



## STUDENT INFORMATION HANDBOOK

Yorke Institute Pty Ltd Trading as Yorke Institute  
ABN 13 124 301 533 RTO 22040 CRICOS 02893  
Level 9, 140 Queen Street Melbourne  
VIC 3000  
Ph: (03) 9042 0231

[www.yorkeinstitute.com](http://www.yorkeinstitute.com)



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TRAINING

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## INTRODUCTION

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

The Federal Government registering authority Australian Skills Quality Authority (ASQA) monitors and subjects us to regular external audits to verify adherence to these standards.

## Qualifications

We offer the following accredited and nationally recognised qualifications:

### **BSB50215 Diploma of Business\***

This qualification applies to individuals with various job titles including executive officers, program consultants and program coordinators.

Individuals in these roles may possess substantial experience in a range of settings but seek to further develop their skills across a wide range of business functions.

Conversely, it may also apply to those with little or no vocational experience, but who possess sound theoretical business skills and knowledge that they would like to develop in order to create further educational and employment opportunities.

### **BSB61015 Advanced Diploma of Leadership and Management\***

This qualification is for individuals who apply specialised knowledge and skills, together with experience in leadership and management, across a range of enterprise and industry contexts.

Individuals at this level use initiative and judgement to plan and implement a range of leadership and management functions, with accountability for personal and team outcomes within broad parameters.

They use cognitive and communication skills to identify, analyse and synthesise information from a variety of sources and transfer their knowledge to others, and creative or conceptual skills to express ideas and perspectives or respond to complex problems.

### **HLT55115 Diploma of Dental Technology\***

This qualification provides the knowledge and skills needed to work as a Dental Technician. It covers the construction of dentures, bridges, crowns and other dental appliances and the repair and modification of these appliances.

Completion of the Diploma of Dental Technology will provide you with the skills for a career as a Dental Technician. The academic pathway from completing this course is Advanced Diploma of Dental Prosthetics (clinical). A dental technician may work in a large dental laboratory or go into private practice.

### **HLT55118 Diploma of Dental Technology**

This qualification provides the knowledge and skills needed to work as a Dental Technician. It covers the construction of dentures, bridges, crowns and other dental appliances and the repair and modification of these appliances. This qualification provides additional knowledge in Design digital dental restorations and appliances using computer-aided design (CAD) technology and will replace the HLT55115 Diploma of Dental Technology on 14 March 2019.

Yorke commence enrolment into the new qualification March 2019. Students enrolled under the HLT55115 will be given an opportunity to transition into the new program and upskill. Additional costs may apply to learn the new CAD technology.

Completion of the HLT55118 Diploma of Dental Technology will provide you with the skills for a career as a Dental Technician with skills in CAD technology. The academic pathway from completing this course is Advanced Diploma of Dental Prosthetics (clinical). A dental technician may work in a large dental laboratory or go into private practice.

### **CHC33015 Certificate III in Individual Support\***

This qualification addresses work primarily in residential facilities under direct or regular supervision within clearly defined organisation guidelines and service plans.

These workers:

- Carry out activities to maintain personal care and/or other activities of living for people in an aged care setting



- Carry out activities related to an individualised plan
- Report directly to a supervisor and are not responsible for other workers.

#### **CHC43015 Certificate IV in Ageing Support\***

This qualification addresses work primarily in residential facilities within defined organisation guidelines and service plans.

These workers:

- Carry out activities related to maintaining an individual's wellbeing through personal care and/or other activities of living
- May provide services to individuals with complex needs, and/or work with groups of older people Work may include training and support to promote independence and community participation, which may be provided as part of activities and programs in a variety of settings including residential and centre-based programs
- Report to service managers and liaise with professionals and other service providers
- May be required to supervise and/or coordinate a limited number of other workers.

#### **CHC43415 Certificate IV in Leisure and Health\***

This qualification addresses work in residential facilities and/or in community agencies and day centres and work under professional supervision within defined organisation guidelines or as sole practitioners.

These workers:

- Assist with design, implementation and evaluation of health and leisure activities and programs for clients in one or more sector areas
- May be responsible for other workers.

#### **CHC53415 Diploma of Leisure and Health\***

This qualification addresses work in residential facilities and/or in community agencies and day centres, under supervision within defined organisation guidelines.

These workers:

- Design, implement and evaluate health and leisure activities and programs for clients in one or more sector areas
- May be responsible for other workers
- May work under professional supervision within defined organisation guidelines or as sole practitioners.

#### **CHC30113 Certificate III in Early Childhood Education and Care\***

This qualification is designed for those with a passion to provide care, nurturing and education to children from infant age right up to pre-school. The single most important benefit of being a child care worker is the satisfaction of knowing that you are providing quality care for children.

Students will be provided with the knowledge and skills required to care for children in the following ways;

- Supervise and engage in the activities of a group of children during the day that you are responsible for;
- Positively interact with all children, nurturing their confidence and self-esteem;
- Ensure a clean and healthy environment for all children;
- Participate in supervising indoor/outdoor environments to provide safety for the children at all times;
- Assist staff in the daily routine of appropriate early childhood education and experiences.
- The employment opportunities from completing this qualification, includes working within childcare centres, kindergartens, school care programs and care within a client's or carer's homes.

