet Explorer tab which shows the account information of the user
4. In the 'My Account' tab, you'll have the option to edit account information and change Mail settings according to your needs.

Wireless internet access

We offer free wireless internet in all classrooms, staff rooms, student common areas and external spaces.

To access wireless internet:

1. Select "TAFE Public" from the available wireless networks and connect
2. If your device does not automatically take you to the Acceptable Use Policy page, open your Internet browser and browse to a website (google.com.au) to be redirected to the page
3. Read through the Acceptable Use Policy and click Accept to be connected to the Internet

Please note the hours of availability for the TAFE Public network

7am - 9:30pm Monday to Thursday

7am - 7pm on Friday

7am - 5:30pm on Saturday

No availability on Sunday

Cafeteria

A cafeteria operates at two campuses, where you can pick up a coffee, cold drink or a yummy bite to eat.

Broadmeadows campus - Building D*

- Monday - Thursday: 8am - 8pm
- Friday: 8am - 3.30pm

Docklands campus

- Monday - Thursday: 7am - 4pm
- Friday: 7am - 2pm

**Trading times may vary during semester breaks*

Vending machines

If you're looking for a quick sugar fix, you can find a number of vending machines around each campus stocked with food and drinks.

- Broadmeadows - Building A, D and J
- Docklands - Ground floor
- Essendon - Building A
- Richmond - Building A

Richards Restaurant

Richards Restaurant, Kangan Institute's fully licensed training restaurant provides you fantastic food at reasonable prices.

Open for lunch during term dates, the restaurant offers a range of modern eclectic cuisine and an extensive wine list.

When dining in the restaurant, students receive a 10% discount on their meals and a free coffee.

Richards Restaurant is located at the Broadmeadows campus in Building D. For reservations, phone 9279 2676 or visit kangan.edu.au/students/departments/hospitality-and-tourism/richards-restaurant

Hair and Beauty Training Salon

Kangan Institute's hair and beauty training salon at our Richmond campus provides you with access to the latest styles and professional treatments at a fraction of regular salon prices. Staffed by our students under the close supervision of fully qualified instructors, the salon enables future hairdressers, barbers and beauty therapists to hone their skills in a professional salon environment. Learn more at info.kangan.edu.au/richmond-salon

Employment Centre

Our Employment Centre team is dedicated to assisting you in understanding and developing your employability skills and helping you to find meaningful and sustainable employment. We can assist you with a range of job search and employment related activities and resources, and can also provide one-on-one assistance with job searching and writing applications.

If you're looking for employment, our job vacancy listing is a great place to start. The listing is updated weekly and published online at kangan.edu.au/jobs4students

Make an appointment to talk to us about how we can help you to find employment by contacting us on 1300 484 335 or email employmentCentre@kangan.edu.au

Learning Support

Kangan Institute's Learning Support Unit can help you with English, Maths and general study skills. The Learning Support staff are available in the Library and Learning Centres or by appointment at various campuses.

For more information, contact learningsupport@kangan.edu.au or call 9098 5999.



SKILLS AND JOBS CENTRES

Conveniently located at Kangan Institute's Broadmeadows campus, the centre provides people with independent advice on study and employment options.

The centre supports people looking for:

- Training
- Considering a career change
- Employment

The centre also supports businesses to find and train staff. We focus on local training, jobs and industries, and also connect local students and businesses with opportunities state-wide.

We can help you with:

- Understanding your study options including: TAFE study, university courses, apprenticeships, and traineeships.
- Personal career planning, including the training and qualifications you'll need to make a start or make a change.
- Getting credit for your existing skills and experience through Recognition of Prior Learning (RPL).
- Learning about jobs in demand and employment trends.
- Finding a job including advice on preparing your resume and how to apply.
- Accessing other support services including financial advice or welfare assistance.

Skills and Jobs Centre
Kangan Institute
Room A121, Building A
Pearcedale Parade, Broadmeadows

Phone: **1300 100 606**
Email: **skills&jobscentre@kangan.edu.au**
Visit: **skillsandjobs.com.au**

Student lounge

Student lounge areas are where you can relax between classes. Depending on the campus, facilities may include microwaves, fridges, TV, hot and cold water, reading material and other entertainment.

- Broadmeadows - Building D & J
- Docklands - Ground floor & Level 1
- Moonee Ponds - Level 1
- Richmond - Building A

NEXT STEP

Finding the right course or career path can feel overwhelming and confusing. If taking your **NEXT STEP** feels like this, Kangan Institute's NEXT STEP team is here to help.

NEXT STEP has helped hundreds of young people to choose the right education, training and pathways. If you need advice to find your feet, one of the NEXT STEP team will help you discover your options. To find out more, visit kangan.edu.au/your-options/next-step

Contact us

Call 1300 289 290 or email nextstep@kangan.edu.au to make an appointment with one of our friendly staff members at a campus near you.

Koori Liaison Officer

Aboriginal or Torres Strait Islander students who enrol at Kangan Institute have the opportunity to obtain support from the Koori Liaison Officer. The Koori Liaison Officer offers support to students who are enrolled in any course across Kangan Institute, as well as any student who enrolls in a course supported by the Indigenous Education Centre. Their role is to support students to engage with the TAFE system while learning and to link students with services and resources that are available within the community. This is a confidential service and an appointment can be made through the following telephone numbers:

Koori Liaison Officer: 13 TAFE or 9279 2359

Indigenous Studies



The Indigenous Education Centre (IEC) at Kangan Institute is an innovative environment that fosters and promotes Indigenous learning, while supporting Indigenous students undertaking study and training in a wide array of courses across the institute.

Honouring the traditional landowners of the area, the Gunung-Willam-Balluk people, the centre merges the cultural heritage and values of these landowners with contemporary Aboriginal culture and strong networks with key Aboriginal organisations to ensure that our students are supported through their time with us.

As one of the state's largest providers of training and education, Kangan Institute delivers a wide range of courses and programs. Our courses are designed in consultation with communities and employers which means that Aboriginal and Torres Strait Islander students gain skills and knowledge while improving their networks and employment options.

