

**YORKE**

**INSTITUTE**

RTO 22040 CRICOS 02893G



# **Yorke Institute Student Handbook**

## Contents

Welcome to YORKE INSTITUTE .....	3
RTO Details .....	3
Our Scope of Delivery .....	4
The VET Quality Framework .....	4
Legislative Requirements .....	5
Code of Conduct.....	5
Unique Student Identifier (USI).....	8
Access and Equity (Learner Support) .....	8
The Assessment Process.....	9
Traineeships .....	11
Work Placement for applicable Qualifications .....	11
(for learners not currently working in a service) .....	11
Recognition of Prior Learning (RPL) .....	12
Credit Transfer (CT) .....	12
Issuing of Certificates and Statement of Attainments .....	12
Fees and Refunds .....	13
YORKE INSTITUTE Consumer Protection Information .....	15
Complaints.....	16
Appeals.....	17
Privacy .....	18

## Welcome to YORKE INSTITUTE

Welcome to YORKE INSTITUTE and thank you for choosing us as your training provider.

Our purpose is to provide quality training and assessment that upholds the integrity of the qualification and allows people to develop to their full potential. We have a customer driven approach, offering a personalised service that will be tailored to best suit your needs, wants and career aspirations.

YORKE INSTITUTE RTO Code 22040 is a Registered Training Organisation (RTO) approved by Australian Skills Quality Authority (ASQA) to deliver Nationally Recognised qualifications across various sectors. .

Our qualified and experienced trainers understand the needs and demands of the sector in which they train and assess in, delivering quality training through innovative and creative approaches to uphold the integrity of the qualification. This allows our learners to develop to their full potential.

This Learner Handbook is to inform you of your rights and responsibilities whilst undertaking training with YORKE INSTITUTE. This handbook is available on our website for your viewing.

### RTO Details

**Phone:** 02 9838 0567

**Email:** [enquiries@Yorkeinstitute.edu.au](mailto:enquiries@Yorkeinstitute.edu.au)

**Web address:** [www.YorkeInstitute.edu.au](http://www.YorkeInstitute.edu.au)

**RTO ID:** 91018

**Business Address:**  
70- 72 Bathurst St  
Sydney NSW 2000

**Business Address:**  
Level 3/335 Flinders Lane  
Melbourne 3000

## Our Scope of Delivery

### Qualifications:

CHC30121 - Certificate III in Early Childhood Education and Care

CHC33015 - Certificate III in Individual Support

BSB42015 - Certificate IV in Leadership and Management

CHC43015 – Certificate IV Ageing Support

CHC43115 - Certificate IV in Disability

CHC43315 Certificate IV Mental Health

CHC43415 Certificate Leisure and Health

HLT43015 Certificate IV Allied Health Worker

CHC50121 - Diploma of Early Childhood Education and Care

CHC53415 Diploma Leisure and Health

CHC52015 Diploma of Community Services

HLT55118 Diploma Dental Technology

BSB50120 Diploma Business

## The VET Quality Framework

You are about to become a learner in the process that can result in achieving a nationally accredited qualification. These qualifications can only be delivered by a Registered Training Organisation (RTO). An RTO must meet the requirements of the VET Quality Framework which includes the Standards for National VET Regulator (NVR) Registered Training Organisations and the Australian Qualifications Framework. These standards are registered, monitored and enforced by the Australian Skills Quality Authority (ASQA).

## Legislative Requirements

We are subject to a variety of legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our learner, and relates to the industry that we are conducting training for.

The legislation that particularly effects your participation in Vocational Education and Training includes but may not be limited to:

- VET Quality Framework - which includes:
  - Standards for Registered Training Organisations (RTOs) 2015
  - Fit and Proper Person Requirements
  - Financial Viability Risk Assessment Requirements
  - Data Provision Requirements, and
  - Australian Qualifications Framework (AQF).
- National Vocational Education and Training Regulator Act 2011
- Student Identifiers Act 2014
- Work Health and Safety Act 2011
- Anti-Discrimination Act (NSW) 1977
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- Human Rights and Equal Opportunity Commissions Act 1986 (Commonwealth)
- Human Rights Legislation Amendment Act 1999 (Commonwealth)
- Disability Discrimination Act 1992 (Commonwealth)
- Age Discrimination Act 2004
- Privacy Act 1988 (Commonwealth)
- Privacy (Private Sector) Regulations 2001 (Commonwealth)
- Privacy and Personal Information Protection Act 1998 (NSW)
- Commission for Children and Young People Act 1998
- Commission for Children and Young People Regulation 2009
- Workers Compensation Regulation 2010
- Copyright Act 1968
- Education and Care Services National Law Act 2010

## Code of Conduct

At YORKE INSTITUTE, we are committed to maintaining a high professional standard when providing products and services to our learners. The aim of this Code of Conduct is to support professionally responsible and ethical training and assessment services. All YORKE INSTITUTE learners are expected to take responsibility for their own learning and behaviour during the term of their qualification.

