Welcome
To Kangan Institute
Everything you need to know about studying with us
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 (transcripts) 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 place 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/usn

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. For a statement of attainment if you undertake a short course on an individual unit.

Apply for your USI number at usi.gov.au

Student identification (ID) card

Your name, photo and student number is printed on your ID card, and it is 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 photocopier and printing.

You are required to carry your student ID card at all times 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 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. 100932208 or 11009220844).
3. Your password will be your initials (capital first name and lower case surname) followed by your date of birth in the following format: (e.g. AT010294).
4. If you are a new student, your password will be what you were last using. If you no longer know your password please contact support@kangan.edu.au or ask your tutor to assist you in retrieving your password.
5. Once you have added this information you should be logged in.

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.

To access the student portal you can access and navigate your way through it:

- Your student email account
- Learning support information
- Timetables
- MyLearning
- Library and resources
- Student Engagement and Retention Services
- Institute policies and procedures
- Academic results through Kangan’s online student portal
- Student FAQs and 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 IT Support Centre on 9278 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 link 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 mixing up on any crucial emails or emails from us by forwarding your Kangan Institute student email to your everyday email account for that same peace of mind in order to do this:

1. Log in to your Kangan Institute email.
2. Click on the ‘’Forwarding’’ option in the top right-hand corner of your inbox and select ‘’settings’’ at the bottom.
3. Click on forwarding in the left-hand 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 an online learning management system which will allow you to study 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 send 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
- 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 or on or off-campus, you 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 Studios section of the student portal.
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:
- Broadway campus - Building 10
- O'Connor campus - Building 1
- Richmond campus - Building 1A
- Docklands campus - Ground level
- Monash North campus - Level 3

To speak to one of our friendly and knowledgeable CSC staff members, either drop into any of the CSC centres or call 13 77 77 and request to speak to a customer service representative.

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

National Training Plan (NTP)

A National Training Plan (NTP) is a working document used for the duration of your enrolment at Kangan Institute.

The purpose of the National Training Plan is to provide details to support employers, apprentices, trainees and the registered training organisation throughout the development of the training and to show it is supplied to all the details in the successful completion of the apprenticeship or traineeship in compliance with national guidelines.

The NTP is updated by your mentor at Kangan Institute and is curated by employers to ensure conformity in compilation of units and levels throughout the apprenticeships/traineeships life cycle at Kangan Institute.

Your NTP will be signed by your employer and an Apprenticeship Trainer Advisor 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 all the course modules that you will study in the 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 selecting and ensuring the information in your individual training plan is correct. If you have any concerns, please review the CSC staff of any errors within the plan as soon as possible. A CSC staff member will then contact you on 13 77 77.

Office 365

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

How to access Office 365

1. Go to the student portal - if you are offcampus.
2. Click on the Small icon.
3. Enter your details and password to access the Microsoft Office 365 Mail Web App.
4. You have three main options to choose from - Home, Office365 and Teams Site.
5. By default, you will login to the Kangan Institute Office 365 Mail Web App.

Outlook

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

1. Home - directly to the Outlook Web App.
2. Calendar - directly to the Outlook Calendar Web App.
3. Options - selecting this option opens an internet Explorer tab which shows the account information of the user.
4. In the My Account tab, you have the option to add account information and change Mail settings according to your needs.

Services you can enjoy

SERVICES YOU CAN ENJOY

WELCOME TO KANGAN INSTITUTE

kangan.edu.au
**SKILLS AND JOBS CENTRES**

Conveniently located at Kangan Institute’s Dreadnought 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.

**Students Lounge**

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

- Dreadnought - Building D & J
- Docklands - Ground Floor & Level 1
- Moonee Ponds - Level 2
- Richmond - Building A

**NEXT STEP**

Finding the right course or career path can feel overwhelming and confusing. It taking your NEXT STEP feel. See 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 249 290 or email instoit@kangan.edu.au

Kangan Institute offers an assessment with one of our friendly staff members at a campus near you.

**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. It honours the traditional landowners of the area, the Wurundjeri Woiwurrung people. The centre merges the cultural heritage and values of these owners with contemporary Aboriginal culture and strong networks with key Aboriginal organisations to ensure that our students are supported throughout 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 to work in consultation with communities and employers which mean that Aboriginal and Torres Strait Islander students gain skills and knowledge while improving their networks and employment options.

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 II 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 social activities or for support, if required. We also conduct a number of events through the year, including Aboriginal culture and language to specialise all the students are invited to along with their family.

