



GIPPSLAND
INSTITUTE OF TECHNOLOGY

REGISTERED TRAINING ORGANISATION NO. 45698

Client Information Handbook

Everything you need to know about studying with us

VERSION

Version 3 — August 2026

RTO CODE

45698

LEGAL ENTITY

BFJ International Studies Pty Ltd

ABN

43 639 844 992

HEAD OFFICE

4/70 Main Street, Pakenham VIC 3810

MELBOURNE CAMPUS

15-17 Racecourse Road, North
Melbourne VIC 3051



Gippsland Institute of Technology is a trading name of BFJ International Studies Pty Ltd.
Nationally recognised training delivered under the Australian Qualifications Framework.

ABOUT THIS DOCUMENT

Document control

This handbook is a controlled document. It is reviewed annually, and whenever legislation, the Standards for Registered Training Organisations, our scope of registration or our services change. Always check you are reading the current version.

DOCUMENT TITLE	Client Information Handbook
REGISTERED TRAINING ORGANISATION	Gippsland Institute of Technology (RTO 45698)
LEGAL ENTITY	BFJ International Studies Pty Ltd trading as Gippsland Institute of Technology
ABN	43 639 844 992
VERSION	Version 3
DATE APPROVED	August 2026
APPROVED BY / OWNER	Chief Executive Officer
NEXT SCHEDULED REVIEW	August 2027
APPLIES TO	All prospective and enrolled clients

How to use this handbook

This handbook explains what you can expect from Gippsland Institute of Technology, what we expect from you, and where to go for help. It is written for prospective clients deciding whether to enrol, and for enrolled clients during their course.

Read it in full before you submit an enrolment application. Pay particular attention to the sections covering support services, fees and refunds, and complaints and appeals — these set out your rights and the commitments we make to you. Throughout this handbook the word “client” means anyone who applies for, enrolls in or undertakes training with us; you may also see “student” or “learner” used to mean the same thing.

NEED HELP UNDERSTANDING THIS HANDBOOK?

We can talk you through any part of this document, provide it in a larger font, or arrange an interpreter, at no cost to you.

Phone 03 5941 5070 • Email info@git.vic.edu.au • 4/70 Main Street, Pakenham VIC 3810

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A MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

Welcome

Welcome to Gippsland Institute of Technology.

Choosing where to study is a significant decision, and I am pleased that you are considering us. Since 2021 we have delivered nationally recognised training and assessment to clients across Victoria, and our purpose has not changed in that time: to provide high-quality training and assessment that meets the real requirements of industry and the genuine needs of the people we train.

Our training programs are tailored to specific industry requirements and are based on national guidelines. All of our accredited courses are recognised under the Australian Qualifications Framework. We draw on established relationships with industry and other stakeholders to make sure our courses reflect what employers actually need, and we maintain quality through compliance with the Standards for Registered Training Organisations and our continuous improvement system.

We believe in adult learning principles. Our clients are encouraged to take responsibility for their own learning and to understand that, as learners, they have an active role to play in their training and assessment. Our trainers hold relevant industry knowledge and experience, and are professional, supportive and approachable. We deliberately keep class sizes small so that every client receives the depth of teaching and support they deserve.

We welcome applications from clients of all backgrounds, nationalities, genders and cultures, including First Nations Peoples, and from people with disability or with academic, language, literacy, numeracy, digital literacy, physical or personal welfare support needs. If you need support, please tell us — early conversations lead to better outcomes.

The purpose of this handbook is to introduce you to the services available to you here. Please read it carefully, ask us anything that is unclear, and keep it somewhere you can find it again.

I hope you enjoy your studies with us.

Nirmal Dhillon

Chief Executive Officer, Gippsland Institute of Technology

PART ONE

Welcome and about us

Who we are, where to find us, and who to speak to when you need something.

About Gippsland Institute of Technology

Gippsland Institute of Technology is a Registered Training Organisation (RTO 45698) established in 2021. We provide training and assessment to domestic clients from campuses in Pakenham and North Melbourne, Victoria.

Our principal purpose is the provision of high-quality training and assessment. Our courses are nationally recognised under the Australian Qualifications Framework (AQF) and are delivered in accordance with the relevant training package requirements. Quality is maintained through compliance with the Standards for Registered Training Organisations and through our continuous improvement system, which draws on feedback from clients, staff, employers and industry.

We keep class sizes small, tailor delivery to the needs of the group, and make support available to every client who needs it.

OUR COMMITMENTS TO YOU

- Training and assessment that meets AQF and training package requirements.
- Trainers and assessors with current industry experience and appropriate qualifications.
- A learning environment that is safe, inclusive and free from discrimination.
- Clear information about fees, refunds, and your rights before you enrol.
- Access to academic, language, literacy, numeracy, digital literacy and welfare support.

Our campuses

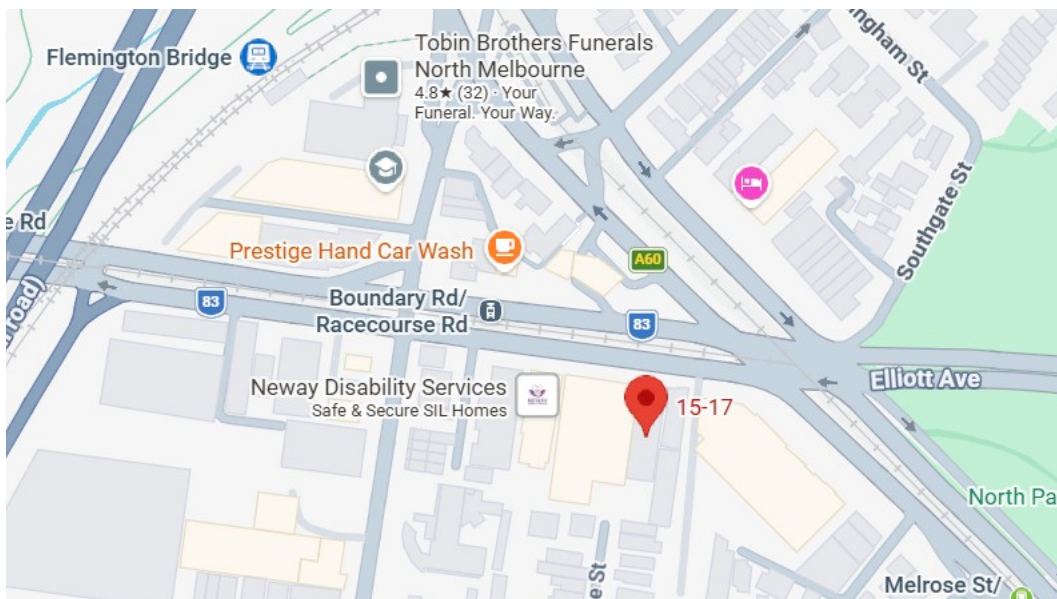
Pakenham — Head Office

4/70 Main Street, Pakenham, Victoria 3810



Melbourne Campus

15–17 Racecourse Road, North Melbourne, Victoria 3051



INSTITUTE HOURS

Monday to Sunday, 8:30 am – 10:00 pm. Class times vary by course and are confirmed in your timetable at orientation.

Who to contact

If you are not sure who to speak to, contact reception on 03 5941 5070 or email info@git.vic.edu.au and we will direct your enquiry to the right person.