## **Rights and Responsibilities**

You have certain rights and responsibilities which are intended to assist you in successfully completing your training with YORKE INSTITUTE.

### **Your rights as a learner:**

- Be treated fairly by all YORKE INSTITUTE staff
- Have a learning environment free from any form of harassment and/or discrimination
- Have all the information you need prior to enrolment such as information on your chosen qualification, your funding (if eligible) or payment source and what that means including the student fee applicable (funding), and the training and assessment process
- Have access to your personal information and records about your training and assessment progress
- To study in a supportive and engaging learning environment
- To have your personal information maintained in the strictest of confidence and in accordance with the Privacy Act 1988 (Commonwealth)

### **Your responsibilities as a learner:**

- Advising your Trainer /Assessor if you have previous skills and knowledge, you believe are relevant so that Recognition of your Prior Learning (RPL) may be applied
- Learners may apply for Credit Transfer at any time but are encouraged to apply before commencing a training program. Learners applying for Credit Transfer must provide a certified copy of the following documents:
  - Qualification certificate and record of results
  - Statement of Attainment
- Keeping up to date with any payment milestones applicable to your chosen qualification
- Make due reference of all of the sources you have used whilst completing your assessments
- Attendance at all training and/or assessment meetings that may be scheduled
- Maintaining appropriate contact with training supervisors/employers, where applicable
- Making all reasonable efforts to complete assessments within timeframes specified by training plans or other timeframes that have been agreed with your Trainer/Assessor
- Demonstrating appropriate behaviors when dealing with your YORKE INSTITUTE Trainer/Assessor, YORKE INSTITUTE staff, employers, other learners or relevant stakeholders
- Reading and maintaining resources that are supplied in relation to the relevant course
- Discussing any concerns that you may have with a YORKE INSTITUTE staff member
- Regularly submitting evidence to be assessed thus demonstrating that you are dedicated to completing your course with YORKE INSTITUTE within the required time frames
- Gathering documents and other evidence requested by your Trainer /Assessor ready for assessment
- Retain copies of all assessment work you have completed prior to submitting to your Trainer/Assessor
- Ensure all your assessment work is your original work and not copied or plagiarised from any source
- Not be under the influence of alcohol and/or non-prescribed drugs whilst participating in training and / or assessment processes.

## Consequences

Where a learner fails to meet their responsibilities as previously outlined, the following actions may be taken:

- Learner enrolment may be altered / extended to facilitate a longer timeframe
- Learner may be required to re-enrol if there has been no contact for a period of 3 months or greater on the part of the learner
- Learner enrolment may be terminated due to no submissions of evidence for a period of 3 months or more unless prior notice has been provided to Yorke Institute and request of absence or deferral has been approved by Yorke Institute.
- In the case of traineeships, YORKE INSTITUTE are obliged to notify the Department of Education of the learner's failure to reach required milestones.

The following will be considered as inappropriate conduct and could mean termination from the qualification / course you are undertaking with YORKE INSTITUTE:

- Disruptive and/or violent behaviour during training, mentoring and/or assessment visits
- Discriminative behaviour towards another learner, employer and/or trainers and assessors
- Plagiarism and copying – all assessment work is to be your own.

## YORKE INSTITUTE Responsibilities:

- Supply the information relevant to an enrolment and issue all required information to all parties
- If relevant to the training being undertaken, ask your employer for access to work records and documented evidence to assist with the collection of assessment evidence
- Provide you with all learning and assessment resources
- Help identify and assess current skills and knowledge and arrange any recognition of your prior learning and credit towards the qualification
- Supply any additional support or reasonable adjustment required during training such as phone or internet support, assistance with literacy, numeracy, or other special needs for learning that you may have
- Report on your progress to government bodies (for training purposes only)
- Conduct assessments and provide feedback.