Koori Liaison Officer

Aboriginal and Torres Strait Islander students who enrol at Kangan Institute have the opportunity to benefit from the Koori Liaison Officer. The Koori Liaison Office offers support to students who are enrolled in any course across Kangan Institute, as well as any student who enrols in a course supported by the Indigenous Education Centre. Their role is to support students to engage with the TAFE system, while working as a 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 8276 2209

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Koori Liaison Officer: 13 TAFE or 8276 2209
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 in order to purchase credit from a web browser link (the print.fronter.com.au) and login with your student ID card. The 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.

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Campus parking
Paid parking is available at the Rozelle and Times Square 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 carpark at the Richmond campus can purchase a parking permit and pay for $10 from the customer service centre. This will entitle students to unlimited parking bay and is a discounted student parking rate.

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

Coin payments:
1. Insert any Australian coins from 10c to $2
2. The meter displays the amount of money inserted and the expiry time.
3. To print ticket, press ‘Print’ and wait for ticket to be dispensed into the collection tray.
4. To cancel the transaction and to return inserted coins, press ‘Cancel’ and push button.
5. All deposited coins are returned to the tray when the ‘Cancel’ push button is pressed.

Credit card payments:
1. Press ‘0’ push button to display the lowest fee. Press the ‘DOWN’ push button to display the next lowest fee. Repeat pressing the ‘0’ and ‘DOWN’ buttons until the desired fee is displayed.
2. When the desired fee is being displayed on the meter, insert and pull out your credit card as shown on the meter instructions.
3. When the parking fee is securely transferred, the meter will print the ticket and dispense it into the collection tray.

Mobile phone payments:
1. First time user registration (this will assign the mobile phone number to the user valid credit card)
2. Have sure the user mobile phone has the caller ID enabled
3. 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 GPS payment system, it cannot be used to pay for parking. The registration process assigns the mobile phone number against the user’s credit card.

Making a mobile phone payment:
1. Press ‘0’ push button to display the lowest fee. Press the ‘DOWN’ push button to display the next lowest fee. Repeat pressing the ‘0’ and ‘DOWN’ buttons until the desired fee is displayed.
2. When the desired fee is being displayed on the meter, press ‘Call’ and push button.
3. All deposited coins are returned to the tray when the ‘Call’ push button is pressed.

Credit card payments:
1. Press ‘0’ push button to display the lowest fee. Press the ‘DOWN’ push button to display the next lowest fee. Repeat pressing the ‘0’ and ‘DOWN’ buttons until the desired fee is displayed.
2. When the desired fee is being displayed on the meter, insert and pull out your credit card as shown on the meter instructions.
3. When the parking fee is securely transferred, the meter will print the ticket and dispense it into the collection tray.

Multifaith prayer room
Prayer rooms are located at the following locations:
- Rozelle: Building B, Room B605
- Times Square: Level 1
- Richmond Building A, Ground Floor
- Ninevah Ponds (Main Avenue - Main Building)

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

Rozelle
kangan.edu.au/campus/rozelle

Times Square
kangan.edu.au/campus/times_square

Richmond
kangan.edu.au/campus/richmond

Ninevah Ponds
kangan.edu.au/campus/ninevah_ponds
HAIR AND BEAUTY
AT RICHMOND
TRAINING SALON

Bicycles
Bicycles are available for your use at any of the
Campuses. Bikes are required at your own expense.

Public transport
Our campuses are serviced by great transport links
including trains, buses and trams. For train and bus
services, call the Public Transport Victoria Call Centre
on 1300 655 655. There is also a ETU facility for passengers
with hearing difficulties on 9699 2027. Website:
pavtrav.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:
You can also apply for a student pass online.

Security
Each campus offers monitored CCTV security in all main
learning and car park areas. There are designated blue
coloured bicycle stands at each customer service centre if you
require a security officer.
You can contact them on:
Broadmeadows: 3017 2608 or 0401 778 327
Dovetons: 9699 2655 or 0407 372 595
Essendon: 9699 2537 or 0407 270 778
Richmond: 9425 5651 or 0419 760 265
Hillside: 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 students. For further information or to use the
Apprenticeship Support Officer Program please contact
(1218).

Lockers
Some of the campuses have lockers for your use. Please
ask the admin 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 closed at the end of your course.