FUNCTION	STAFF MEMBER	PHONE	EMAIL
Chief Executive Officer	Nirmal Dhillon	0403 616 222	nirmal.dhillon@git.vic.edu.au
Training Manager	Kamaljit Dhillon	0430 496 779	kamaljit.dhillon@git.vic.edu.au
Enrolment and admissions	Kamaljit Dhillon	03 5941 5070	admissions@git.vic.edu.au
Finance and accounts	Kamaljit Dhillon	03 5941 5070	info@git.vic.edu.au
Trainers and assessors	Kamaljit Dhillon	03 5941 5070	info@git.vic.edu.au
Client support	Kamaljit Dhillon	03 5941 5070	info@git.vic.edu.au
Access to records	Kamaljit Dhillon	03 5941 5070	info@git.vic.edu.au

ABOUT THE CLIENT SUPPORT OFFICER

The Client Support Officer's role is to identify what support you need and then help you access it. That includes identifying the relevant support service, explaining what it provides and how it works, and helping you make contact. This applies to both internal and external services. The internal supports we provide are described in Part Three of this handbook; external services are listed below.

External support services

The following independent services are available to you at no cost, or at low cost, during your studies. In an emergency, always call 000.

01 Consumer Affairs Victoria

Direct services to the public including advice, information and referral on consumer and residential tenancy matters.

Helpline 1300 55 81 81 • rtba@justice.vic.gov.au

02 Eastern Drug and Alcohol Service (EDAS)

Free and confidential drug and alcohol counselling, education and support for adults and young people in the Eastern Metropolitan Region.

Phone 1300 650 705

03 The Law Handbook Online

A practical guide to the law covering more than 90 common legal issues.

www.lawhandbook.org.au

04 Work rights — Young Worker Toolkit

Concerned about your pay or working conditions? Been bullied or harassed at work? Unsure where to go for help? Find out where you stand.

www.youngworkertoolkit.youth.gov.au

05 Centrelink — Services Australia

A range of services including Youth Allowance, ABSTUDY, Austudy and Health Care Cards. Even if you are not eligible for an income support payment, you may still be able to get a Health Care Card.

Students 13 2490 • ABSTUDY 13 2317 • TTY 1800 810 586

06 Women's Health East — Health Information Line

A free service for women offering one-to-one information from a trained nurse or women's health worker on physical, mental and emotional health. A short to medium term low-cost counselling program with female counsellors is also available.

Phone 1800 069 967 • Monday to Friday, 9:00 am – 1:00 pm

07 WIRE — Women's Information and Referral Exchange

A free information, support and referral service for all Victorian women, covering family life and relationships, family violence, sexual assault, health and wellbeing, education and training, and legal issues.

Phone 1300 134 130 • Monday to Friday, 9:30 am – 5:30 pm

08 Lifeline

24-hour crisis support and suicide prevention counselling.

Phone 13 11 14 • www.lifeline.org.au

09 Beyond Blue

Free, confidential support for anxiety, depression and general mental wellbeing, available 24 hours a day.

Phone 1300 22 4636 • www.beyondblue.org.au

10 1800RESPECT

National counselling and referral service for people affected by family violence or sexual assault, available 24 hours a day.

Phone 1800 737 732

11 ReachOut Australia

Online information and resources designed for young people, for self-help or to help someone else.

au.reachout.com

12 headspace

Australia's National Youth Mental Health Foundation.

www.headspace.org.au

13 Reading and Writing Hotline

A free service for anyone experiencing difficulty with reading and writing. The service will help you find support close to where you live. You may also contact your local TAFE or community organisation.

Phone 1300 655 506

14 Translating and Interpreting Service (TIS National)

Interpreting support in more than 150 languages.

Phone 131 450

15 Australian Skills Quality Authority (ASQA)

The national regulator for vocational education and training.

Phone 1300 701 801 • enquiries@asqa.gov.au • www.asqa.gov.au

PLEASE NOTE

Listing these services does not mean Gippsland Institute of Technology has an arrangement or agreement with these organisations to refer clients. This information is provided solely to make prospective and enrolled clients aware that the services are available.

PART TWO

Before you enrol

Access and equity, recognition of your existing skills, and how the enrolment process works.

Access and equity

Gippsland Institute of Technology encourages enrolment applications from clients of all backgrounds, nationalities, genders and cultures, including First Nations Peoples. We also encourage applications from people with disability or with academic, language, literacy and numeracy, digital literacy, physical or personal welfare support needs. Applicants are encouraged to disclose a disability during enrolment if they wish to do so.

Our staff treat all clients fairly, equally and without discrimination. All staff activity and practice is guided by our Code of Conduct, set out in Part Four. We provide access and equity to all applicants and enrolled clients, including those with disability and additional learning needs.

Additional needs extend well beyond physical or learning difficulties and disability. Our trainers also consider the best approach for candidates with needs such as low literacy, low confidence, or a non-English speaking background. Learning needs are taken into account from the planning stage onwards, and delivery and assessment methods are adapted where appropriate.

Our trainers foster relationships with clients based on mutual trust and respect. Diversity is welcomed, and culturally safe learning environments are implemented for all clients, including but not limited to First Nations Peoples.

TELL US EARLY

We encourage you to tell us about any disability or any academic, language, literacy, numeracy, digital literacy, physical or personal welfare support needs during enrolment. Support is also available to help you complete and submit your application.

Phone 03 5941 5070 · Email info@git.vic.edu.au

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is strictly limited for construction induction training, and Gippsland Institute of Technology does not offer a general RPL pathway for CPCCWHS1001 Prepare to work safely in the construction industry.

WorkSafe Victoria requires all construction induction training in Victoria to be conducted face-to-face. There is no generic RPL pathway that allows a new applicant to bypass the face-to-face training requirement, however much relevant experience they hold. Prior construction work, site inductions, employer training or interstate courses do not substitute for completing the course.

Limited transfer pathways do exist within strict regulatory parameters — for example, transitioning a valid historical Victorian Red Card through an approved provider, where the original physical documentation is produced. These pathways are narrow, are set by WorkSafe Victoria rather than by the Institute, and are not a general recognition process.

IF YOU THINK A LIMITED PATHWAY APPLIES TO YOU

Contact the Training Manager before you enrol, on 03 5941 5070 or at info@git.vic.edu.au, and bring or post the original physical documentation — photocopies, scans and photographs cannot be accepted.

We will check your documentation against the current WorkSafe Victoria requirements and tell you in writing whether a transfer pathway is available to you. If it is not, you are welcome to enrol in the full course.

Credit transfer is not available

Gippsland Institute of Technology does not offer credit transfer for CPCCWHS1001 Prepare to work safely in the construction industry.

General construction induction training is a licensed outcome regulated by WorkSafe Victoria. WorkSafe Victoria does not permit credit transfer, or any competency-based exemption, for the issue of a new construction induction card. Every applicant must complete the full face-to-face training and assessment, regardless of any prior training or statement of attainment they hold.

This means that a statement of attainment for this unit issued by another Registered Training Organisation cannot be used to obtain credit towards the course, and cannot shorten the training you undertake with us. If you already hold a current construction induction card, you do not need to enrol again; contact us and we will explain your options.

WHY THIS APPLIES

The 2025 Standards for Registered Training Organisations require RTOs to support credit transfer where a client has completed an equivalent training product, except where this is prevented by the licensing or regulatory requirements of the training product. Construction induction training falls within that exception.

If we add courses to our scope that are not subject to a licensing restriction, credit transfer will be available for those courses and this handbook will be updated.

Unique Student Identifier (USI)

Since 1 January 2015 it has been a regulatory requirement that every person undertaking nationally recognised training at any RTO holds a Unique Student Identifier. We collect USI data from every enrolled client to comply with this requirement.

You will be asked to supply your USI at enrolment. You may instruct us to obtain a USI on your behalf by completing the relevant section of the online enrolment form. If you do not already have one, you can create a USI at www.usi.gov.au by following the instructions on that website. Evidence of identity is required during this process.