The IEC plays an important role in supporting Aboriginal and Torres Strait Islander students at Kangan Institute, providing them with a welcoming environment at all times and assisting them where required to find the course of their choice, getting enrolled and starting their training.

Our students

The IEC welcomes all Indigenous Australians. Our students come from many different backgrounds ranging from early school leavers to people over 50.

We support students engaged in a variety of courses across the institute, from foundation to entry level courses which include literacy, numeracy and computer skills, cultural education and advanced courses from the Certificate I level all the way to diplomas and advanced diplomas. Students learn through a combination of classroom, practical, flexible and online learning techniques.

A majority of the students engage in the course of their choice at the TAFE and use the IEC for social activities or for support (if required). We also conduct a number of events through the year, celebrating Aboriginal culture and key milestones to which all the students are invited to along with their friends and family.

Most importantly, we have a dedicated Koori Liaison Officer, as well as a female mentor based at the IEC to assist students in accessing the full range of support services through the institute, as well as helping them navigate their way in dealing with government agencies and other relevant organisations.

Photocopying and printing

Photocopying and printing facilities are available in the Library and Learning Centre (LLC). Use your student ID card to pay for photocopying and printing. You must have credit on your student ID card to print. To add credit to your student ID card, from a web browser use the link print.myselfserve.com.au and login with your student login. This payment method accepts credit card and PayPal.

You can find instructions on how to do this in all LLCs and on the student portal.

Please note that any credit balances remaining on your student ID card will not be refunded at the end of your course.

PRINTING AND COPYING CHARGE RATES PER PAGE				
	Black & white	Black & white	Colour	Colour
Paper size	A4 sheet	A3 sheet	A4 sheet	A3 sheet
Single sided	10 cents	20 cents	75 cents	\$1.00
Double sided	20 cents	40 cents	\$1.50	\$2.00

Multifaith prayer room

Prayer rooms are located at the following locations:

- Broadmeadows Building B, Room B301
- Docklands Level 1
- Richmond Building A, Ground Floor
- Moonee Ponds (Reflection Room) Level 1

Campus parking

Paid parking is available at the Broadmeadows and Essendon campuses as well as limited paid parking at the Richmond campus. Please note that you will be fined if you do not have a valid parking ticket.

Students using the car park at the Richmond campus can purchase a parking permit and swipe card for \$5 from the customer service centre. This will entitle students to limited permit parking bays and to a discounted student parking rate.

Parking meters accept coin, credit card and mobile phone payments.

Coin payments

- i. Insert any Australian coins from 10c to \$2
- ii. The meter displays the amount of money inserted and the expiry time
- iii. To print ticket, press 'Print', push button and wait for ticket to be dispensed into the collection tray
- iv. To cancel the transaction and to return inserted coins, press 'Cancel' and push button
- v. All deposited coins are returned to the tray when the 'Cancel' push button is pressed

Credit card payments

- i. Press 'UP' push button to display the largest fee. Press the 'DOWN' push button to display the next lower fee. Repeat pressing the 'UP' and 'DOWN' until the desired fee is displayed.
- ii. When the desired fee is being displayed on the meter, insert and pull out your credit card as shown on the meter instructions.
- iii. When the parking fee is securely transferred, the meter will print the ticket and dispense it into the collection tray.

Mobile phone payments

- i. First time user registration (this will assign the mobile phone number against the user valid credit card)
 - a. Make sure the user mobile phone has the 'caller ID enabled'
 - b. Dial the phone registration phone number and follow the audio prompts to register user credit card details.

Note: If the mobile phone has not been registered with the CDS payment system, it cannot be used to pay for parking. The registration procedure assigns the mobile phone number against the user's credit card.

- ii. Making a mobile phone payment:
 - a. Press 'UP' push button to display the largest fee. Press the 'DOWN' push button to display the next lower fee. Repeat pressing the 'UP' and 'DOWN' buttons until the desired fee is displayed.
 - b. When the desired fee is being displayed, dial the phone payments phone number as displayed on the meter information display.
 - c. The meter will record the incoming mobile phone number but will not answer the call. On some phones the phone display will show 'Call Rejected' message. Disregard that phone message and follow instructions on the meter display.
 - d. The meter will match the phone number in the CDS database against the caller credit card.
 - e. When the parking fee is securely transferred and an OK is received, the meter will print the ticket and dispense into the collection tray.
 - f. The CDS system will record the ticket expiry time and 10 minutes before expiry time will send an SMS to the mobile phone warning that parking is about to expire.

Disabled parking and access

Disabled access is available at each campus. For more information, refer to the relevant campus map links below to view designated disabled parking spots and campus building access points.

- Broadmeadows**
kangan.edu.au/campuses/broadmeadows
- Essendon**
kangan.edu.au/campuses/essendon
- Richmond**
kangan.edu.au/campuses/richmond
- Docklands**
kangan.edu.au/campuses/docklands
- Moonee Ponds**
kangan.edu.au/campuses/moonee-ponds



HAIR AND BEAUTY AT RICHMOND TRAINING SALON



Our hair and beauty training salon provides you with access to the latest styles and professional treatments at a fraction of regular salon prices. Staffed by our students under the close supervision of fully qualified instructors, the salon enables future hairdressers, barbers and beauty therapists to hone their skills in a professional salon environment.

Location

KANGAN INSTITUTE - RICHMOND CAMPUS

Building A, 85 Cremorne Street,
Richmond 3121

TO BOOK AN APPOINTMENT VISIT: info.kangan.edu.au/richmondsalon

Bicycles

Bicycle racks are provided for your use at the Broadmeadows, Docklands, Richmond and Essendon campuses. Please ask a Kangan Institute staff member or your teacher for their location.

Public transport

Our campuses are serviced by great transport links including train, tram and bus routes. For train, tram and bus times, call the Public Transport Victoria Call Centre on 1800 800 007. There is also a TTY facility for passengers with hearing difficulties on 9619 2727. Website:

ptv.vic.gov.au

Full time students are eligible for a Victorian Public Transport Concession Card and Student Pass. Apprentices and international students are not entitled to the concession card. The application form is available at ptv.vic.gov.au/tickets/myki/concessions-and-free-travel You can take your PTV application form to any campus CSC to have it signed and stamped.