#### **CHC50113 Diploma of Early Childhood Education and Care\***

This course is designed for those looking to continue working in the childcare industry with long term prospects of becoming a child care centre supervisor or manager. By undertaking this qualification, students will be provided with the knowledge and skills required to manage the care of children in the following ways:

Supervise and/or manage those engaged to run activities for groups of children during the day who are responsible for;

- Positively interacting with all children, nurturing their confidence and self esteem



- Ensuring a clean and healthy environment for all children
- Participating in supervising indoor/outdoor environments to provide safety for the children at all times
- Planning engaging activities, good communication skills, manage a budget, supervise employees
- Designing and implementing curriculum and approved learning framework within the requirements of the Education and Care Services National Regulations and the National Quality Standard.

#### **BSB30715 Certificate III in Work Health and Safety\***

This qualification is suitable for skilled operators who take on Work Health and Safety (WHS) responsibilities in addition to their main duties. They may provide technical advice and support to a team and apply a range of competencies in varied work contexts.

#### **BSB42015 Certificate IV in Leadership and Management\***

This qualification reflects the role of individuals working as developing and emerging leaders and managers in a range of enterprise and industry contexts.

As well as assuming responsibility for their own performance, individuals at this level provide leadership, guidance and support to others. They also have some responsibility for organising and monitoring the output of their team.

They apply solutions to a defined range of predictable and unpredictable problems, and analyse and evaluate information from a variety of sources.

#### **CHC43115 Certificate IV in Disability\***

This qualification reflects the role of workers in a range of community settings and clients' homes, who provide training and support in a manner that empowers people with disabilities to achieve greater levels of independence, self-reliance, community participation and wellbeing. Workers promote a person-centred approach, work without direct supervision and may be required to supervise and/or coordinate a small team.

To achieve this qualification, the candidate must have completed at least 120 hours of work as detailed in the Assessment Requirements of the units of competency.

#### **CHC52015 Diploma of Community Services\***

This qualification reflects the roles of community services, case management and social housing workers involved in the managing, co-ordinating and/or delivering of person-centred services to individuals, groups and communities.

At this level, workers have specialised skills in community services and work autonomously under broad directions from senior management. Workers are usually providing direct support to individuals or groups of individuals. Workers may also have responsibility for the supervision of other workers and volunteers and/or case management; program coordination or the development of new business opportunities.

Note that the Statutory & forensic child, youth & family welfare specialisation must be achieved in order to meet the minimum education requirements for child protection and youth justice practice in Victoria. In addition, to meet the minimum education requirements for entry into child protection practice in Victoria, diploma qualifications must be approved by the Australian Community Workers Association (ACWA)

To achieve this qualification, the candidate must have completed at least 100 hours of work as detailed in the Assessment Requirements of units of competency.

#### **HLT54115 Diploma of Nursing**

This qualification reflects the role of an enrolled nurse working under supervision of a registered nurse. This qualification covers the application of skills and knowledge required to provide nursing care for people across the health sector. A lifespan approach should underpin this qualification with relevant competencies that relate to the different stages of life identified within the units.

A graduate from a Diploma of Nursing program approved by the Nursing and Midwifery Board of Australia (NMBA) is able to apply for registration with the NMBA as an enrolled nurse. Further information on registration is available at [www.nursingmidwiferyboard.gov.au](http://www.nursingmidwiferyboard.gov.au)





**TLI32416 Certificate III in Logistics**

This is a qualification for those engaged in logistics operations within the Transport and Logistics Industry.

It involves a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgement is required in selecting equipment, services or contingency measures within known time constraints. It may also include responsibility for coordinating the work of others.

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

*\*for domestic students, please note, This training is delivered with Victorian and Commonwealth Government funding and individuals with disabilities are encouraged to apply.*

**Volume of Learning**

According to the 2015 Standards for Registered Training Organisation, all RTO's issuing ACF qualifications and Statement of Attainment are required to comply with the requirements of AQF including the volume of learning.

The volume of learning describes how long a student may take to develop all the skills and knowledge required for the qualification

The volume of learning requirements are:

| Australian Qualifications Framework volume of learning indicators* |                  |                   |                  |                   |                   |                      |                   |
|--|------------------|-------------------|------------------|-------------------|-------------------|----------------------|-------------------|
| Certificate I  | Certificate II   | Certificate III   | Certificate IV   | Diploma           | Advanced Diploma  | Graduate Certificate | Graduate Diploma  |
| 0.5 – 1 year   | 0.5 – 1 year     | 1 – 2 years       | 0.5 – 2 years    | 1 – 2 years       | 1.5 – 2 years     | 0.5 – 1 year         | 1 – 2 years       |
| 600 – 1200 hours   | 600 – 1200 hours | 1200 – 2400 hours | 600 – 2400 hours | 1200 – 2400 hours | 1800 – 2400 hours | 600 – 1200 hours     | 1200 – 2400 hours |

**Tuition Fees**

Protection of Students Fees paid in advance

Yorke Institute addresses the student fee protection requirements by holding a current policy for Tuition Assurance. This scheme ensures that, if the RTO is unable to provide services for which the student has prepaid, they will be placed into an equivalent course such that: the new location is geographically close to where the student had been enrolled, and the student receives the full services for which they have prepaid at no additional cost to the student or, if an equivalent course cannot be found, the student is paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.