Certificates and statements of attainment cannot be issued unless a USI has been supplied and verified, unless an exemption applies under the Student Identifiers Act 2014. Where such an exemption applies, we will inform you before either the completion of enrolment or the commencement of training and assessment, whichever occurs first, that your results will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

Thinking about your individual learning needs

Before applying for a course, take some time to think about your individual learning needs. Consider the information in this handbook and decide whether the course, the training and assessment methods and the support available are appropriate for you. Learning needs mean different things to different people. Some examples include:

- Intellectual, psychological or physical disability, medical conditions, or vision or hearing impairment.
- Family, work or personal commitments that may affect your ability to complete the course.
- Difficult experiences during previous study, at school or since leaving school.
- Your reasons for undertaking the course — for example, access to further study or employment opportunities.
- The time you have available each week and the course duration. Consider whether you have enough time for both the learning and the assessment activities.
- Your preferred learning style. Some people learn best by reading, listening or watching; some prefer working independently, others in groups; many learn best through practical activities or on the job.
- Existing knowledge, skills and experience relevant to your intended course of study.

Read this handbook in full before submitting an application, paying particular attention to the sections that explain how we can address your learning needs. Course information pages set out the course description, duration and weekly demands, the learning and assessment methods used, and the further study and employment pathways available on successful completion.

Delivery and assessment methodologies, duration and many other aspects of a course can be adjusted where feasible to address individual learning needs. Sometimes access to modified training materials meets a specific need; sometimes additional time to complete a task is all that is required.

During enrolment you will be asked to identify any individual learning needs requiring support. We recommend you give us full details so that we can determine whether we can appropriately address your needs and, if so, how. We encourage you to contact us to discuss any specific learning needs and how they can be supported during your studies.

How to enrol

Enrolment is completed online. The whole process can be done from a phone, tablet or computer, and takes about 20 minutes.

If you would prefer not to enrol online, or you are having trouble with the form, call us on 03 5941 5070 and we will send you a paper enrolment pack and help you complete it. There is no cost and no disadvantage in enrolling this way.

- 01** Contact us for a short discussion so we can identify your learning needs and give you initial information about the course. You can call 03 5941 5070 or email info@git.vic.edu.au.
- 02** Read this Client Information Handbook and the Fees and Refunds Policy and Procedure in full. Both are published on our website and are linked from the online enrolment form.
- 03** Contact the Training Manager to seek clarification on any aspect of the course, the fees, your enrolment, or anything else relevant to undertaking the course. There is no cost for this.
- 04** Open the online enrolment form on our website and complete your personal details, including the identification required for your construction induction card.
- 05** Complete the enrolment section of the form, including your Unique Student Identifier or your authority for us to obtain one on your behalf.
- 06** Upload any supporting documentation — for example, copies of qualifications, performance reports, a position description, an employment contract, awards or employer references.
- 07** Read the declaration and confirm that you have received and understood this handbook, the fees payable and the refund terms, and that you agree to the terms and conditions. Contact us before you submit if anything is unclear.
- 08** Submit the form and pay the course fee through the secure payment facility. You will receive an emailed receipt and a copy of your completed application.
- 09** We will assess your application and notify you of the outcome within 5 working days of receiving it.
- 10** If your application is successful, you will receive written confirmation of your course start date, time and location.

All applications are assessed equitably and fairly, in accordance with this handbook and our Access and Equity policy and procedure.

BEFORE YOU PAY ANYTHING

The online enrolment form shows you this handbook, the Fees and Refunds Policy and Procedure, and the total fee payable before you reach the declaration and payment step. You cannot be asked for payment until you have confirmed you have read and understood them.

If you need help with the form, an interpreter, or the information in a larger font, contact us on 03 5941 5070 or info@git.vic.edu.au at no cost.

PART THREE

Training and assessment

What we deliver, how you are assessed, and the support available while you study.

Training guarantee

Gippsland Institute of Technology takes all reasonable steps to deliver a course once it has been confirmed. In the unlikely event that we are unable to meet our commitment to provide a course on the agreed date, we will offer you a full refund or reschedule the course.

We provide support to help you complete your course within the agreed timeframe. Enrolling in a course is not, however, a guarantee that you will successfully complete it — that depends on you meeting the assessment requirements.

We implement an effective policy and procedure to ensure we deliver current AQF training packages and accredited courses. New training packages and accredited courses are implemented within 12 months of their introduction, and clients are fully informed of the process and the arrangements that follow.

If we have to change any of the services we agreed to provide before your enrolment, we will notify you in writing as soon as possible, setting out the nature of the change and the reasons for it, together with the impact on you.

OUR REGULATORY OBLIGATIONS

Gippsland Institute of Technology is responsible for complying with the VET Quality Framework when delivering Australian Qualifications Framework courses. We implement considered decisions and actions to ensure that we meet those requirements.

Client orientation

Orientation is conducted before your training commences. Its purpose is to review and confirm the training and assessment processes, and the responsibilities of both you and Gippsland Institute of Technology during the course. It is also your opportunity to ask any final questions before you begin.

Training

Training is based on competency standards that set out the skills and knowledge to be applied in the workplace. It involves assessing existing competence, developing the competence required, and preparing you for assessment against the specified standards.

All of our nationally recognised courses are designed in compliance with the relevant AQF training package. Course content and delivery methods accurately reflect the specifications in the relevant unit of competency.

Delivery and learning methods are tailored to each course so that you develop the knowledge and skills needed to perform the associated tasks confidently in the workplace. Methods may include presentations, individual and group activities, case studies, individual coaching and practical demonstrations. Delivery takes place at our training facilities and involves a mixture of classroom and simulated work-based environments.

Our training staff foster relationships with clients based on mutual trust and respect. Access and equity is provided to all clients and diversity is welcomed. Staff consistently implement an inclusive and safe learning environment — including, but not limited to, environments suitable for First Nations Peoples — that fosters participation, learning and achievement.

Assessment

Your performance is assessed in accordance with the requirements of the relevant unit of competency. Assessment may take the form of written or verbal questioning, work placement, logbooks, or practical demonstration of the knowledge and skills you have developed.

RESULT	WHAT IT MEANS
S — Satisfactory	The assessment task has been completed to the required standard.
U — Unsatisfactory	The assessment task has not yet met the required standard. Feedback is provided and a further attempt is arranged.
C — Competent	All assessment tasks in the unit have been completed satisfactorily. The unit is achieved.
NYC — Not Yet Competent	One or more assessment tasks in the unit have not yet been completed satisfactorily.

ATTEMPTS AND REASSESSMENT

You are given three attempts to demonstrate competency at each assessment. If you are still unable to demonstrate competency after three attempts, you must re-enrol and undertake the assessment again, and in some limited circumstances the training as well. A fee applies. See Appendix C — Fees and Refunds Policy and Procedure for details.

Course progress

We monitor your course progress and provide assistance if you experience difficulty or fall behind the course schedule. Our training and assessment staff monitor progress in the following ways:

- By judging responses to questions.
- By the type and nature of the questions you ask.
- By assessing your ability to complete tasks to the required standard.
- By assessing your ability to complete tasks within appropriate timeframes.
- By engaging you in discussion.
- By asking whether you require support with any aspect of your training or assessment.
- By checking whether homework and independent study activities have been completed.
- By reviewing the outcomes of formative and summative assessments.
- By monitoring attendance and participation.
- By monitoring performance and achievement in summative assessment.

Access to appropriate support services is provided to help you complete your course within the scheduled duration. We may refer you to external services if we are unable to sufficiently support your learning needs, or if you are experiencing personal or welfare issues that are affecting your progress. We take all reasonable and feasible steps to assist you to complete your course within the course schedule.