## Unique Student Identifier (USI)

Any learner undertaking nationally recognised training and assessment in Australia must have a USI number. Your USI gives you access to your online USI account and once you've undertaken some training your USI account will allow you to view your nationally recognised training records and results in the form of a USI transcript. You will also be able to view, download or print your USI transcript for free.

YORKE INSTITUTE will request that learners apply for their USI prior to the commencement of your qualification / course. If you require assistance to create your USI, YORKE INSTITUTE can assist you or you can follow the below link which will take you through how to create a USI in a step-by-step process.

To read more about the USI and to create your own USI, please visit: <https://www.usi.gov.au/students>

To read about your USI Privacy rights, please visit <https://www.usi.gov.au/documents/privacy-policy>

## Access and Equity (Learner Support)

YORKE INSTITUTE is committed to the principles of access and equity. Equity is about justice and fair dealing. Access ensures that any disadvantaged persons or groups in our community will have the provision of training services. YORKE INSTITUTE Trainers/Assessors will ensure that all learners have sufficient resources provided to assist them to successfully complete course requirements. Some examples of this might be:

- Language, literacy and numeracy support
- Flexible delivery of training and/or assessment components of the course
- An accessible venue.

### Disability Support

In keeping with the principles of accessibility and equity, and in accordance with their responsibilities as defined under the Disability Discrimination Act 1992, YORKE INSTITUTE is committed to ensuring that all learners are supported in achieving their goals. Where barriers exist for learners in relation to access, participation and learning outcomes, YORKE INSTITUTE will work with the learner to ensure fair and equitable access and best possible opportunity to attain outcomes are achieved. YORKE INSTITUTE also works in partnership with support organisations that specialise in assisting people with additional needs, e.g. Disability Services Australia.

If available either through further funding arrangements or other support services, and you wish to take up the opportunity, then suitable support arrangements will be sought on your behalf.

## **Core Skills (Language, Literacy and Numeracy)**

Core skills are critical to all workplaces in Australia. The Australian Core Skills Framework (ACSF) describes each of the five core skills being learning, reading, writing, oral communication and numeracy. Throughout the enrolment process YORKE INSTITUTE will get an indication of where your Core Skills are at by using a LLN Indication Tool. This is to ensure that YORKE INSTITUTE are enrolling learners in the correct level qualification to what their Core Skill levels are at. When it is indicated that a learner may have lower-level Core Skills, YORKE INSTITUTE will assist learners by:

- Supporting learners during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered
- Refer learners to external language, literacy and numeracy support services that are beyond the support available within YORKE INSTITUTE and where this level of support is assessed as necessary; and
- Negotiate an extension of time and other support arrangements to assist learners to complete training programs if necessary.

Where it is determined that a learner has limited core skills which are beyond the support available within YORKE INSTITUTE, the learner should be referred for dedicated language, literacy, and numeracy training such as Foundation Skills through suitable support services. These courses have been designed to provide learners with the opportunity to gain specific skills required in a vocational or work environment, which meet the requirements to gain entry into a range of vocational qualifications.

## The Assessment Process

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. Assessment is required to confirm that you have the necessary skills and knowledge required to perform tasks to the industry standard to enable you to receive your qualification.

There will be a number of assessments staggered over the term of your training. A Trainer /Assessor is available to talk to you about assessments and provide written feedback after you have completed them. Assessments are varied dependent on the standards of the unit. Each assessment tool outlines the task requirements and relevant material which the learner will receive at the beginning of the unit.

Assessment evidence can be gathered in a number of ways which may include:

- a review of documented evidence gathered during training and work
- a demonstration of your skills
- an observation of you conducting a task
- oral and or written questions
- projects
- observations of documented work plans and discussion on how you went about planning and organising work tasks with other workers; and,
- written reports from your workplace supervisor.

Your assessor will mark your work and give you a result of Competent or Not yet Competent. An assessment of 'Not Yet Competent' is not a fail. It is simply a request for more information or further confirmation of the knowledge and skills required.

Our assessors will provide feedback to guide the learner's resubmission and are available for contact if required. The learner will be required to successfully resubmit the assessment with the required rectifications to achieve a competent result.

## **Assessment Time frames**

YORKE INSTITUTE Training Services aims to provide learners with assessment marking results within ten (10) working days of the student submitting their assessment. If assessment marking timeframes cannot be met, your Trainer/Assessor will advise you of the delay.