For directions to each campus, visit kangan.edu.au and refer to the campus location details at the bottom of the page.

Lockers

Some of the campuses have lockers for your use. Please ask the administration staff in your area for further information and for access to a locker. It is recommended that you provide your own padlock for security and ensure that the locker is cleared at the end of your course.

Lost property

For lost and found enquiries, contact security on your campus. Please see below for list of security contacts for each campus.

Security

Each campus offers monitored CCTV security of all main learning and car park areas. There are designated blue phones located at each customer service centre if you require a security officer.

You can contact them on:

Broadmeadows: 9279 2636 or 0401 776 327

Docklands: 9093 6055 or 0401 776 333

Essendon: 9094 3083 or 0401 776 487

Richmond: 9425 5651 or 0419 749 285

Moonee Ponds: Please use emergency phone located at reception.

Apprenticeship Support Officers

The Apprenticeship Support Officer (ASO) Program provides support for apprentices, aged 15 to 24, in the first year of their apprenticeship.

The ASOs provide advice and assistance on personal and workplace issues and work collaboratively with employers and stakeholders. For further information on the Apprenticeship Support Officer Program please contact 13 TAFE.

STUDENT ENGAGEMENT

The Student Engagement and Retention (SE&R) team is here to make your experience with us memorable and rewarding. During the year, you'll be treated to a number of free on-campus events where you'll get the opportunity to socialise with fellow students and make some great friends.

All our events are posted on the [student portal](#) and we'll keep you updated through regular emails and eye catching on-campus posters. Make sure to check the student portal regularly.

SE&R is not just about the fun stuff. We also offer numerous support services to help you with your studies or personal challenges for that extra peace of mind.

We are here to support you

Whatever challenges you face, we can support and help you get back on track.

We have a team of qualified professionals who can offer you free and confidential support anytime you need it. Just drop by for a chat at any of the campuses or make an appointment when it's convenient for you.

Counselling

Our counselling services team provide professional support and guidance, as well as connecting you to local services and resources to help you with personal matters, study skills, or any challenges you may face on campus. You can also access the TalkCampus app where you can speak to other students anonymously about what you are going through. <https://portal.kangan.edu.au/Pages/studenthelpandcounselling.aspx>.

Disability support

Our Disability Support team can assist you with a wide range of resources and services that empower your independence, assist in participation and learning to achieve your goals. Whether a long term or a short term disability, we are here to support you.

Welfare support

Our Welfare Support Team can provide information, support and guidance on a range of financial and accommodation issues as well as various other matters such as budgeting, Centrelink advice and scholarships.

To talk to us or make an appointment with one of our counsellors.

Call: 9279 2511

Email: counsellor@kangan.edu.au
disability@kangan.edu.au
welfare@kangan.edu.au
studentengagement@kangan.edu.au

Scholarships

The SE&R Team enables students' learning through provision of a range of scholarships to support you in your study choices. Visit kangan.edu.au/courses/scholarship-and-grant-programs.

Student Events

During each term SE&R hosts a student event, bringing together the Kangan Institute student and staff community, these events are:

Term 1: Orientation Program

Term 2: Cultural Diversity

Term 3: Mental Health Awareness

Term 4: Victoria Against Violence

Student Wellbeing

We run a series of wellbeing programs throughout the year covering healthy relationships, meditation, self-help guides and C.A.R.E. (Creating Alternative Responses for Emotional regulation). Check out the student portal for more information or email wellbeing@kangan.edu.au

Student Volunteering

The Kangan Institute volunteering program is available to all students and recognises students commitment as a volunteer on or off campus. The program allows students to access free professional development training. For more details please visit <http://realeducation.kangan.edu.au/student-volunteering>

Library and learning centre (LLC)

The Library and Learning Centre is here to help you be successful in your course.

You can visit the library in person at our Broadmeadows, Docklands and Richmond campuses as well as an unstaffed learning hub at Essendon campus.

In our spaces you will find textbooks and other hard copy books, magazines and DVD movies to borrow, along with spaces to study and relax, work alone or in groups.

There are tables, computers, meeting rooms, quiet and conversational areas, comfortable couches, televisions and most of all, friendly staff who want to help you with whatever you need.

Each library space has printing, scanning and photocopying facilities.

The Library is also online at the libguides.kangan.edu.au/home Here you will find subject guides that are a great starting point for finding information for completing assignments in your chosen course, along with access to eBooks, online journals, newspaper articles and other online resources.

We have created a series of [online help guides](#) for learning skills for research, assignments, referencing and study. We always love to hear from our customers so click libguides.kangan.edu.au/home/feedback to submit your feedback or suggestions.

We look forward to seeing you in the Library!

Carers

Kangan Institute recognises the diversity of its students. The Carers Recognition Act 2012 (VIC) sets out principles that support and recognise the important role of people in care relationships in our community. Kangan Institute supports the carers in our community and recognises that this can impact upon their studies at times.

Carers are people of any age, any ability and any background. If you find that your caring role is impacting upon your studies, speak to Student Engagement and Retention on 13 TAFE and we will work with you to ensure that your experience at Kangan Institute is the best that it can be.

Child safe standards

Kangan Institute is a child safe organisation. We are committed to providing, in a safe environment, opportunities for children and young people to participate in education and to the empowerment of all children under 18 years of age.

Child Safe Officer

In line with our commitment to the Child Safe Standards, a Child Safe Office is in place within the Student Engagement and Retention team. Concerns as to the safety and dealings with persons under 18 years of age can be directed to this position. Contact can be made on 9279 2511.



Code of Student Behaviour

Kangan Institute has a duty of care to provide a safe learning and teaching environment for its community of students and staff. Therefore an expectation of behaviours policy exists. All students are expected to abide to this policy which can be found kangan.edu.au/courses/fees/kangan-policies

Student Orientation program

As a new or continuing student, why not take this opportunity to discover what services and support we offer each and every Kangan Institute student. It's also a great way to meet people and make new friends.