*For our domestic students who access Skills First Funding, you are advised the student tuition fees as published are subject to change given individual circumstances at enrolment.*

Fees and charges for all our courses are listed on our website. [www.yorkeinstitute.com](http://www.yorkeinstitute.com).

Payment plans are available if required.





## Eligibility Indicator

You may be eligible for a government subsidized place in a vocational training course. This program is called the Skills First Program. If you are eligible the government will contribute to the cost of your training. Yorke Institute strongly encourages people with disability to access government funded training. When enrolling at Yorke Institute, only authorized representatives of Yorke Institute can determine whether you are eligible for a certain course. Generally, you are eligible if you are an Australian Citizen, Australian Permanent Resident or a New Zealand Citizen and are any of the following;

- under 20 years of age;
- seeking to enroll in a Foundation Skills list course (and do not hold a Diploma or above qualification or are receiving core skills training in other sectors);
- seeking to enroll in VCE or VCAL;
- seeking to enroll in an apprenticeship;
- 20 years and older and 'upskilling' by seeking to enroll in a course at a higher level than your existing qualification.

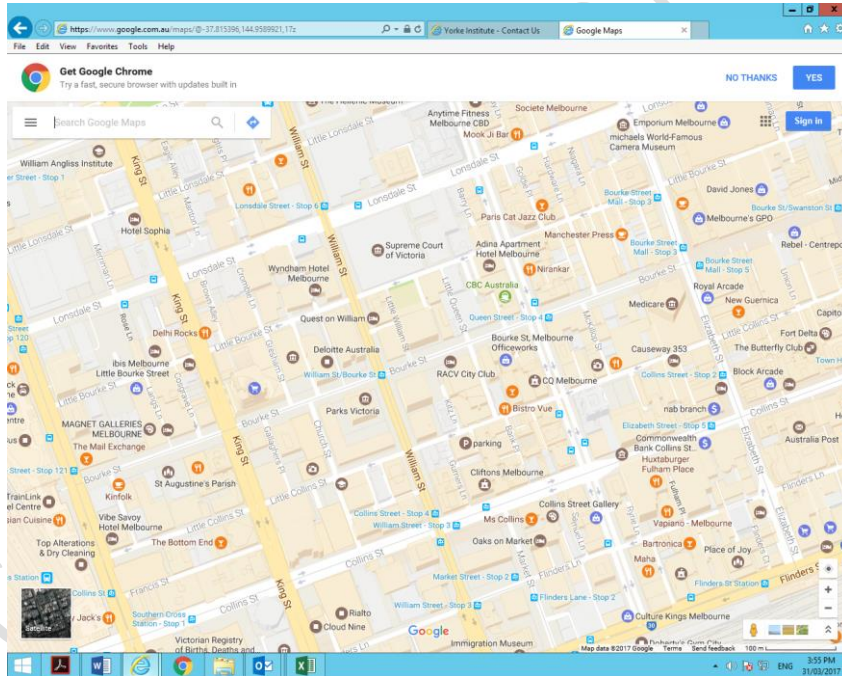
Under 2018 Guidelines, eligible students can enroll maximum of 2 courses unless new development arises which shall be disseminated by the Institute in various method including through our website.

Proxy Declaration is NOT accepted by Yorke Institute.

## Campus Locations

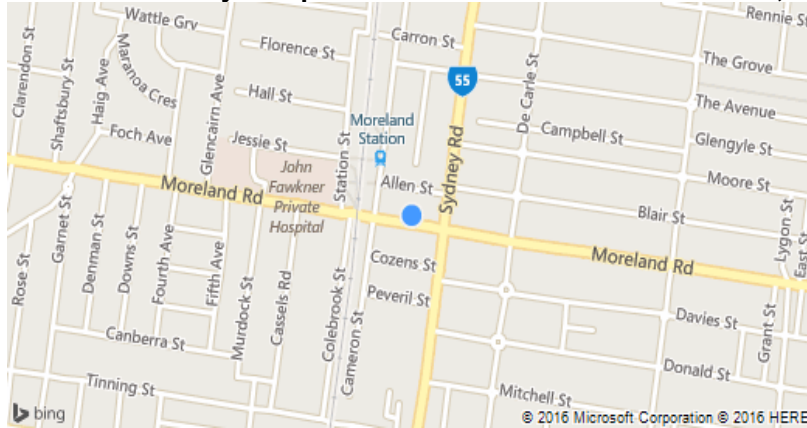
The main campus is located on Level 9, 140 Queen Street Melbourne VIC 3000. This prime and strategically placed location offers an advantage for our students and participants to easily commute to and from classes. The area offers excellent train, bus and tram services for commuters and is located only 700 metres from the city centre.