## **Assessment Resubmissions**

The learner will be allowed two (2) re-submissions per unit of competency. Further attempts may be possible and may incur a fee of \$50 per re-attempt. Contact your Trainer /Assessor to discuss this if you are in this situation. If you have any problems with assessment results they can be reviewed, further assessment conducted, or you can appeal the result (see Appeals section in this handbook).

Results of the training and assessment conducted will be recorded in Moodle and in our electronic learner database file for a period of 30 years as per legislation.

## **Plagiarism**

Plagiarism is considered a serious matter and serious penalties may apply should you be deemed to have plagiarised. As a learner, it is expected that you will ensure that you only present work that is your own. Outlined below are examples of plagiarism. Please read carefully.

- copying part(s) of any document or audio-visual material or computer code or website content without indicating their origins
- cheating - presenting another person's work as your own
- summarising another person's work
- submitting substantially the same final version of any material as another person.

If your work has been found to be plagiarised then you will automatically be deemed Not Yet Competent/Fail in the unit. You may still progress through your training however the unit in question will only be reviewed if time permits at the end of your training program.

## Traineeships

The apprenticeship and traineeship system is regulated by the Apprenticeship and Traineeship Act 2001. The Department of Education administers this Act and registers and monitors apprenticeships and traineeships on a state basis dependent on the State of Australia in which you are undertaking your Traineeship.

It acts in the interests of employers, apprentices and trainees in ensuring quality training is delivered with nationally recognised outcomes.

All apprenticeships and traineeships require:

- a training contract that is signed by both the employer and trainee and approved by the Department of Education
- paid employment under an appropriate industrial arrangement (for example, an award or enterprise agreement)
- a training plan endorsed by an RTO that specifies the training required to achieve the appropriate nationally recognised qualification.

Apprenticeship Network Providers (ANPs) assist employers, apprentices and trainees to establish apprenticeships and traineeships and apply for Australian and State Government financial incentives, subsidies and concessions. For a list of ANPs, refer to the Australian Apprenticeships website [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au) or phone the Australian Apprenticeships referral line on 13 38 73.

### Work Placement for applicable Qualifications

(for learners not currently working in the equivalent industry)

The following qualifications from YORKE INSTITUTE scope of registration has work placement requirements attached (please note learners must arrange their own work placement with a suitable employer): YORKE INSTITUTE cannot complete your qualification until evidence of the required hours of work placement is achieved.

<b>CHC30121 Certificate III in Early Childhood Education and Care</b>
Learners must complete <b>160 hours</b> in a regulated education and care service.
<b>CHC50121 Diploma of Early Childhood Education &amp; Care</b>
Learners must complete <b>280 hours</b> in a regulated education and care service.
<b>CHC43315 Certificate IV in Mental Health</b>
To achieve the above qualifications, the learner must have completed at least <b>80 hours</b> of work as detailed in the Assessment Requirements of the units of competency
<b>CHC52015 Diploma of Community Services</b>
To achieve the above qualifications, the learner must have completed at least <b>100 hours</b> of work as detailed in the Assessment Requirements of the units of competency
<b>CHC33015 Certificate III in Individual Support and CHC43115 Certificate IV in Disability CHC43015 Certificate IV Ageing Support, CHC43415 Certificate IV in Leisure and Health, HLT43015 Certificate IV Allied Health Worker, CHC53415 Diploma in Leisure and Health</b>
To achieve the above qualifications, the learner must have completed at least <b>120 hours</b> of work as detailed in the Assessment Requirements of the units of competency.

## Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is all about the skills and knowledge you've collected through work and life experiences and then transferring them to current training course requirements. RPL must be offered to a learner at enrolment. If you feel you have extensive industry experience in the qualification vocation you are enrolling in, please ask our YORKE INSTITUTE staff for a RPL Application Form.

### Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any learner is entitled to apply for recognition in a course or qualification in which they are enrolling
- Learners may not apply for recognition for units of competency or qualification which are not included in YORKE INSTITUTE scope of registration
- Whilst learners may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the learner down a more suited path to competence
- Assessment via recognition is to apply the principles of assessment and the rules of evidence

## Credit Transfer (CT)

Credit transfer is a process that allows a unit of competency previously achieved by a learner to be recognised when they are enrolling in a related course where those units can assist them in meeting the requirements for a qualification. Credit Transfer can only be granted upon the presentation of a previously obtained Certificate or Statement of Attainment.

## Issuing of Certificates and Statement of Attainments

YORKE INSTITUTE will issue your soft copy qualification, directly to you, within 28 days of you meeting all requirements of your training program. This includes the requirement that all learners are to have a Unique Student Identifier (USI), all assessment tasks for each unit of competency has been submitted and successfully marked and all course fees are paid. If any of these conditions are not met, no certificate will be issued.