OUR COMMITMENT TO YOU

We tailor our programs and services to make your time with us engaging, exciting and memorable, because we realise that learning needs to be fun and rewarding. To ensure that we help you reach your full potential, we are committed to:

- Treating you with courtesy and respect
- Providing professional and caring teachers, with high levels of specialist knowledge
- Providing a safe, secure environment conducive to learning
- Reviewing and continuously upgrading our equipment
- Providing access to and assistance with an appropriate range of learning resources
- Actively providing learning opportunities for those with additional needs or those from underrepresented groups
- Providing a work and social environment which fosters a sense of belonging
- Delivering a broad range of up-to-date courses, which emphasise practical and vocational learning outcomes
- Providing timely advice on courses, careers, recognition of prior learning and articulation opportunities
- Conducting effective and efficient selection and enrolment sessions
- Conducting suitable orientation processes and providing clear guidelines on the scope and assessment expectations of each subject (module) at its commencement
- Providing accurate and timely information relating to student results
- Encouraging student feedback in order to identify needs and to continuously improve services
- Encouraging students to strive for excellence in their achievement of vocational skills



POLICIES THAT AFFECT YOU

Like any TAFE or university, we have a range of policies and procedures in place that are designed to ensure our services operate smoothly and that we maintain a high level of student satisfaction.

Policies

All of our policies and procedures can be found on the [student portal](#). You should take the time to read and familiarise yourself with our policies and procedures.

Privacy

Kangan Institute is bound by and aims to comply with the Privacy and Data Protection Act 2014 (Vic), the Health Records Act 2001 (Vic) and the Privacy Act 1988 (Cth) (Privacy Laws). Kangan Institute has implemented practices and procedures to ensure compliance with those Privacy Laws.

At Kangan Institute we respect the rights of individuals (our employees, contractors, business partners and students) to security, privacy and service, and we wish them to have confidence that the personal and health related information they supply to the Institute will be stored and used appropriately.

For the full privacy policy click kangan.edu.au/privacy-statement

Please note: There is a requirement for Kangan Institute to participate in the National Student Outcomes Survey, managed by the National Centre for Vocational Education and Research (NCVER). As a student of Kangan Institute you may be contacted directly by NCVER for a survey, sometime during/after the period of enrolment.

Code of student behaviour policy

The learning environment at Kangan Institute encourages and supports the participation of students from diverse backgrounds. The environment is one of mutual trust and confidence between students and staff, and between students, where freedom of thought and expression operate in a framework of respect for the rights of others.

Student welfare and accessibility policy

Kangan Institute is committed to ensuring the care, safety and welfare of all students, in accordance with regulatory requirements, including students with disabilities. Kangan Institute strives to provide students with an equitable, inclusive and respectful learning environment that is:

- Free of bullying, harassment, discrimination and injuries
- A safe environment
- Structured to provide feedback and respond to any concerns raised

Students have a right to:

- An environment that is supportive of their continued learning outcomes
- Knowledge of what their participation and attendance requirements are
- An understanding of how issues will be managed if they arise

Child Safety Policy

Kangan Institute is committed to child safety, providing opportunities for children to participate in education and empowerment of all children.

We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures.

OUR EXPECTATIONS OF YOU

Fees, charges and refunds policy

Kangan Institute is committed to providing students access to education services that are competitive and at reasonable cost, while ensuring the institute's sustainability in the medium to long term. The institute sets and collects fees and charges for its services and facilities, including facilitating access to subsidies and financial support for eligible students, in accordance with relevant regulatory, contractual and business requirements. View the policy kangan.edu.au/courses/fees/kangan-policies

Health, Safety and Wellbeing

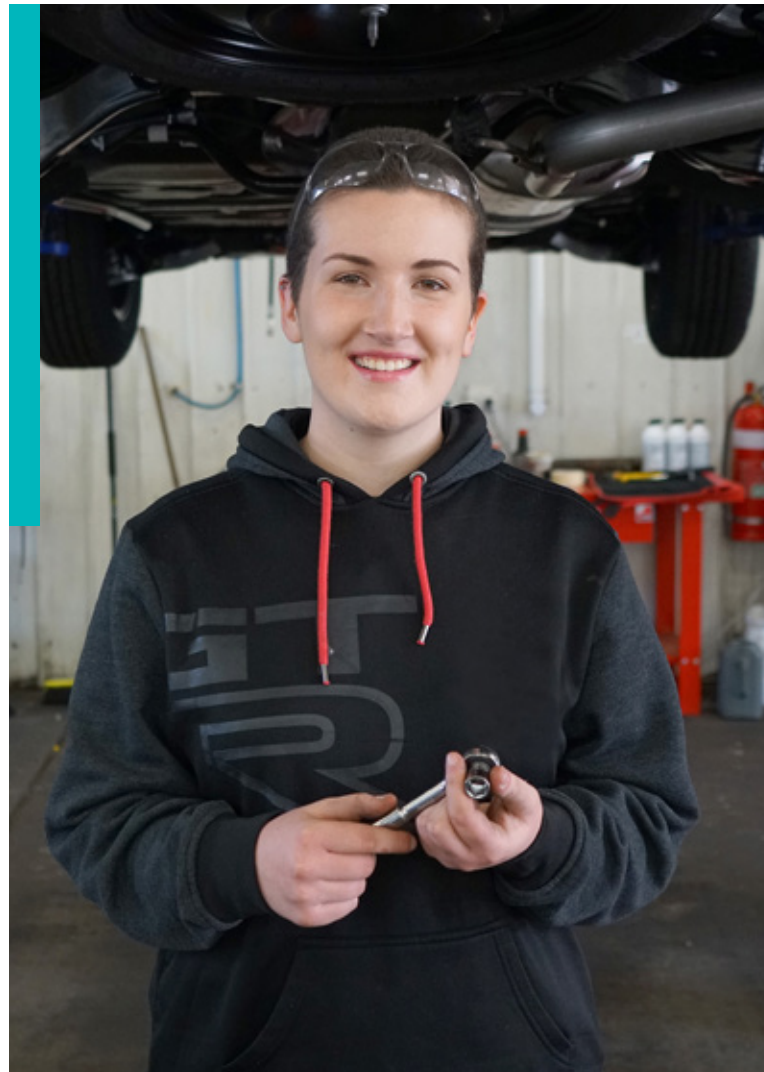
We are committed to the health, safety and wellbeing of students and staff. Our HSW policy reflects this responsibility. It is important that you report any hazards that could result in an injury of some kind. This could be a task that may or has caused a physical injury, or a tool or machine that is not working properly. Report any hazard to your teacher or complete an accident/incident form. You can view this policy on the student portal at kangan.edu.au/courses/fees/kangan-policies