Academic support

If you are experiencing difficulty with any aspect of your course, contact your trainer or any other member of staff. Our trainers can provide academic support to help you complete your course successfully, and in certain circumstances we may refer you to external agencies for additional support.

Support we can provide or arrange

- Access to training and assessment staff.
- Reviewing learner materials with you.
- Rephrasing explanations and providing information in a context you understand.
- Additional time to complete tasks.
- Access to supplementary reference materials and exercises.
- Access to calculators and dictionaries.
- Information provided in larger text.
- Access to computers with relevant software, and to modified resources.
- Support with language, literacy and numeracy, including access to external LLN support.
- Opportunities to re-attempt assessments, or to undertake additional units to catch up.
- Guidance with organisation, study skills and time management.
- A negotiated plan to enable completion of outstanding tasks.
- Access to classes with another cohort.
- Adjustment of your timetable or course schedule, including extending the duration of your course.

Welfare support

We understand that clients sometimes need extra support to manage their training, and that personal circumstances can affect course completion. We maintain a relationship with an external professional welfare service so that our clients can access support when it is required.

If you are experiencing issues that are affecting your studies, contact your trainer or any other member of staff. Please note that clients are liable for any fees incurred if they access external welfare support services during their studies.

IN AN EMERGENCY

If you or someone else is in immediate danger, call 000. For 24-hour crisis support, call Lifeline on 13 11 14 or Beyond Blue on 1300 22 4636.

Client feedback

Prospective and enrolled clients are encouraged to approach any member of staff at any time, before or after enrolment, to give feedback about any issue, area of practice or aspect of our operations. Feedback may also be provided by email to info@git.vic.edu.au.

You may also provide feedback about a third party delivering services on our behalf, about our trainers and assessors, or about fellow learners. All feedback received is valued and is processed in accordance with our Continuous Improvement policy and procedure, so that it contributes to the delivery of high-quality training, assessment and support services.

Certificates, records of results and statements of attainment

Gippsland Institute of Technology is responsible for complying with the requirements of the Australian Qualifications Framework when issuing certification documents, and issues these in accordance with its scope of registration.

On successful completion of all units of competency in your course, you will be issued with a certificate and a record of results. If you successfully complete some but not all of the units in your course, you will be issued with a statement of attainment listing the units you have completed.

All certificates, records of results and statements of attainment meet AQF requirements. Certification documentation is issued within 30 calendar days of the completion of your assessment, provided all agreed course-related fees have been paid in full.

PLEASE NOTE

Successfully completing a qualification with us may help you access job opportunities, but completing a course does not guarantee that you will gain employment in a particular job role or industry.

PART FOUR

Code of Conduct

The standards we hold ourselves to, and the standards we ask of you.

Our practice is directed by this Code of Conduct. It is a guide to ensure we consistently provide the highest possible quality of service to all our stakeholders, and that we act in a manner that respects their rights.

Our commitments

Access and equity

Gippsland Institute of Technology ensures that:

- All clients and staff are treated fairly and equitably regardless of age, race, religion, gender, sexuality, disability, culture or origin.
- We maintain an organisational culture in which diversity is welcomed.
- We use an accessible, systematic, fair and equitable approach to enrolling all clients.
- All staff perform their duties in a fair, equitable and respectful manner.
- Clients are properly informed, supported and protected.
- All training and assessment staff use language that facilitates learning and achievement and does not exclude any section of our clientele.
- All staff are aware of their responsibilities with respect to access and equity.
- Staff activities are evaluated for continuous improvement purposes.
- Staff are culturally aware and sensitive to differing norms, beliefs and values.
- Systems are in place to receive feedback on the application of this policy.
- Staff foster relationships with clients based on mutual trust and respect.
- Staff and clients comply with access and equity requirements.
- Client queries are responded to within 5 working days of receipt.

Marketing and enrolment

Gippsland Institute of Technology ensures that it will:

- Provide appropriate pre-enrolment information so clients can make an informed choice of course.
- Not provide false or misleading information about the RTO or its courses.
- Keep marketing practices and materials current, accurate, factual and ethical.
- Perform marketing activities with integrity.
- Identify all accredited and non-accredited courses clearly in all of its materials.

- Systematically review its marketing materials for currency and accuracy.
- Implement an accessible, systematic, fair and equitable approach to enrolling clients.
- Encourage enrolment applications from culturally diverse applicants, including but not limited to First Nations Peoples.
- Provide support to prospective clients during enrolment where required.
- Only enrol clients into courses that are consistent with their learning needs.

Training and assessment

Gippsland Institute of Technology ensures that:

- Course and RTO information is provided to clients before enrolment and at orientation.
- Staff foster relationships with clients based on mutual trust and respect, and diversity is welcomed.
- Staff consistently implement an inclusive and safe learning environment — including, but not limited to, environments suitable for First Nations Peoples — that fosters participation, learning and achievement.
- All training and assessment materials are our own, or permission has been obtained from the publisher.
- Courses are delivered and assessed in accordance with the relevant training package, the rules of evidence and the principles of assessment, and industry and client requirements.
- Training and assessment strategies are implemented for each course on the same basis.
- Suitable learning and support resources are implemented to guide staff and clients.
- Opportunities for recognition of prior learning and credit transfer are provided to clients, except where the licensing or regulatory requirements of a training product prevent recognition.
- All accredited courses provided are within our scope of registration.
- Appropriate academic and personal welfare support services are provided.
- The duration of course delivery is no longer than 8 hours in any one day.
- All course training and assessment materials are systematically validated, internally and externally.
- All learning and assessment strategies, resources and materials are systematically validated.
- Appropriate training and assessment facilities, equipment, resources and materials are provided to facilitate learning and achievement.
- Training and assessment facilities comply with all applicable legislation.

Our staff

Gippsland Institute of Technology ensures that training and assessment staff:

- Hold relevant, current vocational experience for the courses they deliver.
- Hold appropriate vocational qualifications.
- Hold a TAE40116 or TAE40122 Certificate IV in Training and Assessment, or a qualification assessed as equivalent or a successor qualification.

- Foster relationships with clients based on mutual trust and respect, and welcome diversity.
- Consistently implement an inclusive and safe learning environment that fosters participation, learning and achievement.
- Engage in professional development activities relevant to their teaching.
- Apply RTO policies and procedures when training and assessing.
- Treat all clients in a fair, equitable and non-discriminatory manner.
- Are fully informed of their roles and responsibilities.

Client support services

Gippsland Institute of Technology ensures that all clients are given access to information about:

- This Client Information Handbook, to support informed decision-making before enrolment.
- The different types of issues a client may encounter during enrolment that may require access to support services.
- The internal and external academic and personal welfare support services available.
- Staff contact details and how to access support services.
- Facilities, resources, equipment and materials available during their enrolment.
- Course withdrawal and cancellation fees and terms.
- The Complaints and Appeals policy and procedure.
- The procedure for providing feedback on any area of RTO operations.

Management

Gippsland Institute of Technology ensures that:

- The provision of high-quality training and assessment is our principal purpose.
- All decisions are informed by appropriate stakeholders so that high-quality, inclusive training and assessment is consistently provided.
- We adopt appropriate governance arrangements to guide the implementation of our strategic and business plans.
- Appropriate financial management and student fee protection arrangements are consistently implemented.
- Suitably qualified staff contribute to informed decision-making in management, academic and support services.
- All staff are aware of their responsibilities to the RTO and to our clients.
- We employ a fair and equitable systematic approach to the recruitment, induction and professional development of staff.
- A culturally safe learning environment is provided, both on and off site, to facilitate client learning.
- Appropriate insurances are maintained.
- The regulator is informed of any significant change to the control, senior management or scope of the RTO.