**Campus is located at Level 9, 140 Queen Street Melbourne VIC 3000**





**Dental Laboratory Campus is located at 6/ 51 Moreland Road, Coburg VIC 3056**



**Dandenong**



**Fitzroy- Nursing Simulation at the St Vincent's Hospital**



**Legislation**

All staff and students are required to familiarise themselves with the laws of Australia and Victoria that may be relevant to their time at Yorke Institute. Legislation can be found at [www.austlii.edu.au](http://www.austlii.edu.au) In particular the following legislation is likely to be relevant.

- The National Vocational Education and Training Regulator Act 2011
- Workplace Gender Equality Act 2012
- Occupational Health & Safety Act 2007
- Copyright Act 1968



- Copyright Amendment (Digital Agenda) Act 2000
- Privacy Act 1988
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Fair Work Act 2009
- Freedom of information Act 1982
- Equal Opportunity Act 1995
- Education Services for Overseas Students (ESOS) Act 2000

## **Enrolment Process**

### **Domestic Student**

- Yorke Institute will provide information about course offerings, fees, support and the impact on an Eligible Individual's Skills First entitlement and Determining Student Eligibility and Supporting Evidence and the Guidelines about Fees;
- We will test each individual's eligibility for government subsidized training and any relevant concession or exemption/waiver on tuition fees
- We will conduct a Pre-Training Review for each individual that expresses an interest in any of our qualifications
- We will conduct the enrolment process which will follow the Quality Charter and the Guidelines about Determining Student Eligibility and Supporting Evidence.

### **Overseas Student**

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

## **Course Requirements**

Training and Assessments are conducted in English. Applicants must possess sound written and oral skills and must be 18 years of Age or older to apply.  
Once your enrolment is accepted you will attend an orientation session.

### **Orientation Program**

The orientation session will cover Yorke Institutes services, facilities and procedures as well as the course information which will include:

- Training plan
- Course outline
- Training and Assessment methods
- Student Support
- Complaints and Appeals process
- Fees and Refund Policy

At the Orientation, overseas students will be advised about:

- Student Orientation Process
- Student identification number and photo ID card
- English Language Support System – a system to identify and help students with English language needs to meet course requirements.



- Assistance for job placement within the industry
- Career advice, including preparation of resumes and interview skills
- Application for Course Credit and Recognition of Prior Learning (R.P.L)
- study assistance programs
- any relevant legal/counselling services
- emergency and health services
- Yorke's facilities and resources relevant to your course
- complaints and appeals processes
- requirements for course attendance and academic progress and how Yorke monitors these and reports progress to DIBP
- Pre arrival services available upon request
- Assistance with student accommodation
- support services available to assist in adjusting to study and life in Australia
- the support services available to assist with general or personal circumstances that adversely affect their education in Australia; and services you can access for information on your employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman
- Students will be provided with the Yorke Student Information Handbook to review or access through the website <http://www.yorkeinstitute.com/students/overseas-students/> before commencing their enrolment

A Pre-Training Review to assess course suitability and entry level for each individual will be conducted on campus. The PTR enables Yorke to determine the level of assistance the student requires to meet course requirements. The PTR must be undertaken at the campus location. We suggest students to allow between 2-3 hours to complete the orientation process.

### **Unique Student Identifier**

When you are studying a nationally recognised training course at Yorke Institute and are required to have a Unique Student Identifier (USI).

Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life.

You can access your USI account online from your computer, tablet or smart phone anytime.

Creating your own USI is free and easy and will only take a few minutes of your time.

Visit [usi.gov.au](http://usi.gov.au) for steps to create your USI.

If you prefer we can create your USI for you.

### **Competencies Based Training**

Competency based training is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training or based on workplace experience and learning.

Ideally, progress within a competency-based training program is not based on time. As soon as students have achieved or demonstrated the required competency, they can move to the next competency. In this way, students may be able to complete a program of study much faster.

### **Competencies to be achieved**

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform the standard expected in the workplace, as expressed in the relevant endorsed competency standards. Competencies to be achieved are detailed in the website for the following courses:

- BSB50215 Diploma of Business
- BSB61015 Advanced Diploma of Leadership and Management
- CHC33015 Certificate III in Individual Support
- CHC43015 Certificate IV in Ageing Support
- CHC43415 Certificate IV in Leisure and Health
- HLT55115 Diploma of Dental Technology
- CHC50113 Diploma of Early Childhood Education and Care





- CHC30113 Certificate III in Early Childhood Education and Care
- BSB30715 Certificate III in Work Health and Safety
- BSB42015 Certificate IV in Leadership and Management
- CHC43115 Certificate IV in Disability
- CHC52015 Diploma of Community Services
- HLT54115 Diploma of Nursing
- TLI32416 Certificate III in Logistics