You may be required to wear Personal Protective Equipment and Clothing (PPE&C) while undertaking a course. Examples of this are safety glasses, safety boots, ear plugs, hairnets, gloves, long sleeve shirts, and/or overalls. If the course outlines mandatory use of PPE&C and you fail to provide the required mandatory PPE&C then you will be unable to commence the practical activity.

Student grievance

If you have any problems, talk to your teacher first. If you're unable to resolve your problem and require further advice, you can make an appointment with an Engagement and Student Wellbeing counsellor for advice on how to act on your grievance.

Information on the **Student Grievance Procedure** is available on the student portal under 'Policies and Procedures.' Before lodging a complaint, you should familiarise yourself with the procedure as well as the **Code of Student Behaviour Procedure**.



Kangan Institute operates as an adult learning environment, which encourages and supports the participation of people from diverse backgrounds. Learning is meant to be enjoyable and our aim is for each of you to have an equal opportunity to learn in a supportive environment.

To help maintain a positive learning environment, we ask each of you to:

- Understand others' needs
- Keep your environment clean and safe
- Equal rights for all students, regardless of gender, race, religion, culture, abilities and age
- Care for the property of others and its return when borrowed
- Be punctual
- Produce your student ID card upon request by a member of staff or security
- Respond to any reasonable instruction from a member of staff
- Notify the course coordinator if you cannot attend a class
- Enhance the opportunity of other students



IMPORTANT THINGS YOU NEED TO KNOW

Within this section you'll find important information that you need to be aware of. Please read all the information carefully and familiarise yourself with it.

Enrolment

All students are required to complete a student eligibility and declaration form when they enrol.

If your course runs for longer than one calendar year, you may need to re-enrol for the next year by completing a continuing student enrolment form.

The teaching department will provide you with a Registration Checklist at the start of the new calendar year that will advise the CSC of the units they will be enrolling you into.

It is possible to enrol in two courses at once using one enrolment form; however, if you wish to enrol in another course in a calendar year once you have already commenced study in one course, you will need to fill out another enrolment form.

Recognition of existing qualifications, knowledge and skills

If you already have formal education, experience, or knowledge which can be matched to units in your target qualification, you may be eligible for recognition of prior learning (RPL), or credit transfer (CT), without further study. We can help to formally recognise your skills and experience, and potentially fast-track your study. Before you enrol, you will undertake a Pre-Training Review to ascertain whether you can provide evidence of prior learning, and/or demonstrate knowledge and skills in one or more units of competencies, which form the qualification you wish to commence. You will receive a copy of the outcomes of the review before you enrol.

Change of personal details

If your personal details change – such as any change to your name, address or phone number, please ensure that you advise us, otherwise you will miss out on important communications from us.

To change your contact details, you will need to complete a personal details amendment form, which can be obtained from any CSC. Alternatively you can call 13 TAFE or email enquiries@kangan.edu.au to request a personal details amendment form.

Class cancellation

If a class is cancelled or rescheduled, the teaching department responsible will make every effort to contact you. That's why it's important that you update your contact details if they change. Notices will also be placed on the classroom doors prior to the commencement of the class, to ensure that you are made aware.

Feedback and complaints

We greatly value your feedback as it helps us to understand what we are doing well and to monitor and improve the quality of your learning experience. We will endeavour to remedy any problems promptly and deal with each matter fairly.

Each year we invite you to take part in a survey in order to collect feedback on your learning and training experiences with us. This survey is conducted in accordance with established market research protocols, and responses are automatically de-identified as part of the survey data collection process, which means they're confidential.

In addition to the surveys, there are two ways to provide feedback at Kangan Institute.

Informally

Discuss your feedback with an appropriate staff member (for example your teacher). The informal option enables the people or the area most directly concerned to address your feedback as quickly as possible.

Formally

Put it in writing. You can submit your anonymous feedback online on the student portal. Your feedback will be recorded and then forwarded to the appropriate manager to action. Action based upon anonymous feedback about staff members and fellow students is constrained by the principles of natural justice.

If you require assistance with this process, please contact the Student Engagement and Retention team on 9279 2511 or email counsellor@kangan.edu.au

Discipline

It is your responsibility to be aware of the Institute's regulations and Code of Student Behaviour, as disciplinary action can be taken against students for various forms of misconduct. Copies of the Code of Student Behaviour and the Student Discipline Procedure can be found on the student portal under 'Policies and Procedures'.

Attendance

An attendance roll will be marked in every class. Some courses have a minimum attendance requirement. If you're unable to attend class please notify your course coordinator or subject teacher. It is your responsibility to catch up on work missed through absence.

Appeals against results (informal/formal assessment review)

Assessments are conducted using a range of methods including assignments, essays, formal tests, projects, class participation, logbooks and supervisor/employer reports.

If you are dissatisfied with any aspect of the result of your assessment, you can request an assessment review. For an informal assessment review, you will need to discuss the circumstances with your subject teacher and notify the department manager within five working days of receiving the assessment result.

If the matter cannot be resolved by informal review, you can complete an 'Application for Formal Review', which you can source from a Student Engagement and Retention staff member. The form should be lodged within five working days of the result of the informal review being known. The assessment appeals process can be found on the student portal under the student grievance procedure section in the 'Policies and Procedures' tab.