If you are unable to achieve the full qualification (or if only a part of the full qualification was offered at the time) you will be issued a Statement of Attainment listing the units of competency achieved.

YORKE INSTITUTE is required to keep an electronic copy of your Certificate or Statement of Attainment for a period of 30 (thirty) years.

## Fees and Refunds

If you are eligible for subsidised training, you may pay only a portion of the training cost. The rest is subsidised by the Department of Education through Government funding. Learner fees are set for the whole qualification, rather than year-by-year. You know exactly what your fees will be upfront from the outset, to complete your qualification. Your learner fee covers the cost of all training and assessment.

YORKE INSTITUTE will advise you of the calculated learner fee through way of a quote for your course, based on the information you provide to us and any additional charges for your training.

Adjustments are made to fees for part qualifications, recognition of prior learning (RPL) and credit transfer and if an international student requests for extensions of COE. Other exemptions and concessions are applicable.

### Fee for Service Traineeships and Self-funded Learners

For information on course fees for Fee for Service Traineeships and Self-funded learners please contact the YORKE INSTITUTE office and speak to our staff about the current Fee schedule that applies to the state of your enrolment with YORKE INSTITUTE.

We will determine the course fee based on the information you give us and will advise you of all costs prior to enrolment. Adjustments are made to fees for part qualifications, recognition of prior learning and credit transfer. Full payment of the learner fee must be made by the completion of the qualification.

### Fee for International students, not applicable to permanent residents of Australia

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

### Fee Information for all students

#### Extra Charges which may be applicable include:

- Issue or replacement of hard copy certificate or statement of attainment \$35
- 'Fast-tracking' certificate issuing \$35
- Reassessment/resubmission fee (2 re-attempts given at no cost) \$50 per re-attempt

## Refunds

A refund of all or part of the course fee or concession fee may be granted in the following circumstances:

- **The learner must notify** YORKE INSTITUTE in writing of their intention to withdraw from training
- Learners who have overpaid the course fees
- In the event that YORKE INSTITUTE cancels the course or no longer provides the training and when the learner has paid the full course fee, the learner will be refunded the portion of the fee that applies to the training that has not been delivered.
- Where the learner's application for enrolment has been refused
- Pro rata refund of fees (calculated from the date of enrolment to date of cancellation), may be made at any time during the course delivery if the learner withdraws for reasons of personal circumstances beyond their control including but not limited to:
  - Serious illness resulting in extended absence from classes
  - Injury or disability that prevents the learner from completing their program of study
  - Other exceptional circumstances at the discretion of YORKE INSTITUTE.

It is the discretion of YORKE INSTITUTE Management to approve refunds in the event of extenuating and/or personal circumstances, in line with contractual requirements. In this event, the learner may be offered a credit towards another course.

A request for refund must be made in writing within 28 days of the withdrawal/cancellation of training.

### **Where the course fee is paid by instalment:**

- A learner's overall course fees will be reviewed in line with the course duration and any outstanding fees will be invoiced directly.

All refund requests must be made in writing, to the attention of the Finance Manager and sent to: [finance@Yorke.Institute.edu.au](mailto:finance@Yorke.Institute.edu.au) .

As a learner undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection.

Please visit the following site for more information:

<https://consumerlaw.gov.au/consumers-and-acl>

### **Statutory Cooling Off Period**

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling off period. A statutory cooling off period is defined within the Australian Consumer Law which was introduced in 2011. A statutory cooling off period (ten (10) days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactics such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

## Complaints

YORKE INSTITUTE has a Complaints, Grievances and Appeals Policy for resolving any issues you may throughout the term of your studies.

### What is a complaint?

A complaint is generally negative feedback about services or people which has not been resolved locally.

### *Making a complaint*

#### Informal complaints procedure

YORKE INSTITUTE encourages open communication and an environment of trust. Complainants are encouraged to resolve concerns or difficulties informally with the person(s) concerned in the first instance.

#### Formal Complaints Procedure

- Formal complaints/grievances are to be submitted to the RTO Manager by completing the "Grievance Reporting and Action" form
- The RTO Manager provides the Complainant with a written statement acknowledging receipt of the complaint within 24 hours of the complaint being lodged
- The RTO Manager will assess the complaint/grievance, determine the outcome and advise both parties, in writing, of the decision within 10 working days
- The Complainant will be advised of their rights to take the complaint further should they not be happy with the outcomes determined.