### **Teaching and Learning Strategies**

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

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

- The teaching methods have been developed based on industry assessment standards. Industry specialists are engaged to visit the campus to consult on best practice within the industry.
- Teaching strategies engage students as active students in the learning process using a range of assessment methods. These include; oral responses to questions, observation of performance, portfolio of evidence, written responses to questions, assignments and case studies.
- The learning environment is designed to support all students regardless of their cultural background, race or gender.
- Classes are structured to allow dialogue between students and trainers, and among students, thus encouraging them to express understandings and views and receive feedback on them.
- Training and assessment will only be conducted by qualified staff
- All training and assessment will be to the nationally set standard prescribed in the relevant Training Package or accredited course material
- This means that training and assessment you receive with us is done in accordance with the Australian
- Quality framework. For more information flow the link: [www.aqf.edu.au](http://www.aqf.edu.au)

### **Attendance**

Students are required to attend all classes with prescribed text books, correct uniforms and all necessary equipment to ensure they are able to meet course competencies. Students who attend classes without required uniforms and equipment may not be allowed into class.

Each student will be provided with their individual timetable.

### **Language, Literacy and Numeracy Support**

Language, Literacy and Numeracy expectations are based on the National Reporting System within the guidelines of Department of Education.

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

### **Credit Transfers & Recognition of Prior Learning**

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

### **Credit Transfer**

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



### **Recognition of Prior Learning**

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

### **Pathways**

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

### **Plagiarism, Copying, Cheating, Collusion**

Failure to acknowledge the work of others contravenes Australian and International Copyright Law. If Students do not acknowledge the work of others, they are plagiarising and will be dealt with as per Institute Policy

Copying the work of others is NOT ACCEPTABLE. Copying will result in an automatic Not Competent (NC) result for the Unit.

Cheating in any form is NOT ACCEPTABLE. Cheating will result in an automatic NC for the Unit  
Collusion (working with others) for an individual assessment will be regarded as cheating and will result in a NC for the Unit

### **Qualifications to be issued**

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

### **Complaints and Appeals**

Yorke Institute has a dispute resolution procedure that provides students with a fair and equitable process for resolving any dispute, complaint or appeal they may have. For further information please refer to the Complaints and Appeals policy in the website [www.yorkeinstitute.com](http://www.yorkeinstitute.com)  
The complaints and appeals form is available for download.

If they are still not satisfied with the results you can take your complaint to Australian Skills Quality Authority ([ASQA www.asqa.gov.au/complaints/making-a-complaint](http://www.asqa.gov.au/complaints/making-a-complaint))

### **Facilities**

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

- Modern classrooms and access to computers
- Free internet access for private research and study
- CD ROM based learning resources
- Audio and video learning resources
- Break areas in the lounge and room
- Microwave, fridge, tea and coffee making services
- Simulation labs

### **Access and Equity**

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

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



## **Privacy**

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

Information is collected during your enrolment in order to meet our obligations under the ESOS Act and the National Code of Practice for Providers of Education and Training to Overseas Students 2017; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally.

The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Providers of Education and Training to Overseas Students 2017. Information collected about you and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme and the ESOS Assurance Fund Manager.

Yorke Institute as part of its privacy requirements will ensure that all student details are kept confidential and will not be made available to any other person without written permission. Yorke Institute will not provide student details to parents/guardians or any other person where the student is 18 years or over. Parents/guardians with students that are 18 years or over who wish to have access to this information will need the students' permission.

Students will be provided a photocopy of any information that is kept in their files by the administration officer.

At times during the course, staff or contractors may take photos and/or video for use in promotional activity. These photos will remain the property of Yorke Institute and will not be sold to any third party. Some of the media may be used for promotional editorials in public and professional publications and other such media.

By signing this handbook, you acknowledge your acceptance of participating in such activities. Should students wish to view or purchase copies of any such photo/video outside the normal distribution, this request should be made in writing to the Administration Manager

## **Access to Student files**

Students are able to access their file for viewing by attending Yorke Institute at Level 9, 140 Queen Street Melbourne. An Access to Records request form needs to be completed and forward to the Student Support Team for an appointment. The appointment will ensure the appropriate person is available to meet with at the time.

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

## **Student Personal Details**

Yorke Institute requires students to maintain personal details and information to meet with the National Code of Practice for Registration Authorities and for International Students the additional act Providers of Education and the Education Services for Overseas Students Act 2000 (the ESOS Act). The authority for Yorke Institute to collect this information is governed by the National Code 2018, and for International Student the ESOS Act, the Education Services for Overseas Students Regulations 2001. For detail information go to

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx> and for the National code <https://www.legislation.gov.au/Details/F2017L01182>

## **Use of Student's Personal Details**

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

- Commonwealth and State agencies.
- Fund Manager of the ESOS Assurance Fund.
- Department of Immigration and Border Protection (DIBP)





- Department of Education.

Students must therefore, inform changes to their personal details to a member of the Administration Support Team immediately or within seven (7) to enable us to update this information in our Student Management System and for Overseas Students we must additionally update PRISMS.

For Overseas Students, Yorke shall send a reminder at least once in 6 months for notification of changes.