If you need assistance completing this form, please contact one of our Student Engagement and Retention staff who can assist you.

Certificates

Your certificate or diploma will be sent to you if you have finished a course. If you require a reprint of a certificate, additional fees will apply. Please note that you cannot receive a certificate or statement of attainment until you have provided us with your Unique Student Identifier (USI) number.

Fee refunds

The following fee refund procedures apply to government-subsidised and full fee paying students (excluding students on a study visa):

- If Kangan Institute cancels your course, you are entitled to a 100% refund.

Short courses:

- If you provide formal notification of withdrawal five business days or more prior to the scheduled start date of your short course, you are entitled to a refund of your enrolment fees (less an administrative fee of \$40).
- You are not entitled to any refund if you withdraw less than five business days prior to the scheduled start date of your short course.

Non-VET Student Loans courses (Certificates I, II, III and IV):

- If you provide formal notification of withdrawal prior to the commencement of your course or within 28 days of your non-VET Student Loans course commencing, you are entitled to a refund of your tuition fees (less an administrative fee of \$80). You will not be refunded for units where a final result (either pass or fail) has been recorded.
- You are not entitled to any refund if you withdraw later than 28 days after the commencement of your non-VET Student Loans course.
- Refunds for non-tuition fees will be assessed on a case by case basis.

VET Student Loans courses (approved diplomas and above):

- If you withdraw from a VET Student Loans unit of study on or before the published census date for that unit, you will receive a 100% refund of the tuition fees.
- You are not entitled to any refund of tuition fees if you withdraw after the census date for that unit of study.
- Refunds for non-tuition fees will be assessed on a case by case basis (less an administrative fee of \$80).

Withdrawal and refund application forms are available at the Customer Service Centre or by calling 13 TAFE (13 8233).

Most refunds will be processed within four weeks of application.

Examinations and resulting

Not all subjects have exams. Advice regarding assessment requirements is available from your teacher. If you are having trouble managing your time and stress levels at exam time, our trained counsellors are here to help and support you.

Call 9279 2511 or email counsellor@kangan.edu.au to make an appointment.

Resubmissions

Your teacher will provide information regarding resubmissions of assessments.

Results

For your information the following assessment grades are used:

CA	Assessment finalised – competency achieved
CT	Credit transfer
CNA	Assessment finalised – competency not achieved
PO	Off-the-job components satisfied – competent pending on-the-job sign-off
WD	Withdrawn/Discontinued
RUA	RPL Under Assessment
RPL	RPL Granted
RPLNG	RPL Not Granted

Graded assessment

We offer graded assessment for qualifications that articulate into university study to help you secure a place at the institution of your choice.

Graded assessment is only offered in articulating qualifications. You will be informed about graded assessment at your interview and detailed information will be provided at the beginning of each unit of competency.

You will be graded on the professional standard of your work for the purpose of articulation into higher education qualifications only.

What grades are awarded?

Depending on how well you perform during your training and on your assigned assessment, you will be awarded with one of the following results for each unit of competence:

HD	High Distinction (80 – 100)
DI	Distinction (70 – 79)
CR	Credit (60 – 69)
P	Pass (50 – 59)
F	Failed (0 – 49)

Special consideration

If illness or another serious cause has affected your academic performance, you can apply for special consideration. All applications must be submitted to the relevant teaching department within five (5) working days of the occurrence of the circumstances for which the special consideration is being sought. Supporting documentary evidence should, where possible, be attached to the application form. If you would like assistance with your application, please contact Student Engagement and Retention on 9279 2511.

Statement of attainment

At the end of each calendar year, you will be mailed out a statement of attainment, which is effectively a transcript of academic results. A statement of attainment from Kangan Institute is recognised by every other registered training organisation in Australia. Should you need a replacement statement of attainment, you can request one from Customer Service Centre and will be charged \$40.

Copyright

Kangan Institute is covered by a number of copyright licenses. Generally, for paper to paper copies (for example using a photocopier) you may copy 10 percent or one chapter of almost all publicly published material. However, software manuals are not covered by this agreement and nor are publications with explicit non copying provisions (such as some consultancy group reports). Copyright also exists with web page content. The same 10 percent rule applies. Software on Kangan Institute computers must not be copied under any circumstance. For more information, visit the Kangan Institute copyright portal here: libguides.kangan.edu.au/copyrightportal

Plagiarism and referencing

Assignments and other forms of assessment must be your individual and original work. Copying directly from your research sources or another student's work, including re-worded or paraphrased material without acknowledgement is plagiarism. Plagiarised work is a breach of the Institute's **Training and Assessment Policy** and will not be accepted and will result in disciplinary action. A referencing guide providing information on how to acknowledge sources and use correct referencing techniques can be found libguides.kangan.edu.au/researchskills/referencing

University pathways

Want to go to University? Our courses can help take you there! Kangan Institute has guaranteed credit pathways to selected universities for studies undertaken at our institution.

Universities offering guaranteed credit include:

- Charles Sturt University
- Deakin University
- Federation University
- Flinders University
- La Trobe University
- Melbourne Polytechnic
- RMIT
- Victoria University

Find out more about our university pathways kangan.edu.au/students/pathways-to-university

What you need to know in an emergency

An emergency is an event (actual or imminent) which endangers, or has the potential to endanger health and safety, property or the environment.

You must always follow the instructions of your facilitator, teacher or an area/floor warden in case of an emergency.

Emergency alarms

Audible alarms comprising of two (2) distinct sounds can be heard throughout the campus and buildings during a possible emergency:

- The 'Alert' (beep, beep, beep...) signal is to notify all building occupants of a probable emergency situation. Do not commence evacuation.

- The 'Evacuation/Action' (fast whoop) signal is to notify that all building occupants are required to leave (evacuate) the campus or building by the nearest exit. Unless an area/floor warden designates an exit, use the nearest safest exit (clearly labelled in green and white lettering along walls and ceilings in all buildings) and assemble at the designated assembly area. Students must remain in this area until it is safe to re-enter the building.