Lost property
For lost and found inquiries, contact security on your
campus. Please see below for list of security contacts for
each campus.
STUDENT ENGAGEMENT

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

All our events are listed on the student portal and we’ll keep you updated through regular emails and webinars. If you’re a student, check the student portal regularly. SEAR 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 you and help you get back on track.

We have a team of qualified professionals who can offer you free and confidential support services. If 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 StudentCenter app where you can speak to other students anonymously about what you are going through. Visit kangan.edu.au/Page/studentwellbeingandcounselling.aspx.

Disability support

Our Disability Support team can assist you with a wide range of resources and services that enable your independence, assist in participation and learning to achieve your goals. Whether a long-term or 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 matters such as budgeting, career advice and scholarships.

To talk to us or make an appointment with one of our counsellors, call 9329 3837. Email: studentengagement@kangan.edu.au

Scholarships

The SEAR team enables students’ learning through provision of a range of scholarships to support you in your study. Visit kangan.edu.au/courses/scholarships-and-grant-programme.

Student Events

During term 1 and 2, we host student events, bringing together the Kangan Institute student and staff community. These events are:

- **Term 1 Orientation Program**
- **Term 2: Culture Diversity**
- **Term 3: Mental Wellbeing 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 CARE (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 recognizes 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://volunteering.kangan.edu.au/student-volunteering.

Library and learning centre (LLC)

The Library and Learning Centre is here to help you succeed in your course. You can visit the library in person at our Broadmeadows, Dovendale and Richmond campuses as well as an offsite learning hub at Essendon campus.

In our spaces, you will find books and other hard copy materials, magazines and DVD videos for loan, along with spaces to study and relax, work alone or in groups.

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

Each library space has printing, scanning and photocopying facilities.

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

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Each library space has printing, scanning and photocopying facilities.

The library is also online at the blog: 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 animations, 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 blog: kangan.edu.au/home/fdbk 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 Caregiver Recognition Act 2002 (Vic) sets out principles that support and recognise the important role of people in caring relationships in our community. Kangan Institute supports the care of our community and recognises that this can impact upon their studies at times. Caregivers are people of any age, any ability and any background. If you find that your carer is impacting upon your studies, speak to Student Engagement and Rehabilitation on 10 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 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 the our commitment to the Child Safe Standards, a Child Safe Officer is in place within the Student Engagement and Retention team. Concerns as to the safety and wellbeing of persons under 18 years of age can be directed to this position. Contact can be made on 9329 3817.

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 behaviour is required. All students are expected to abide by this policy which can be found kangan.edu.au/courses/foss/ kangaregulations.

Student Orientation program

As a new or continuing student, why not take this opportunity to discover what services and support are offered and how to make the most of your experience at Kangan Institute?
OUR COMMITMENT TO YOU

We take our programs and services to make your time with us engaging, exciting and memorable, because we realize 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 continually 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 emphasize 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 processes
- 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 service operates 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 familiarize yourself with our policies and procedures.

Privacy

Kangan Institute is bound by and aims to comply with the Privacy and Data Protection Act 2002 (Vic), the Health Records Act 2001 (Vic) and the Privacy Act 1988 (Cth). Kangan Institute has implemented practices and procedures to ensure compliance with these Privacy Laws.

As Kangan Institute we respect the rights of individuals (our employees, contractors, business partners and students) to security, privacy and service, and we wish 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.

Child Safety Policy

Kangan Institute is committed to child safety, providing opportunities for children to participate in education and development in an environment free of harm and abuse. All children and young people have the right to be treated with respect and dignity and to be protected from all forms of abuse and neglect.

We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our child safety 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 requirements. View the policy kangan.edu.au/course/fees/kangan-policies

Health, Safety and Wellbeing
We are committed to the health, safety and wellbeing of students and staff. Our HSE policy reflects this commitment. If anyone reports any hazards that could result in an injury of some kind. This could be a task that may or may have caused a physical injury or a tool or machine that’s not working properly. Report any hazard to your teacher or complete an accident/incident report. You can view this policy on the student portal at kangan.edu.au/course/hse/kangan-policies

You may be required to wear Personal Protective Equipment while undertaking a course. Examples of this are safety glasses, safety boots, earplugs, hard hats, high vis, long sleeve shirts, and/or overalls. If the course outlines mandatory use of PPE & you fail to provide the required mandatory PPE & 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 Procedures.

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 other’s 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

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 you of the units you will be enroling 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 you have already completed a study in one course, you will need to fill in another enrolment form.