### **Course Deferral or Suspension**

#### **Student Initiated Deferral**

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

#### **Student Initiated Suspension**

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

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

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

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

### **Student Support Services**

#### **Student Support Team**

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

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

#### **Student Support Team includes:**

|                         |   |
|-------------------------|---|
| Kamini Jenarthan        | RTO Director                                |
| Dinnesh Anamalay        | Business Development Director               |
| Jennifer Garrard        | RTO Compliance Training Manager             |
| Steven Morrisey         | Compliance officer                          |
| Neil Maher              | Compliance officer for Skills First Funding |
| Sylvia Lin, Hsu, Sandya | Student Administration Officer              |
| Andrew Samuel           | Finance Team                                |

Contact Details

Phone:03 9042 0231 Email: [info@yorkeinstitute.com](mailto:info@yorkeinstitute.com) or [admin@yorkeinstitute.com](mailto:admin@yorkeinstitute.com)



### **Finance**

Overseas and Fee For service students will be provided with a Student Agreement that contains payment plans. Students will be invoiced to pay by their due dates. A Statement indicating the balance paid will be provided. Receipts can be provided upon requests.

### **Academic Issues**

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

### **Services available to students include**

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

### **Additional Support Services**

#### *Counseling Services*

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

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

This service may incur a fee.

For more details contact

North Melbourne Community Health Centre:49-53 Buncle Street (Main Entrance via Mark St) North Melbourne VIC 3051 T (03) 9320 4700 or North Richmond Community Health Centre 23 Lennox Street North Richmond 3121Ph 03 9429 5477

### **Personal / Social issues**

Students have access to the Student Support Team through normal business hours of 9.00am till 5.00pm. For contact outside of these hours, either email [info@yorkeinstitute.com.au](mailto:info@yorkeinstitute.com.au) and the relevant staff person will respond within 24 hours of receiving the email or contact the Institute number on 03 9042 0231. This call will be diverted to an Institute representative who will respond as soon as possible.

Should an emergency arise that needs immediate assistance, dial 000.

### **Medical and other professional issues**

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

### **Legal Issues**

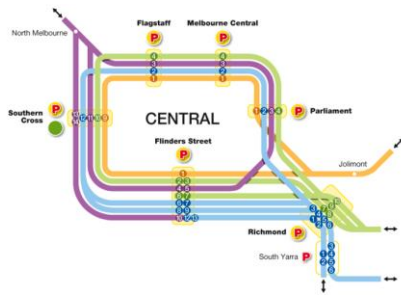
Yorke Institute is able to refer students to appropriate legal practitioners for legal advice pertaining to personal matters at no cost. However, for reference to solicitors in specific areas please contact the Law Institute on 9607 9311.

### **Local amenities and Facilities close to Melbourne**

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

### **Train, Tram & Bus**

Yorke Institute is located within the city loops



### **Parking**

There is ample street parking for 1-2 hours around the city and car parks with early bird specials before 10 a.m.

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**Restaurants & Cafes**

A wide selection of restaurants and cafes are located the city.

**Local Banks**

Commonwealth Bank, ANZ, NAB

**Chemist**

My Chemist- 132 Elizabeth St VIC 3000

**EMERGENCY CONTACTS**

Emergency numbers and contact details

**AIDSLINE**

Telephone: 1800 133 392

**CENTRE AGAINST SEXUAL ASSAULT**

Telephone: 1800 806 292

**CHILDREN'S HELP LINE**

Telephone: 1800 55 1800

Web site [www.kidshelpline.com.au](http://www.kidshelpline.com.au)

**CHILD ABUSE SERVICES**

Telephone: 1800 688 009

**CRISIS CARE**

Telephone: 1800 177 135

**CRISIS PREGNANCY**

Telephone: 1800 650 840

**DOMESTIC VIOLENCE 24X7**

Telephone: 1800 811

**DIRECT LINE**

1800 888 236

**FAMILY DRUG SUPPORT**

Telephone: 1300 368 186

**GAMBLERS ANONYMOUS**

Telephone: 1800 002 210

**INTERPRETING SERVICES**

Telephone: 131 450

**LIFELINE**

Telephone: 131 114

**LEGAL AID**

Telephone

**MEN'S REFERRAL****SERVICE (Victoria)**

Telephone: (03) 9428 2899

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

**Procedure:**

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

**PARENT LINE**

Telephone: 132 289

**MATERNAL AND CHILD HEALTH LINE**

Telephone 1800 126 637

**POISONS INFORMATION CENTRE**

Telephone: 131 126

**QUIT LINE (Smoking)**

Telephone: 131 848

**SUICIDE HELPLINE (Victoria)**

Telephone: 1300 651 251



## **POLICY & PROCEDURES**

The following policies and procedures can be downloaded from our website: [www.yorkeinstitute.com](http://www.yorkeinstitute.com)