Should the matter still remain unresolved, the complainant is to be advised that they have the right to refer the matter to any external authority/agency who may be relevant to their complaint. The following external agencies are nominated in the first instance as relevant points of referral the person may consider:

- In relation to consumer related issues, the person may refer their complaint to the Office of Fair Trading.
- In relation to the delivery of training and assessment services, the person may refer their complaint to the National Training Complaints Service via the following phone number: 13 38 73 or visit the website at <https://www.education.gov.au/NTCH>
- In relation to matters relating to privacy, the person may refer their complaint to the Office of the Australian Information Commissioner via the following details: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint> or call on 1300 363 992.

#### Further action

If the Complainant has been through all stages of this complaint/grievance handling process and remains unsatisfied with the outcome, they may contact the Australian Skills Quality Authority (ASQA) on [www.asqa.gov.au](http://www.asqa.gov.au)

## Appeals

### What is an appeal?

An appeal is an application by a learner for reconsideration of an unfavourable decision or finding during their time with YORKE INSTITUTE. An appeal must be made in writing using the Appeals Form and specify the particulars of the appeal. Appeals must be lodged within twenty-eight (28) working days of the decision or finding being informed to the learner.

Where a learner contests the decision of an assessment result given by their assessor, that decision may be appealed by applying to YORKE INSTITUTE RTO Manager using the Appeals Form. Learners will be informed of the progress of their appeal within seven (7) days of lodging the appeal. Where the work of the learner is reassessed, the relevant Training Manager will ensure that the reassessment is undertaken by an alternate assessor. Learners will be informed, in writing, of the outcome of their appeal within twenty-one (21) days of lodging their appeal.

### Appeals Procedure

- An appeal must be made in writing using the Grievance Reporting and Action Form and specify the particulars of the appeal
- Appeals must be lodged within twenty-eight (28) working days of the decision or finding being informed to the person
- YORKE INSTITUTE will inform individuals of the progress of their appeal within seven (7) days of receiving the appeal
- Where a learner contests the decision of an assessment result given by their assessor, YORKE INSTITUTE will have the work re-assessed by an alternate assessor
- Learners will be informed, in writing, of the outcome of their appeal within twenty-one (21) working days of lodging their appeal
- If a learner disagrees with the re-marked result, they are required to submit a formal request in writing to the RTO Manager requesting that the assessment be re-marked via a suitably qualified external party
- The decision made by the external party will be considered the final result
- If a learner is still dissatisfied after this process, they can contact the Australian Skills Quality Authority (ASQA) on 1300 701 801 or via email to [enquires@asqa.gov.au](mailto:enquires@asqa.gov.au).

## Privacy

Through the processes of providing training and assessment services, YORKE INSTITUTE may be requested to provide details to governing authorities of training programs. These authorities include the Department of Education and Communities, Australian Apprenticeship Centres and the Australian Skills Quality Authority.

YORKE INSTITUTE may also provide information to the participant's employer, where applicable, for training purposes only. YORKE INSTITUTE is committed to maintaining our adherence to the Privacy Act as governed by the Australian Commonwealth and State Governments. We guarantee that we will not sell personal information to any third party. The learner has the right to access their personal information, subject to certain exceptions provided for in the Privacy Act. If the learner requires access to their personal information, please contact the RTO Manager. For security reasons, they may be required to put their request in writing and will be required to provide proof of their identity.

Please be assured that:

- You may request to see your file and personal information at any time.
- Files are retained confidentially in a secured location.
- Electronic records are recorded confidentially, and password protected.
- Only non-confidential samples of evidence will be maintained on file.
- ASQA (Australian Skills Quality Authority) are involved in the registration of RTO's, and they may require access to your records for the purpose of evaluating YORKE INSTITUTE and can contact you to request feedback.
- Enrolment details and records of your achievements will be retained by YORKE INSTITUTE for thirty years.

Please refer to the YORKE INSTITUTE Privacy Policy available on our website for details on privacy and confidentiality of your personal information.

## **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/RTO Manager 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 may be 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.

### 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.

### SYDNEY -New South Wales

Sydney, capital of New South Wales and one of Australia's largest cities, is best known for its harbor front Sydney Opera House, with a distinctive sail-like design. Massive Darling Harbour and the smaller Circular Quay port are hubs of waterside life, with the arched Harbour Bridge and esteemed Royal Botanic Garden nearby. Sydney Tower's outdoor platform, the Skywalk, offers 360-degree views of the city and suburbs.