- The National VET Regulator is provided with required data, in soft or hard copy, when requested and free of charge.
- We cooperate fully with the National VET Regulator during audits.
- Courses delivered are current and in accordance with training package requirements.
- New training packages and accredited courses are implemented within 12 months of their introduction.
- All appropriate information relating to academic and support services is communicated to clients in a timely manner.

Administration and records

Gippsland Institute of Technology ensures that:

- AVETMISS data is stored for a period of 30 years.
- Original copies of assessments are stored for two years from the date of course completion.
- Enrolment and administrative documents relating to a client enrolment are stored for two years from the date the client completes their course.
- Client and staff personal records are treated as confidential and are stored securely, on and off site.
- Appropriate systems are maintained to record and store client details relating to attainment, attendance, AVETMISS data and related correspondence.
- An AVETMISS-compliant student management system is used.
- Staff and clients can access their own records at no cost.
- A certificate and record of results is awarded to clients who successfully complete all units in an AQF qualification in which they were enrolled.
- A statement of attainment is awarded to clients who successfully complete some but not all of the units in the course in which they were enrolled, or who complete an individual unit of competency.
- Statements of attainment and certificates are provided in a timely manner and contain the required information.
- Qualifications are only issued to clients who hold a verified Unique Student Identifier.

Client Code of Conduct

Your rights

All clients have the right to:

- Be treated in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin.
- Learn in an environment free from intimidation and interference from others.
- Access all services and facilities identified in pre-enrolment information.
- Be taught by suitably qualified and experienced trainers.
- Seek academic advice and support from their trainers.

- Learn in a culturally safe and clean environment that facilitates achievement.
- Access the Complaints and Appeals policy and procedure to resolve disputes and complaints.

Your responsibilities

All clients are expected to:

- Approach learning and assessment activities in an ethical manner.
- Not engage in cheating, plagiarism or collusion.
- Submit work when required and meet the terms of enrolment.
- Attend all classes and participate effectively in learning and assessment activities.
- Follow all staff instructions during learning and assessment activities.
- Treat other clients and staff in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin.
- Pay the full amount of all fees owing when requested.
- Inform us in writing of any change to their contact details, at 4/70 Main Street, Pakenham VIC 3810, info@git.vic.edu.au or 03 5941 5070.
- Not abuse, harass, bully, threaten or display any form of violence towards other clients or staff.
- Not act in a manner that adversely affects the general wellbeing of other clients or staff.
- Not act in a manner that adversely affects the learning or assessment of other clients.
- Not damage Institute equipment, facilities or materials, or the belongings of other clients or staff.
- Not steal any item belonging to staff, clients or the Institute.
- Not engage in illegal activity in or around Institute premises.
- Comply with all expectations relating to clients set out in this Code of Conduct.

IF THE CODE OF CONDUCT IS BREACHED

Breaches of this Code are managed in accordance with our policies and procedures and may result in penalties, up to and including suspension of studies or cancellation of enrolment. You have the right to appeal any decision through the process set out in Appendix A.

PART FIVE

General information

Safety, privacy, records, conduct and the processes that protect you.

Occupational health and safety

Gippsland Institute of Technology conducts regular health and safety reviews across all of our operations to ensure that our facilities, equipment, materials and practices comply with occupational health and safety legislation. Our staff deliver training and assessment in a manner that removes or controls hazards and risks.

Clients must also act in a manner that safeguards their own health and safety and that of their classmates. When our staff provide OHS information, it is important that it is understood and that instructions are followed. If you spot a potential hazard, report it to a member of staff immediately and they will take the appropriate action.

FURTHER OHS INFORMATION

Safe Work Australia — www.safeworkaustralia.gov.au

WorkSafe Victoria — www.worksafe.vic.gov.au

Health and infection control

Clients are asked to follow current public health advice and any site-specific requirements in place at our campuses. Do not attend class if you are unwell with a contagious illness — contact the Training Manager and we will make arrangements so that you do not fall behind. Current health advice for Victoria is published at www.health.vic.gov.au, and workplace guidance is available from Safe Work Australia.

Client safety

We are committed to providing a safe, secure and supportive environment. Security and personal safety are important to everyone and rely on all of us working together. When you are out and about, it is important to be alert and aware of your personal safety.

When attending the Institute

Our campuses are staffed at all times during day and evening classes, and all people entering may be asked for identification.

- Clients are asked to display identification at all times when entering the premises.
- Visitors are not permitted into training facilities without the express permission of the CEO.

- Please contact the nearest member of staff if you feel threatened or unsafe at any time, have concerns about someone else's behaviour, are worried that someone may harm themselves or another person, or receive unwanted attention or communications.
- Please do not approach a person whose behaviour is concerning you. Contact the nearest member of staff instead.

Attending evening or weekend classes

- Be vigilant when travelling to evening or weekend classes, as the area can be quieter at those times.
- Park in a well-lit, busy area close to the building. Do not leave valuables visible in your car. Lock all doors and close all windows when leaving your vehicle, and consider installing an immobiliser.
- Look outside before you exit the building and check your vehicle. If you notice anyone loitering, contact a member of staff or the police.
- Carry your keys in your hand for quick access to your vehicle.
- Pay attention to your surroundings. If something does not look right, go back inside the building and contact a member of staff or call the police.
- Make sure there is someone else in the building whom you know — a staff member or fellow client.
- Walk confidently, with purpose, at a steady pace.
- Know the telephone numbers for the Institute and for the police. A mobile phone may help you feel more secure.
- Consider a buddy system for walking to car parks.

EMERGENCIES

In an emergency, contact police, fire brigade or ambulance by dialling 000. The operator will ask for your name and address and other details of the situation. This call is free of charge but should only be used in an emergency.

If you feel unsafe or threatened at any time, have anything stolen, or are assaulted, you can contact the police for help and to report the incident. For non-urgent advice, information or reports such as lost property, attend or telephone your local police station.

Attendance

Our staff record client attendance at each session, in accordance with Institute policy and procedure. If you have enrolled in face-to-face training, you must attend all scheduled classes at the times indicated.

We recognise that sometimes clients are unable to attend due to unforeseen circumstances. If for any reason you are unable to attend all or part of a planned session, contact the Training Manager on 03 5941 5070 or at info@git.vic.edu.au as soon as possible. We monitor attendance and provide appropriate support to help you complete your course within the scheduled period.

Privacy notice and use of personal information

Gippsland Institute of Technology respects your privacy rights and operates in compliance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. We treat all personal information confidentially and will not disclose details to a third party without your prior written consent, except as described below.

WHEN WE ARE REQUIRED TO DISCLOSE YOUR INFORMATION

We are required to comply with the National Vocational Education and Training Regulator Act 2011 and to supply student data to the National VET Regulator (ASQA), the National Centre for Vocational Education Research (NCVER), the relevant Commonwealth department, the Department of Home Affairs, other regulatory bodies, or a court of law. Personal information may also be disclosed to relevant bodies for the verification of your previous qualifications.

As a Registered Training Organisation, we collect your personal information so that we can process and manage your enrolment in a vocational education and training course. We use your personal information to deliver VET courses to you and, as needed, to comply with our obligations as an RTO.

We are required by law, under the National Vocational Education and Training Regulator Act 2011 (Cth) (the NVETR Act), to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector. We are also authorised by law under the NVETR Act to disclose your personal information to the relevant state or territory training authority.

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the relevant Australian Government department, Commonwealth authorities, and state and territory authorities (other than Registered Training Organisations) that deal with matters relating to VET, and to VET regulators, for the purposes of those bodies, including to enable:

- Administration of VET, including program administration, regulation, monitoring and evaluation.
- Facilitation of statistics and research relating to education, including surveys and data linkage.
- Understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on its behalf. The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal

information, refer to the NCVER Privacy Policy at www.ncver.edu.au/privacy. If you would like to seek access to or correct information held by NCVER, contact ncver@ncver.edu.au in the first instance.