You must not, at any stage attempt to enter an evacuated building. Yellow signage identifying these alarm tones are placed on notice boards in every classroom. Familiarise yourself with the assembly area nearest to your classroom or learning centre.

Designated assembly areas

- You must remain at a designated assembly area until officially released by the supervising teacher or other authorised institute employee
- If you must leave the Institute during an emergency, you must notify the teacher/supervisor prior to doing so

Campus specific emergency information

- Ask staff to show you the Emergency Preparedness and Response Manual, housed on the staff intranet
- Each building has an emergency noticeboard which includes building/campus specific emergency information

Emergency phones

Emergency (blue) phones will connect you to on-campus security or emergency services. They are located near the reception area of each campus, or at these locations:

- Broadmeadows - Building A and Building J
- Docklands - Ground Floor
- Essendon - Building A
- Richmond - Building A and Building D
- Moonee Ponds - opposite reception

Reporting an emergency

When reporting an emergency on campus, use these numbers:

Internal phones: Extension 55#

Any phone: 9279 2636 or 000 (dial '0' first if using an internal phone)

You will need to provide:

- Your name and location
- Your contact number
- What type of emergency it is
- The emergency location
- Who and how many people are involved
- Whether you are safe
- What services you need

Remember

Follow the directions of emergency services representatives, police, wardens or campus security guards.

Medical emergency

Definition: A medical emergency is one that cannot be dealt with by a trained first aider and requires medical intervention and may include:

- Anaphylactic reaction
- Life threatening illness
- Broken limbs
- Serious injury
- Serious assault
- Excessive consumption of alcohol
- Drug overdose

If a person is injured:

- Provide the casualty with support and ask for a first aid officer
- Do not move casualty unless exposed to a life threatening situation and it is safe to do so
- Remain with the casualty until the first aider arrives
- Follow instructions from the first aider. This may include notifying the ambulance service by calling 000 and meeting and directing the ambulance to the location of the casualty.

Disclosure of a personal medical condition will assist staff in providing adequate care and support until either a family member, a support worker or medical emergency services arrive.

Safe Practice

During your course there will be times where the practical activity you are completing will require you to follow the documented Safe Work Procedure (SWP) or Safe Work Method Statement (SWMS). If you are not sure about where to find the SWP or have not received/completed a SWMS, then request these documents from your teacher before commencing the practical activity.

Plant & Equipment Safety

At times you may need to use Plant and Equipment to complete a practical activity. Where this is required you should ensure you are familiar with the Plant & Equipment and have received training in the Safe Work Procedure (SWP). You should always complete a pre-start check of the equipment, to ensure that it is safe to use. Ask your teacher to provide guidance if you are not familiar with the check to be completed. Never use faulty or damaged plant and equipment, notify your teacher immediately.

Chemical & Substance Safety

Many times throughout your course you will be required to use or may have contact with chemicals and substances which are Hazardous or Dangerous. You should ensure that you are aware of the substances that you are using and have access to the Safety Data Sheet (SDS). When using any hazardous substances or dangerous goods you must wear the appropriate PPE&C, ensure that you understand from the SDS how to store and dispose of the substance or chemical safely.

Housekeeping

Housekeeping is the key to a safe workplace, and it is more than just keeping things clean. A workplace should be clean, tidy and organised, with hazards reported a fixed wherever possible. So ensure that you understand the expected housekeeping standards required for your course to keep yourself and others safe.

First aid and ambulance cover

Qualified first aiders are available on each campus and can be contacted through any staff member.

It is strongly recommended that you have ambulance cover. If a Kangan Institute staff member believes there is a medical emergency and calls an ambulance, the ambulance service will be at the student's expense. The cost of this service is minimised if the student is covered under private health insurance, family health insurance, a health care card (Centrelink) or Ambulance Victoria membership.

Accidents/injury

All accidents, near misses, incidents or hazards that can, or have caused harm or damage must be reported on the accident/incident form. This includes any incidents when you are on practical placement or excursions. Your report will assist us in determining what happened, how it happened and most importantly, how we can prevent it from happening again.

The form is available from any Kangan Institute staff member or the CSC at each campus.

Mobile phones/personal music players

Mobile phones and personal music players should be switched off during classes. You should be considerate towards others at all times whilst both on campus and at any off campus activity related to Kangan Institute. Any use of mobile phones or cameras that impinge on the rights of others may result in the suspension or exclusion of the student from the institute for a specific period.

Mental Health First Aid (MHFA)

Mental health first aid is the help provided by a trained staff to a person developing an emotional or mental health problem. Support is given until appropriate professional treatment is received or until the crisis resolves. Any student requiring support should advise their teacher or a staff member who will contact an MHFA officer to assist you.

WorldSkills competition

Kangan Institute avidly supports our students to get involved in WorldSkills competitions.

WorldSkills Australia is the nation's premier platform for showcasing trades and skills. It is in essence the skill Olympics for hard and soft skills.

Students studying in a range of areas including Health, Trades, Creative, IT and more compete in regional finals against other students to showcase their skillsets. Winners of the regional competitions move onto the national finals.

The National Championships operate on a two-yearly cycle, taking place in the years in-between the Regional and International competitions.

For more information visit worldskills.org.au

TANTALISE YOUR TASTEBUDS AT RICHARDS RESTAURANT



Richards Restaurant, our fully licensed training restaurant provides you fantastic food at reasonable prices. Open for lunch during term dates, the restaurant offers a range of modern eclectic cuisine and an extensive wine list.

When dining in the restaurant, students receive a 10% discount on their meals and a free coffee. Richards Restaurant is located at the Broadmeadows campus in Building D.

**TO MAKE A BOOKING CALL 9279 2676
or email us
RRestaurant2@kangan.edu.au**

Fee information

Course price

Visit our website for individual course prices. Prices are indicated on each individual course page, showing standard fees, apprenticeships fees, concession and government subsidised fees.