Recognition of existing qualifications, knowledge and skills
If you already have formal education, experience, or knowledge which can be equated 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-Enrolment Review to ascertain whether you can provide evidence of your learning, and demonstrate knowledge and skills in one or more units of competency, which will form the basis of your RPL application. You will need to provide a copy of the outcomes of the review before you enrol.

Class cancellation
If a class is cancelled or re-scheduled, 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 comments
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 respond to any problems promptly and deal with each matter fairly.

Early 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 involves you anonymously as a member 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:

1. Informally
You can discuss your feedback with your teacher or the person in charge of your course. The informal option enables the person in charge of your course to respond to your feedback as quickly as possible.

2. Formally
You can submit your anonymous feedback online on the student portal. Your feedback will be recorded and then forwarded to the appropriate manager for action. Action based upon anonymous feedback about staff members and fellow students is confidential and beyond the scope of natural justice.

If you require assistance with this process, please contact the Student Engagement and Retention team on 9379 2317 or email sere@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 serious forms of misconduct. Copies of the Code of Student Behaviour and the Student Disciplinary Procedure can be found on the student portal under ‘Policies and Procedures’.

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

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

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

Short courses
If you provide formal notification of withdrawal 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.

VET Students Loans Courses (Certificate I, II, III and IV)
If you provide formal notification of withdrawal prior to the commencement of the course or within 28 days of your next VET Student Loans course commencing, you are entitled to a refund of your tuition fees (less an administrative fee of $40). 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 VET Student Loans course.

Refunds for non-tuition fees will be assessed on a case by case basis.

VET Student Loans courses (approved diploma and above):
If you withdraw from a VET Student Loans Unit of Study prior to the publicly advertised date for that unit, you will receive a 50% 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 $40).

Withdrawal and refund application forms are available at the Customer Service Centre or by calling 9379 2332.

Most refunds will be processed within four weeks of application.
Examinations and results

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

Call 9279 2077 or email coursework@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 completed - competency achieved
CP: Credit achieved
CR: Competency not achieved
PD: Off-the-job component satisfied - competent
W/D: Withdrawn/Dissatisfied
BL: BL: Lower Assessment
RP: RL: Credit
RPL: RPL: Credit
RPL/DN: RPL: Not discriminable

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 qualification. You will be informed about grades assessment of your course 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 competency:

ID = High Distinction (80 – 100)
H = Distinction (70 – 79)
CR = Credit (60 – 69)
P = Pass (50 – 59)
F = Fail (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 special consideration is being sought. Supporting documentary evidence should, where possible, be submitted with the application form. If you would like assistance with your application, please contact Student Engagement and Retention on 9279 2077.

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 recognized by many other registered training organizations in Australia. Should you need a replacement statement of attainment, you can request one from Customer Service Centre and will be charged $10.

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 a book (in a textually published material. However, software manuals are not covered by this agreement) and 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:

http://www.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-wording or paraphrasing material without acknowledgement is plagiarism. Plagiarised work is a breach of the Institute’s Training and Assessment Policy and will not be accepted. It will result in disciplinary action. If referencing guide providing information on how to acknowledge sources and use correct referencing techniques can be found by going to kangan.edu.au/research/101/referencing

University pathways

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

Universities offering guaranteed credit include:

- Charles Sturt University
- Deakin University
- Federation University
- Flinders University
- La Trobe University
- Monash University
- 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, presently or in the environment.

You must always follow the instructions of your facilitator, lecturer or an emergency warden in case of an emergency.

Emergency alerts

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

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

- The Evacuation/Evacuation (fast, uneven) sound signals 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 (left or right) clearly labeled exit and white or yellow arrows 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 signs identifying these alarm tones are placed on notice boards in every classroom. Familiarize 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 authorized institute employees.
- You must if you leave the Institute during an emergency, you must notify the teacher/instructor prior to doing so.

Campus specific emergency information

- Ask staff to show you the Emergency Preparedness and Response Manual, located on the staff intra-net.
- Cash buildings has an emergency retrieval which includes building/amusement 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:

- Breakdowns - Building A and Building J
- Breakdowns - Ground Floor
- Evacuation - Building A
- Richmond - Building A and Building B
- Hobsons Ponds - opposite reception

Reporting an emergency

When reporting an emergency on campus, use these numbers:

Internal phone: 9279 2077

General phone: 1300 793 374
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
- Seizures
- Serious injury
- Serious assault
- Excessive consumption of alcohol
- Drug overdose
- If a person is found:
  - Provide the casualty with support and ask for a first aid officer.
  - Do not move casualty unless approved by 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: finding the ambulance service by dialling 000 and waiting and directing the ambulance to the location of the casualty.
  - Disclose if 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 practice 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 (SWM). If you are not sure about what to do, refer to the SWP or SWM. The safe work procedures will be followed at all times where you are on practice placement or excursions. Your report will be graded on the accuracy and thoroughness of the form. The form will also be completed by your teacher before commencing the practical activity.