The relevant Australian Government department is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information, refer to the department's VET Privacy Notice.

You may receive a student survey, which may be conducted by a government department, an NCVER employee or agent, a third-party contractor or another authorised agency. You may opt out of the survey at the time of being contacted.

Contact us at any time to:

- Request access to your personal information.
- Correct your personal information.
- Provide feedback or make a complaint about how your personal information has been handled.
- Ask a question about this privacy notice.

Access to records

You may access your personal records free of charge at any time by contacting the Training Manager at info@git.vic.edu.au. The Training Manager will arrange an appointment within 5 working days for you to view your records. You must provide evidence of identity — for example, a driver licence — to access your records.

Academic misconduct

Clients are required to adhere to the Code of Conduct. If a client is found to have acted in a way that the Institute deems to be misconduct, it may affect their successful completion of the course.

As set out in the Code of Conduct, clients are expected to approach learning and assessment activities in an ethical manner. Our clients almost always conduct themselves with integrity. Confusion sometimes arises about what plagiarism and cheating actually are, so the following information is provided as guidance.

Cheating

Cheating is the use of any means to gain an unfair advantage during the assessment process. It may include, but is not limited to, copying another person's answers, using mobile phones or other electronic devices during closed-book assessments, bringing in and referring to pre-prepared written answers in a closed-book assessment, and referring to texts during closed-book assessments. Cheating in any form during assessment will result in the client's assessment submission being invalidated.

Plagiarism

Plagiarism is the submission of somebody else's work as your own. It includes copying all or part of another person's thoughts or ideas and representing them as your own. Failing to identify the original source of some or all of a submission also constitutes plagiarism, as does copying another client's work and passing it off as your own.

During assessment you will read about ideas and gather information from many sources. When you use those ideas in your work, you must identify who produced them and where they were published. If you do not, you are plagiarising. Where you include other people's work in a submission — for example, passages from books or websites — you must reference the source.

Submitting work as your own which has in fact been generated by an artificial intelligence (AI) tool is a form of plagiarism and cheating. Submitting plagiarised work during assessment will result in the client's assessment submission being invalidated. For further information on what constitutes plagiarism, see www.plagiarism.org or contact the Training Manager at info@git.vic.edu.au.

Collusion

Collusion is the presentation by a client of an assignment as their own which is in fact the result, in whole or in part, of unauthorised collaboration with another person or persons. It involves the cooperation of two or more clients in plagiarism or other forms of academic misconduct. Both collusion and plagiarism can occur in group work. Unauthorised collusion during assessment will result in the client's assessment submission being invalidated.

CONSEQUENCES OF ACADEMIC MISCONDUCT

Cheating, plagiarism or collusion during assessment is treated as a breach of the Code of Conduct and is deemed to be academic misconduct. It may lead to a client being removed from their course. No refund is available in these circumstances.

Assessors review all completed assessment submissions to identify instances of cheating, plagiarism or collusion, and a further review is conducted during the quality assurance process applied to completed files. Where instances are identified, action is taken in accordance with the Academic Misconduct policy and procedure. Clients found to have colluded, cheated or plagiarised may be penalised in any of the following ways:

- Be reprimanded.
- Be required to repeat the assessment or complete a new assessment task.
- Fail all or part of the assessment.
- Be suspended from studies.
- Have their enrolment cancelled.

All clients have access to the Code of Conduct, which is printed in Part Four of this handbook. Copies of the Academic Misconduct policy and the Training and Assessment policy and procedure are available on request at info@git.vic.edu.au.

Complaints and appeals

If you have an issue with any aspect of your course or our services, raise it with your trainer or another member of staff. You may lodge a complaint in relation to our trainers, assessors, fellow clients, or any third party providing services on our behalf. Our staff will attempt to resolve the matter informally, to your satisfaction.

If you are dissatisfied with the outcome of the informal complaint, you may lodge a formal complaint by completing the Complaints and Appeals form in Appendix B. This will be processed in accordance with the Complaints and Appeals policy and procedure in Appendix A.

You have the right to appeal the outcome of a complaint, or an assessment decision, if you are dissatisfied and feel you have been dealt with unfairly. Appeals are lodged using the same form and are processed under the same policy. If you are submitting a formal complaint or appeal, you must provide reasons and supporting evidence justifying the grounds for it.

If you remain dissatisfied after an internal appeal, you have the right to access the external appeals process. An external appeal is lodged with a third party independent of the Institute. The independent organisation or person reviews the matter to determine whether the Institute followed the process set out in its Complaints and Appeals policy. The external party does not review the merits of the outcome itself.

You have the right to seek advice from, and be represented by, external parties at any time during the complaints and appeals process. The cost of doing so is borne by you.

As part of our continuous improvement process, information gathered during the complaints and appeals process is analysed, outcomes are considered, and appropriate action is implemented to eliminate or reduce the likelihood of the issue recurring.

WHERE TO FIND THE FULL POLICY

Appendix A — Complaints and Appeals Policy and Procedure sets out every step, timeframe and right in full.

Appendix B — Complaints and Appeals Form is the form you use to lodge a formal complaint or appeal.

Notifying you if things change

We will notify you promptly if there are any changes to our RTO, your course, or the arrangements for training and assessment. Please make sure we always hold your current home address, email address and mobile number so that we can reach you.

Depending on the type of change, we may send a letter to your home address, an email, or an SMS message. If there are changes to agreed services, we will advise you as soon as practicable — including changes to third-party arrangements, new third-party arrangements, or a change in RTO ownership.

PART SIX

Course information

Full details of the course we currently deliver, including fees, duration and pathways.

CPCCWHS1001 Prepare to work safely in the construction industry

UNIT CODE	CPCCWHS1001
COURSE TITLE	Prepare to work safely in the construction industry
DELIVERY MODE	Face-to-face class plus independent study
TOTAL DURATION	Approximately 12 hours
TOTAL FEE	\$130 (includes a \$75 non-refundable enrolment fee)
CERTIFICATION ISSUED	Statement of attainment
COURSE CURRENCY STATUS	Current

Course description

The aim of this course is to develop the knowledge and skills required to undertake construction work. The course requires learners to demonstrate personal awareness and knowledge of health and safety legislative requirements in order to work safely and prevent injury or harm to themselves and others.

It covers identifying and orally reporting common construction hazards, understanding basic risk control measures, and identifying procedures for responding to potential incidents and emergencies. It also covers correctly selecting and fitting the common personal protective equipment (PPE) used for construction work.

This unit meets the general construction induction training requirements of:

- Part 1.1 Definitions and Part 6.5 of the Model Work Health and Safety Regulations.
- Division 11 of Part 3 of the Occupational Safety and Health Regulations 1996 (Western Australia).
- Division 3 of Part 5.1 of the Occupational Health and Safety Regulations (Victoria).

It is expected that site-specific induction training will be conducted prior to undertaking construction work. Licensing, legislative, regulatory or certification requirements apply to this unit. The relevant work health and safety regulatory authority in your state or territory should be consulted to confirm jurisdictional requirements.

Target market

The target market for this course is domestic students who:

- Wish to undertake this course to access further study opportunities, or to address employment requirements related to their job role.
- Possess little or no vocational experience.
- Are at least 18 years of age at course commencement.
- Are comfortable undertaking learning and assessment activities in a face-to-face class and through independent study.
- Can participate in learning and assessment activities for approximately 12 hours. Students spend varying amounts of time on independent learning activities in their own time.