- ***Refund of Tuition Fees policy***
- ***Credit Transfer & Recognition of Prior Learning Policy***
- ***Complaints & Appeals Policy***
- ***Access & Equity Policy***
- ***Privacy & Confidentiality Policy***
- ***Access to Records Policy***
- ***Equal Opportunity Policy***
- ***OH&S Policy***
- ***Student Attendance Recording***
- ***Student Deferring, Suspending or Cancelling Enrolment Policy***
- ***Student Enrolment Policy & Procedure***
- ***Student Pre-Enrolment Information Policy***
- ***Student Support Services Policy & Procedure***
- ***Student Transfer Between Providers Policy***
- ***Monitoring International Student Academic Progress Policy***
- ***Access to Records Policy***
- ***Assessments Policy***
- ***Completion Within Expected Duration Policy***

## **INFORMATION FOR OVERSEAS STUDENTS**

### **Information**

The ESOS Framework under Standard 2

Please refer to the Australian Government explanation of how the Education Services to Overseas Students Act 2000 works:

<https://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSQuickInformation/ESOSEasyGuide/Pages/ESOSEasyGuide.aspx>

### **Overseas Student Health Cover (OSHC)**

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

### **Living in Australia**

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

### **Victoria - Melbourne**

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



### School Aged Dependants

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

### Under 18-year-old students

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

### Climate

Melbourne has four distinct seasons. Summer is dry with warm to hot daytime temperatures averaging 28 degrees C (82 degrees F). Winter is cold, crisp and wet with daytime temperatures averaging 14 degrees C (57 degrees F).

Weather can affect you and your family while settling into Melbourne or Australia. Some may get used to a much warmer climate. Some may get used to colder weather. Getting to know what the weather is like in Melbourne can help you prepare and feel more settled.

Melbourne's weather is highly unpredictable and is known to occasionally provide 'four seasons in one day'. A range of clothing for all conditions is recommended for anyone planning to study in or visit Melbourne. A really warm coat is essential for the winter months. The following table provides the lowest, average and highest temperature in Melbourne.

**Source:** *Web Climate, Data Services, National Climate Centre*

| Month     | Extreme Lowest<br>°C | Average<br>°C (Min) | Usual Average<br>°C (Max) | Extreme Highest<br>°C |
|-----------|----------------------|---------------------|---------------------------|-----------------------|
| January   | 6                    | 14                  | 26                        | 46                    |
| February  | 5                    | 15                  | 26                        | 43                    |
| March     | 3                    | 13                  | 24                        | 42                    |
| April     | 2                    | 11                  | 20                        | 35                    |
| May       | -1                   | 9                   | 17                        | 29                    |
| June      | -2                   | 7                   | 14                        | 22                    |
| July      | -3                   | 6                   | 13                        | 23                    |
| August    | -2                   | 7                   | 15                        | 27                    |
| September | -1                   | 8                   | 17                        | 31                    |
| October   | 0                    | 9                   | 20                        | 37                    |
| November  | 3                    | 11                  | 22                        | 41                    |
| December  | 4                    | 13                  | 24                        | 44                    |



### Living costs

When calculating your budget, you must remember to include:

- Annual tuition fees
- Textbooks, study excursions and study equipment
- Expenses for any dependents that accompany you (e.g. full school fees for any children, child care etc.)
- Overseas Student Health Cover (OSHC)
- Accommodation costs
- Living expenses including food, gas, electricity, telephone and transport
- Entertainment
- Airfares
- Emergency expenses

Note: The following information has been compiled based on a single student with no dependents. Should a husband/wife and/or child accompany you to Australia you must be realistic about the additional expenses they will incur.

### Typical living costs for an individual student

| Sample of Expenses   | Apartment/Flat/House<br>(Unfurnished, 2 people sharing) |                  | Home Stay<br>(Some meals included) |                  | Hostel (Some meals included) |                  |
|--|---|------------------|------------------------------------|------------------|------------------------------|------------------|
|  | Per week  | Per year         | Per week                           | Per year         | Per week                     | Per year         |
| Establishment Costs (A\$):                                       |   |                  |                                    |                  |                              |                  |
| Placement/ arrangement fee                                       |   |                  |                                    | \$ 160*          |                              |                  |
| Accommodation establishment costs (rental bond, furniture, etc.) |   | \$ 1802*         |                                    |                  |                              | \$ 825*          |
| Rent for accommodation   | \$ 155  | \$ 8,060         | \$ 230                             | \$ 11,960        | \$ 230                       | \$ 11,960        |
| Overseas Student Health Cover (OSHC)                             |   | \$ 345           |                                    | \$ 345           |                              | \$ 345           |
| Telephone, gas, electricity, water                               | \$ 60   | \$ 3,120         | \$ 30                              | \$ 1,560         | \$ 30                        | \$ 1,560         |
| Travel (up to 10km from city)                                    | \$ 30   | \$ 1,560         | \$ 30                              | \$ 1,560         | \$ 30                        | \$ 1,560         |
| Books and stationery   |   | \$ 400           |                                    | \$ 400           |                              | \$ 400           |
| Food   | \$100   | \$ 5,200         | \$ 50                              | \$ 2,600         | \$ 50                        | \$ 2,600         |
| Personal expenses  | \$ 80   | \$ 4,160         | \$ 80                              | \$ 4,160         | \$ 80                        | \$ 4,160         |
| <b>Total Estimated Costs</b>                                     |   | <b>A\$24,654</b> |                                    | <b>A\$22,752</b> |                              | <b>A\$23,417</b> |

These figures are strictly estimating only, based on average situations for an individual student





### **Communications**

A private telephone can be connected quickly, and local calls are not metered and cost between 25 – 40 cents per call. Cheap phone cards for overseas calls can be purchased in newsagents or corner stores. Mobile (cell) phones are easily available and networks are extensive. Internet access is convenient and easily available. Overseas and local language newspapers are also readily available. At post offices you can post letters, make international phone calls and send faxes.