Plant & Equipment Safety
At times you may need to use Plant & Equipment to complete a practical activity. When 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-use check of the equipment and ensure that it is safe to use. Ask your teacher for equipment guidelines. 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 hazardous. 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 hazardous goods you must wear the appropriate PPE, 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 organized, with hazards reported a fixed wherever possible. To ensure that you understand the expected housekeeping standards, you need to complete the following activities 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 speak to the staff member of the campus support services for the ambulance cover. If a Kangan Institute staff member believes there is a medical emergency, a call will be made to the ambulance services. The ambulance service will be at the student's expense. The cost of this service may be covered if the student is covered under private health insurance, family health insurance, a health care card (Commonwealth) or Ambulance Victoria membership.

Accidents/injury
All accidents, near misses, incidents or hazards that can or may have caused harm or damage must be reported on the accident/incident form. This includes any incidents when you are on practice placement, or excursions. Your report will be graded on the accuracy and thoroughness of the form. The form will be completed by your teacher before commencing the practical activity.

Mobile phones/personal music players
Mobile phones and personal music players should be switched off during classes. You should consider the effects of mobile phones or cameras that changes on the safety of others or 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 separable professional treatment is received or until the crisis resolves. Any student requiring support should discuss their teacher or a staff member who will contact an MHFA officer to assist you.

WorldSkills competition
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, national and international competitions. The National Championships are held on a two-yearly cycle, taking place in years immediately before the WorldSkills competition.

For more information visit [worldskills.org.au](http://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 Broadmaddow campus in Building D.

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

WELCOME TO KANGAN INSTITUTE
FEES

Fee information

Courses fees
Visit our website for individual course prices. Prices are indicated on each individual course page, showing standard fees, apprenticeship 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 fees
- Student services fee
- Materials fee
- Concessions fees

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 fee.

Check your eligibility via the Victorian Skills Gateway. Concessions for diploma and advanced diploma course categories are only available to Indigenous or Torrens Street transients.

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 50 priority non-apprenticeship courses and 20 Victorian apprenticeship pathway courses (sometimes called pre-apprenticeships).

For a list and more information, visit: kangaroo-pool/Preapprenticeshipcourses

Student services fee
This charge is a fixed amount per student that assists to ensure, the charge expands to cover any non-concession student. Student services and amenities fees are also calculated on each individual on our website.

Materials fees
Material fees cover the cost of providing you witha guide 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 calculated 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.

Concessions fee
These fees are associated with the delivery of teaching and include but are not limited to enrolment forms such as food and beverage, beauty products, vending machines and such items that are used within the classroom/practical activities.

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 enrolled or re-enrolled, receive a statement of results or certificates, or be graduates.

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

The fixed fee for service courses varies depending upon the course. There are no government subsidies, exemptions or concession ratios available for these courses. Vocational education and training (VET) short courses and courses for international students are also 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. Those guidelines change from time to time. To review the most current guidelines click a skillselect.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 Enrolment fees as set by Kangan Institute.

To be eligible for a concession on the cost of the courses, you must meet a 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 received via the Australian taxation Office when your income reaches a certain threshold.

For the most up-to-date data, please visit: kangaroo-pool/veetsloans

For further information, visit: studentassist.gov.au. You will still have to pay the student services fee, materials and examination fee (if studying a government funded course and other non-reimbursed 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 Victoria 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 apprentice or an employee, your employer may make a contribution to your tuition fees. You will need to discuss and agree on this with your employer. It is in the case you must sign a licence letter of authority from your employer stating that they will pay the cost of the training.

Government initiatives
Approximately in some trade areas, there are a number of government initiatives that allow you to claim materials or fees for trade rebates for items that are considered essential items for 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 condition of the study plan’s commencement 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 application packs, contact the customer service centre (03) 9770 3999.

Further fee assistance
There are some circumstances where you may be eligible to access the Skills First Program. Whether or not you are eligible is based on your eligibility with the Student Engagement and Retention team by calling 9770 3999 to discuss alternative arrangements. 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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