We encourage enrolment applications from clients of all backgrounds, nationalities, genders and cultures, including First Nations Peoples, and from people with disability or with academic, language, literacy, numeracy, digital literacy, physical or personal welfare support needs. Applicants are encouraged to disclose a disability during enrolment if they wish to do so.

Course delivery

This course is delivered through independent study, completed in the client's own time, together with a face-to-face class.

During independent study, clients are provided with a soft copy of the Learner Guide and undertake learning tasks before attending the face-to-face class. Learning materials are forwarded at least one week before the face-to-face delivery commences so that clients can develop knowledge and understanding of the course content and concepts.

Pre-course reading is a compulsory part of this course. Clients are encouraged to contact us while undertaking pre-course reading to ask questions or clarify information, and can contact their trainer by phone or email for support before the face-to-face session.

The following techniques are used during face-to-face delivery: presentations, individual tasks, role plays, practical demonstrations and group work. A simulated workplace environment is incorporated into the delivery methodology, and clients complete tasks in accordance with workplace or community requirements. On completion of face-to-face training, clients undertake formative and then summative assessment. Trainers provide feedback on areas for improvement to help clients develop and apply the required knowledge and skills in preparation for summative assessment.

Assessment

Assessors provide clients with copies of each assessment task in accordance with the assessment schedule, and discuss the assessment requirements with clients before each task commences. Assessment methods include both theory and practical tasks.

Practical assessment tasks take place in class on completion of face-to-face training. The theory task is completed at home in the client's own time. Clients receive feedback on their performance from their trainer, and are provided with opportunities for reassessment if they do not demonstrate satisfactory performance.

Clients who do not wish to undertake the practical assessment task at the end of training delivery can be accommodated the next time the course is delivered. The deadline for submitting the theory task may be adjusted to cater for individual learning needs where required.

Course duration and demands

COMPONENT	HOURS
Face-to-face training and assessment (not including breaks)	4.5 hours
Independent study outside class time	7.5 hours
Total approximate course duration	12 hours

Hours are approximate, as learners take differing amounts of time on independent study outside class time. The course duration can be adjusted to cater for individual requirements.

Entry requirements

Students must be at least 18 years of age at course commencement, and must supply their own laptop and software, such as Microsoft Office, for the independent study component.

WorkSafe Victoria requires every applicant to provide photographic identification both when registering for the course and again on the day of delivery. Students who cannot produce photographic identification on the day cannot be assessed and will need to be rebooked into a later class.

All training and assessment is conducted in English. Applicants who need assistance with any part of the enrolment or the course are encouraged to contact us before enrolling, on 03 5941 5070 or at info@git.vic.edu.au.

Pathways

Training pathway — Students who successfully complete this course may progress to other related construction safety courses, for example CPCCWHS2001 Apply WHS requirements, policies and procedures in the construction industry.

Employment pathway — This course may contribute to clients meeting the requirements to continue in their present work, or to access new work or job opportunities. Successfully completing this course does not guarantee that a graduate will secure a relevant job.

Course structure, location and start dates

This course contains one unit of competency. It is delivered face-to-face at Gippsland Institute of Technology, 4/70 Main Street, Pakenham, or 15–17 Racecourse Road, North Melbourne. Students also undertake independent study activities in their own time. Courses are offered throughout the year in accordance with client requirements.

Recognition of prior learning and credit transfer

Credit transfer is not available for this unit, and recognition of prior learning is strictly limited. WorkSafe Victoria requires all construction induction training in Victoria to be conducted face-to-face, and there is no generic RPL pathway that allows a new applicant to bypass that requirement. Narrow transfer pathways exist within strict regulatory parameters — for example, transitioning a valid historical Victorian Red Card through an approved provider on production of the original physical documentation. Anyone who believes such a pathway applies to them should contact the Training Manager before enrolling.

Qualification issued

On successful completion of all assessment tasks in this course, clients are issued with a statement of attainment. Clients who successfully complete some but not all of the assessment tasks receive written advice indicating the tasks successfully completed.

Your construction induction card is issued by WorkSafe Victoria, not by the Institute. We apply to WorkSafe on your behalf after you successfully complete the course. WorkSafe posts the card to you, and you should allow up to 60 days for it to arrive.

Fee information

The total fee charged for this course is \$130, which includes the enrolment fee and learning materials. On enrolment, \$130 is payable, of which \$75 is a non-refundable enrolment fee. Appendix C — Fees and Refunds Policy and Procedure sets out all fees and charges and when they are applied.

FURTHER INFORMATION

Phone 03 5941 5070 • Email info@git.vic.edu.au

Gippsland Institute of Technology is a trading name of BFJ International Studies Pty Ltd.

APPENDIX A

Complaints and Appeals Policy and Procedure

How to raise a concern, how it will be handled, and the timeframes that apply.

1. Policy

- 1.1 If a client has a complaint they wish to raise with Gippsland Institute of Technology, they are encouraged to do so through this Complaints and Appeals procedure. Clients are also encouraged to appeal any Institute decision where they feel they have valid grounds, via the appeals process set out in this policy. This includes assessment and RPL decisions.
- 1.2 Clients may lodge informal and formal complaints, and may access the Institute's internal and external appeals processes.
- 1.3 Gippsland Institute of Technology maintains a procedure for handling informal and formal complaints and internal and external appeals.
- 1.4 All complaints and appeals lodged are used for continuous improvement purposes.
- 1.5 The CEO is responsible for implementing this policy and reviewing its effectiveness in compliance with regulatory requirements.
- 1.6 This policy is implemented in compliance with the requirements of the Compliance Outcome Standards for NVR Registered Training Organisations 2025, Standards 2.7, 2.8 and 4.4.
- 1.7 This policy and procedure applies to all Gippsland Institute of Technology clients and staff.
- 1.8 A client's right to access Australian consumer protection law and other legal remedies is not affected by this policy and procedure.
- 1.9 All clients are provided with information on this policy and procedure both before and after enrolment.
- 1.10 Clients may be accompanied and assisted by a representative at any time.
- 1.11 A client's enrolment is maintained while an internal complaint or appeal is in progress and the outcome has not been determined.
- 1.12 If any matter arising from a complaint or appeal is a systemic issue requiring improvement action, it is reported to the Institute's management meeting as part of the continuous improvement process.
- 1.13 The client incurs no cost during the complaints and appeals process unless they seek external representation.
- 1.14 Complaints and appeals are taken seriously. Action commences within five days of receipt of a complaint or appeal, and the Institute acts upon the outcome of any complaint found

to be substantiated. Appeals must be lodged within 20 working days of the decision of a complaint process or of an assessment result.

- 1.15** Clients are given the opportunity to lodge their complaint or appeal in writing.
- 1.16** The principles of natural justice and procedural fairness are consistently applied in implementing this policy and procedure.
- 1.17** The Institute encourages all parties to approach a complaint or appeal with an open mind and to attempt to resolve problems in a fair, unbiased and equitable manner through discussion and conciliation.
- 1.18** All complaints and appeals are handled professionally and confidentially, to achieve a satisfactory resolution that is fair, unbiased and equitable to all parties.
- 1.19** Where a complaint or appeal cannot be resolved through discussion and conciliation, the Institute acknowledges the need for an appropriate external and independent agent to review the process it has implemented.

The procedure below sets out how client complaints and appeals are processed.