### CLIMATE

Sydney 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 Sydney 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 Sydney can help you prepare and feel more settled.

Sydney'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 warm coat is essential for the winter months.

### MELBOURNE- VICTORIA

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)

### CLIMATE

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

Sports and other outdoor activities are possible at all times of the year.

## **ADELAIDE, South Australia**

Adelaide. Capital of South Australia and the state's largest city and the fifth most popular city in Australia.

It has been noted for its leading examples of religious freedom and progressive political reforms and became known as the "City of Churches" due to its diversity of faiths. Today, Adelaide is known by its many festivals and sporting events, its food and wine, its coastline and hills, and its large defence and manufacturing sectors. Adelaide's quality of life has ranked consistently highly in various measures through the 21st century, at one stage being named Australia's most liveable city. Further information is available from <https://southaustralia.com>

### **Climate**

Adelaide has a Mediterranean climate with mild wet winters and warm dry summers.

It has an average maximum temperature of 29 degrees Celsius in summer and 15-16 degrees Celsius in winter. January is the hottest month in Adelaide and the coldest is July with the most sunshine hours 10 in February

### **Accommodation while living in Australia**

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

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

#### **Home stay / Private Board**

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

There are many 'Home stay Providers' operating in Australia and these arrangements will vary from Full Board, Part board, or Board in Exchange. The most common arrangements for home stay will usually consist of a furnished room, two or three meals per day and bills (except telephone and internet). Some home stay providers may even do your laundry. The cost may be between A\$300 - A\$375 per week.

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

#### **Hostels & Guesthouses**

Generally, these are temporary accommodation arrangements and are available from A\$55.00 per day to A\$900.00 per week. Prices will depend on shared facilities, meals provided, shared rooms, etc.

## Private Leasing / Rentals

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

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

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

## Living Costs

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

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

## Accommodation Costs

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

Type of Accommodation		No. of Weeks	Weekly Rent / Board Range (Aus\$)	Estimated Total (Aus\$) Rent or Board and other expenses
Home	Living at Home (Board)	52	60-100	3120 - 5200
Sharing Rented House (with 2 others)	Close to City	52	250 -350	13,000- 18,200
	Within 10 kilometers of City	52	250- 350	13,000 – 18,200
	Regional area	52	175- 300	9,100 – 15,600
Apartment – 1 or 2 Bedroom	Not shared	52	350 - 620	18,200 – 32,240
Hostel	One bedroom - shared bathroom/kitchen	52	275- 900	14,300 – 46,800
Home stay	Living with a local family	40	300- 375*	15,600- 19,500

Rental property prices vary from suburb to suburb. Check realestate.com.au. Some landlords require rent to be paid in advance and a security bond equal to one month's rent.

Use Study Australia for more information and to estimate your actual living costs.

<https://www.studyaustralia.gov.au/english/live/living-costs>

## General Costs

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

### Weekly Cost (other than Rent)

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

## Annual Cost

It is recommended that students allow a minimum of A\$18,000.00 per year to cover their living costs and an extra A\$5000.00 for food, transport, and any personal items required. For more information refer to

<http://www.studymelbourne.vic.gov.au>.

## School Aged Dependants

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

## Under 18 year old students

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

## ADDITIONAL SUPPORT SERVICES

### Counseling Services

An External Counseling service is available for students to contact

Issues they cover may be:

- Health, stress and matters that may affect welfare of the student
- Complaints
- Career and jobs
- Pathway to degree studies

Support to apply for extension of visa or study loan

## **Personal / Social issues**

Students have access to the Student Support Team through normal business hours of 9.00a.m till 9.00p.m. For contact outside of these hours, either email [info@yorkeinstitute.com.au](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 8415 0444. This call will be diverted to an Institute representative who will respond as soon as possible. Should an emergency arise that needs immediate assistance, dial 000.

## **Medical and other professional issues**

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

## **Social Programs**

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

## **Legal Issues**

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

ADELAIDE: Law Society of South Australia – (08) 82290200

NEW SOUTH WALES: LawAccess NSW - 1300 888 529

VICTORIA: The Law Institute on (03) 9607 9311.