You will need to pay an enrolment fee to study with us. Your enrolment fee may differ, depending on your individual circumstances. The enrolment fee is charged per enrolment period and consists of the four components:

- Tuition fee
- Student services fee
- Materials fee
- Consumables fee.

Tuition fees

Tuition fees are set by Kangan Institute. Rates are calculated using an hourly rate multiplied by the course hours in any one year. The actual hourly rate will vary, depending on whether you are eligible for a government subsidy, concession or neither.

Check for your eligibility via the Victorian Skills Gateway. Concessions for diploma and advanced diploma course categories are only available to Aboriginal or Torres Strait Islanders.

Free TAFE

Free TAFE for Priority Courses covers the cost of tuition fees for priority courses for students who are eligible for government-subsidised training. This includes 30 priority non apprenticeship courses and 20 Victorian apprenticeship pathway courses (sometimes called pre apprenticeships).

For a list and more information, visit:
kangan.edu.au/free-tafe-for-priority-courses

Student services fee

This charge is a fixed amount per student that applies to enrolments. The charge applies equally to concession and non-concession students. Student services and amenities fees are also calculated on each individual on our website.

Materials fee

Material fees cover the cost of providing you goods or materials purchased by Kangan Institute to be used during the course. This fee varies according to the course being undertaken and there are no concession rates available. Materials fees can be identified on each individual on our website.

The fees and charges outlined above are applicable only to Australian students. International students follow separate application processes and charges.

Consumables Fee

These fees are associated with the delivery of training and include but are not limited to disposable items such as food and beverage, beauty products, welding rods and such items that are used within the classroom/practical activity.

Payments

Tuition, student services and amenities fees are payable in full at the time of enrolment. GST will be charged where applicable and will be detailed on your official receipt. You have a variety of options for payment of fees and charges, including; cash, cheque, credit card, part payment plan and direct debit.

It is your responsibility to ensure all fees or debts are paid. If you have any outstanding debts to Kangan Institute, you will not be permitted to re-enrol, receive a statement of results or certificates, or to graduate.

Fee for service

Some of our courses are charged using a fixed fee for service enrolment fee which includes all four components of the enrolment fee. Where this is the case, it is clearly indicated on the relevant course information.

The fixed fee for service course rates, vary depending upon the course. There are no government subsidies, exemptions or concession rates available for these courses. Vocational education and training in schools (VETiS), short courses and courses for international students attract a fee for service enrolment fee.

Eligibility for government education and training fees

The Victorian government sets the rules for eligibility to access to the Skills First Program. These guidelines change from time to time. To review the most current guidelines click skills.vic.gov.au

Fee Assistance

Concession

Students deemed eligible for a government subsidised place may also be eligible for a concession rate. Concession fees are charged at 20% of the hourly tuition rate set by Kangan Institute.

To be eligible for a concession on the cost of the course, you must provide a valid Commonwealth Concession Card at the time of enrolment. A copy of the concession card is retained with the enrolment form.

VET Student Loans

A student loan scheme is available for eligible students and courses to assist in the payment of tuition fees whilst studying at TAFE. These are called VET Student Loans and replace the VET FEE-HELP scheme from 1 January 2017. Loans are capped according to the course you are studying. These loans are income contingent and interest free and repaid via the Australian Taxation Office when your income reaches a certain threshold.

For the most up to date threshold information please visit kangan.edu.au/courses/fees

For further information visit studyassist.gov.au You will still have to pay the student services fee, materials and consumables fee (if studying a government funded course) and other non-tuition fees (if applicable) at the time of enrolment. To be eligible for a VET Student Loan, you must be an Australian citizen; or a holder of a permanent humanitarian visa who will be resident in Australia for the duration of the unit of study; or a qualifying New Zealand citizen.

Employer assistance

If your study is part of workplace training, an apprenticeship or traineeship, your employer may make a contribution to your tuition fees. You will need to discuss and agree on this with your employer. If this is the case, you must bring a signed letter of authority from your employer stating that they will pay the cost of the training.

Government initiatives

Apprenticeships - in some trade areas, there are a number of government initiatives that allow you to claim a materials or tools for trade rebate for items that are considered essential items for your trade.

What other financial assistance is available?

If you are having difficulty paying enrolment fees, you can apply for a part payment plan through the customer service centre. Part payment plans are available to you to cover tuition, materials and amenities fees. Part payment plans are limited to 12 months and must be paid in full at least 30 days prior to the conclusion of the study/ course/semester for which it has been established. If you are eligible for a VET Student Loan you can access part payment plans for all fees except tuition fees. For further information and an application pack, contact the customer service centre on 13 TAFE.

Further fee assistance

There are some circumstances where you may be unable to afford the fees associated with studying at Kangan Institute. In these circumstances, an appointment can be made with the Student Engagement and Retention Team by calling 9279 2511 to discuss alternative arrangements/ options. All requests to vary the standard fees and charges are made at the approval of the Chief Executive Officer.



WHAT IS NOT OK

Everyone at Kangan Institute has the right to a safe and happy learning experience. We are committed to ensuring that all inappropriate behaviour is not tolerated.

We therefore do not allow on campus:

- Smoking
- Students under the adverse influence of drugs and/or alcohol
- Weapons
- Theft
- Assault
- Criminal activity of any sort
- Vandalism
- Offensive language
- Gambling
- Sexual activity
- Inappropriate use of the Internet
- Cheating and plagiarism
- Damage to property
- Bullying
- Harassment
- Sexual harassment
- Animals (excluding recognised Assistance Animals)



 **13 TAFE** **kangan.edu.au** **enquiries@kangan.edu.au** **Kangan Institute, Private Bag 299, Somerton VIC 3062**

The information in this publication is correct at the time of release (March 2020).

Every effort has been made to ensure details are correct and accurate, however Kangan Institute reserves the right to change information with respect to course costs, timing and selection criteria without notice. Conduct of courses is dependent on student numbers and sufficient funding.

PROUDLY TAFE.

Some or all of this training is delivered with Victorian and Commonwealth Government funding.

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