### **Employment Rights**

There is a range of external agencies where you can ask for assistance with employment related issues. Here is a listing of agencies where you can get help:

### **Work Cover Authority & Occupational Health**

The Victorian Work Cover Authority is the manager of Victoria's workplace safety system and provides information on Work cover and workplace occupational health & safety issues. For more information, please visit the website:

<http://www.workcover.vic.gov.au/> or contact Victoria Work Cover Authority: Level 24, 222 Exhibition Street, Melbourne. 1800 136 089 or (03) 9641 1444

### **Equal Opportunity Commission**

Receives complaints from people who feel they have been treated unfairly, have been discriminated against or are experiencing sexual harassment. For more information, please visit: <http://www.eoc.vic.gov.au/> or contact:

### **Enquiries line:**

Phone: 9281 7111 Toll Free: 1800 134 142 TTY (Telephone Typewriter): 9281 7110

### **Commission Offices**

Address: Level 3, 380 Lonsdale Street, Melbourne Phone: 9281 7111 Fax: 9281 7171  
Email: [eoc@vicnet.au](mailto:eoc@vicnet.au)

### **Public Resource Centre**

Address: 3rd floor, 380 Lonsdale Street, Melbourne 3000 Phone: 9281 7111

### **Australian Taxation Office**

Provides information on taxation and superannuation issues. For more details, please visit: <http://www.ato.gov.au/> or contact these Victorian Taxation Offices: Phone 13 2861 for an appointment

### **Wage line**

Provides information on rates of pay and conditions of employment, award information, and employee entitlements regarding annual leave, sick leave, redundancy pay, superannuation and related issues. For more information, please visit <http://www.wagenet.gov.au/default.asp> or contact Office of Workplace services – Department of Employment, Workplace Relations and Small Business.

Melbourne Branch 8th Floor Customs House, 414 La Trobe Street, Melbourne, 3000  
Phone: 1300 363 264

### **Job Watch**

It investigates exploitation in employment and training. It also handles complaints and inquiries from the general public regarding annual leave, notice pay, sick leave, redundancy pay and related issues. For further detail information, please visit:

<http://www.job-watch.org.au/> or contact Job Watch: Telephone Advice: (03) 9662 1933  
Email: [jobwatch@job-watch.org.au](mailto:jobwatch@job-watch.org.au)

### **Legal Aid Commission**

Offers free telephone advice service and can assist with applications for legal assistance. Please visit <http://www.legalaid.vic.gov.au> for more information or contact any of the following Victoria Legal Aid Offices: Melbourne Branch 350 Queen Street,



Melbourne 3000 Phone: 9269 0234

### **Australian Industrial Relations Commission**

AIRC functions broadly, to facilitate agreement making between employers and employees or Organisations of employees about wages and conditions of employment and to ensure that a safety net of fair minimum wages and conditions is established and maintained. For more information, please visit: <http://www.airc.gov.au/> or contact the Commission and registry: Level 4, 11 Exhibition St, Melbourne Phone: 8661 7777 Fax: 9654 6812

### **Entertainment**

Many international events are held in Melbourne and Victoria including comedy festivals, Antipodes (Greek) Festival, the Australian Tennis Open, World Series Cricket, Melbourne Fashion Festival, and the Formula 1 Grand Prix.

Use [www.thatsmelbourne.com.au](http://www.thatsmelbourne.com.au) and follow the links to find out what events including sports are on in Melbourne.

### **Port Phillip Bay**

Melbourne is also close to Port Phillip Bay – take the No 15 tram to St Kilda – so it is easy to enjoy the beach and water sports too. Be careful while at the beach. Some Victorian beaches can be quite dangerous for inexperienced swimmers. Always swim between the flags at beaches that are patrolled by Lifesavers. For helpful hints on water safeties visit the [www.watersafety.vic.gov.au](http://www.watersafety.vic.gov.au).

### **Sport and Recreation**

There are many places to play and watch all sorts of sport in Melbourne.

The Melbourne Sport and Aquatic Centre in Albert Park is only a short tram ride away from the city CBD, you can play basketball, volleyball, table tennis, badminton and swim in the pool. [www.msac.com.au](http://www.msac.com.au). The State Netball and Hockey Centre in Parkville is accessible by tram (use route 55 or 59) and the Melbourne Cricket Ground (MCG), right in the heart of Melbourne is great to watch AFL (Aussie Rules Football) and is the home of cricket in the summer months.