## **Further Information**

The ESOS Framework under Standard 2

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

## **LOCAL AMENITIES & FACILITIES**

### **MELBOURNE**

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

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

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

### **Parking**

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

### **Restaurants & Cafes**

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

## Local Banks

Commonwealth Bank, one is located at 124 Victoria Street

Westpac Bank, one is located at 263 Victoria Street

Bank of Queensland is located at 283 Victoria Street.

## Chemist

Pulse Pharmacy is located at 110 Victoria Street.

Thao Nguyen Pharmacy is located at 146 Victoria Street.

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

## Petrol

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

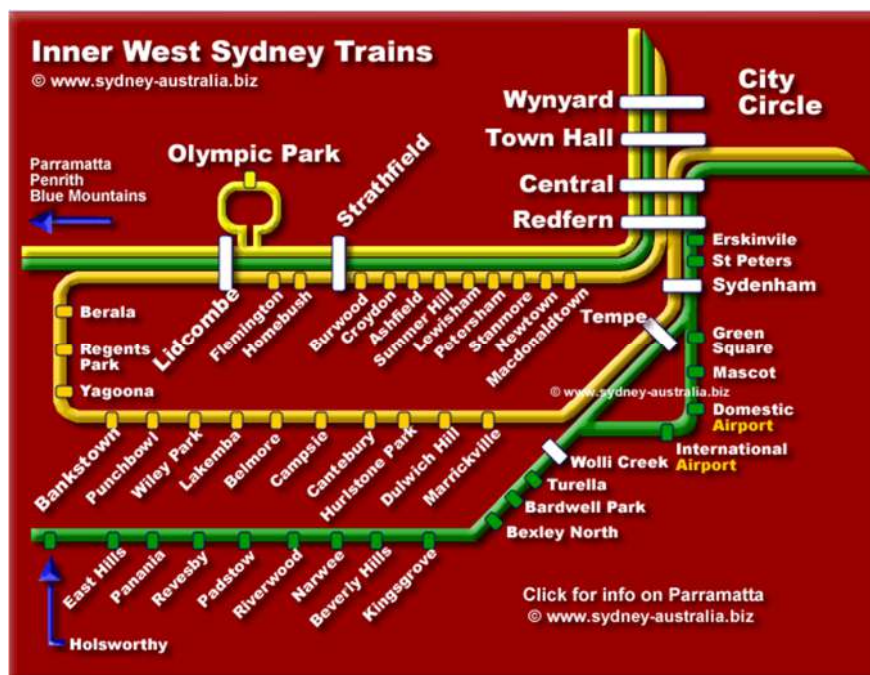
## LOCAL AMENITIES & FACILITIES

### SYDNEY

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

### Train, Light Rail & Bus

For transport information visit: <https://transportnsw.info/>



## Parking

Around a quarter of the City's on-street parking is metered pay parking. Rates vary depending on the location and the time you are parking there and car parks with early bird specials at weekends from \$25.00 per day with the closest parking.

## **Restaurants & Cafes**

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

## **Local Banks**

Commonwealth Bank, ANZ, NAB

## **CHEMIST**

You Save Chemist - 100 Clarence St Sydney NSW 2000

## **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

## **FAMILY DRUG SUPPORT**

Telephone: 1300 368 186

## **GAMBLERS ANONYMOUS**

Telephone: 1800 002 210

## **INTERPRETING SERVICES**

Telephone: 131 450

## **EMERGENCY CONTACTS**

Emergency numbers and contact details

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

Procedure:

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

## **LIFELINE**

Telephone: 131 114

## **MEN'S REFERRAL SERVICE**

NSW Telephone 1300 766 491

## **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**

Lifeline

Telephone: 13 11 14

**COMMUNICATIONS**

A private telephone can be connected quickly, and local calls are not metered. 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:

**Safe work Australia**

SafeWork is a government agency established in 1989. The agency create regulations to promote productive, healthy and safe workplaces for workers and employers Nationally. Each state has there own state based agency

For more information, please visit the website:

NSW: [www.safework.nsw.gov.au/](http://www.safework.nsw.gov.au/) or contact WorkSafe NSW - Ph: 13 10 50.

VICTORIA: <https://www.worksafe.vic.gov.au> - Ph 132360

SOUTH AUSTRALIA: <https://www.safework.sa.gov.au/about-us/contact-us->  
Ph: 1300 365 255

**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: <https://www.antidiscrimination.justice.nsw.gov.au/>

**AUSTRALIAN TAXATION OFFICE**

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

**WAGE LINE**

Provides information and advice about your workplace rights and obligations including 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.fairwork.gov.au/>—