2. Informal complaint process — general complaints

- 2.1** Clients are encouraged to approach any member of Institute staff and make an informal complaint about any issue relating to their training. A complaint may be lodged against any decision made by a third party providing services on the Institute's behalf, its trainers, assessors, fellow students or others.
- 2.2** In relation to the issue, staff members use advice, discussion and general mediation where possible, and try to resolve the issue informally. All parties are encouraged to approach the matter with an open mind and attempt to resolve problems in a fair, unbiased and equitable manner.
- 2.3** Any staff member may be involved in this informal process. Complainants are sent a letter, by email or post, acknowledging receipt of their informal complaint together with a copy of this policy and procedure, within two working days of the Institute receiving the complaint.
- 2.4** Parties identified in the complaint are notified in writing about the complaint, including details, and are invited to respond in writing to present their side of the matter. The Institute gives all parties every opportunity to present their position and tries to resolve the issue to the complainant's satisfaction where possible.
- 2.5** Staff members refer clients to the Training Manager if they feel they cannot, or it is not appropriate for them to, resolve the complaint. The Training Manager may seek advice from, or delegate the handling of the complaint to, the CEO.
- 2.6** Staff may arrange a further meeting with the client if additional investigation is required.
- 2.7** If the complaint is against the Training Manager, the CEO is approached and deals with the complaint.
- 2.8** The outcome of the informal complaint is communicated to the client within 10 working days of lodgement.

- 2.9 Clients who are not satisfied with the outcome of the informal process are encouraged to lodge a formal complaint.
- 2.10 All staff members log informal complaints and outcomes in the complaints and appeals register for continuous improvement purposes.

3. Formal complaint process — general complaints

- 3.1 Clients are encouraged to approach any member of Institute staff and make a formal complaint about any issue relating to their training, including any decision made by a third party providing services on the Institute's behalf, its trainers, assessors, fellow students or others.
- 3.2 If dissatisfied with the outcome of the informal complaints process, clients should complete the Complaints and Appeals form, with assistance from the Training Manager if required.
- 3.3 Formal complaints are lodged using the Complaints and Appeals form in Appendix B of this handbook.
- 3.4 Complaints and Appeals forms are submitted to: Training Manager, Gippsland Institute of Technology, 4/70 Main Street, Pakenham VIC 3810, or by email to info@git.vic.edu.au.
- 3.5 If the complaint is against the Training Manager, the CEO deals with the complaint. In that case, submit the form to the CEO at the same address or email.
- 3.6 Complainants are sent a letter, by email or post, acknowledging receipt of their formal complaint together with a copy of this policy and procedure, within two working days of receipt. The Institute processes the complaint within 15 working days of lodgement.
- 3.7 Parties involved are notified in writing about the complaint, including details, and are invited to respond in writing. The Institute gives all parties every opportunity to present their position and tries to resolve the issue to the complainant's satisfaction where possible.
- 3.8 The Training Manager or CEO investigates the complaint and liaises with appropriate staff, where appropriate, to ensure all facts are considered before a decision is made.
- 3.9 If appropriate, the Training Manager may seek advice from internal or external welfare support services, or involve welfare support personnel in handling the complaint.
- 3.10 If appropriate, the Training Manager may seek advice from the CEO, or delegate the handling of the complaint to the CEO.
- 3.11 The Training Manager may arrange a meeting with the client during the investigation process if appropriate. Other parties identified in the complaint may attend.
- 3.12 If a meeting is held, the Training Manager attends and provides the complainant with an opportunity to present their side of the matter. Minutes are taken and made available to all parties.
- 3.13 Clients have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process. The client bears the cost of this.
- 3.14 At any meeting, the client has the opportunity to submit and discuss any evidence in support of their complaint.

- 3.15** The Training Manager considers all evidence from the client, other parties and the Institute before reaching a decision, and clarifies evidence and information to ensure all aspects of the issue are fully understood.
- 3.16** On reviewing the evidence, the Training Manager attempts to negotiate a resolution, approaching it with an open mind and seeking a fair, unbiased and equitable outcome through discussion and conciliation.
- 3.17** The Training Manager notifies the client in writing of the Institute's decision within three working days of the decision being made, including the reasons for the decision.
- 3.18** Clients are notified of their right to appeal any decision within 20 working days of receiving notification if they are not satisfied with the outcome, and are told how to access the appeals process.
- 3.19** All formal complaints and outcomes are recorded in the complaints and appeals register. Where appropriate, the continuous improvement register is also updated.
- 3.20** If a client's complaint is substantiated through this process, the Training Manager takes immediate corrective action.
- 3.21** All relevant documentation relating to the complaint is stored in the client's file.
- 3.22** If the complainant is not satisfied with the outcome of the formal complaint process, they may access the internal appeals process set out below.

4. Internal appeals process — general appeals

- 4.1** If clients are not satisfied with an Institute decision, they may appeal by accessing this process. All parties are encouraged to approach the appeal with an open mind and attempt to resolve problems through discussion and conciliation.
- 4.2** The client incurs no cost in accessing the internal appeals process unless they seek representation.
- 4.3** General appeals may be made concerning the outcome of a formal complaint, or the outcome of action brought against a client for breaching the Code of Conduct, or any other decision made by the Institute that affects the client.
- 4.4** Clients must have reasonable grounds for an appeal and must include all supporting evidence with the Complaints and Appeals form.
- 4.5** The Training Manager can assist clients to complete the Complaints and Appeals form, or the CEO where the matter concerns the Training Manager. Institute staff are not able to assist clients in establishing whether they have reasonable grounds for an appeal.
- 4.6** Clients have the right to seek advice from and be represented by external parties at any time during the appeals process. The client bears the cost of this.
- 4.7** If the appeal relates to the Training Manager or their decisions, another member of staff — the CEO — deals with the process.
- 4.8** If the appeal is lodged because of the outcome of a complaint, the staff member who dealt with the complaint does not handle the appeal.

- 4.9** Clients must lodge an appeal within 20 working days of being notified of the decision they wish to appeal.
- 4.10** Appeals are lodged using the Complaints and Appeals form in Appendix B. Clients are sent a letter, by email or post, acknowledging receipt of the appeal together with a copy of this policy and procedure, within two working days of receipt.
- 4.11** Complaints and Appeals forms are submitted to: Training Manager, Gippsland Institute of Technology, 4/70 Main Street, Pakenham VIC 3810, or by email to info@git.vic.edu.au. If the appeal is against a decision made by the Training Manager, the form is forwarded to the CEO.
- 4.12** The appeals process commences within three working days of lodgement and the outcome is communicated to the client within 20 working days of lodgement. On receiving an appeal, the Institute arranges a meeting and informs the client in writing. Other parties involved are notified in writing and invited to respond in writing.
- 4.13** The client and their representative, if requested, and the Training Manager — or the CEO if the appeal is against a Training Manager decision — attend the meeting.
- 4.14** Staff handling the appeal provide all parties with every opportunity to present their case and try to resolve the issue to the client's satisfaction where possible.
- 4.15** The Institute considers all evidence and liaises with appropriate staff where necessary to ensure all facts are considered before a decision is made. Where appropriate, staff may seek advice from external welfare support services or academic staff.
- 4.16** Institute representatives clarify evidence and information to ensure they fully understand all aspects of the issue. All evidence is reviewed in a fair, unbiased, equitable and impartial manner.
- 4.17** Minutes of the meeting are taken, including the outcome of the appeal and the reasons for the decision. All attendees sign the minutes, and Institute staff discuss the reasons for the decision with the appellant.
- 4.18** If the outcome is in favour of the client, the Institute immediately commences corrective and improvement action.
- 4.19** Clients are sent written confirmation of the outcome the next business day. The letter details the reasons for the decision and informs the client of their right to access the external appeals process within 20 working days of receipt, and how to do so.
- 4.20** The complaints and appeals register is updated, and the continuous improvement register may also be updated. All evidence is placed in the client's file.
- 4.21** There are no further avenues within Gippsland Institute of Technology for complaints or appeals once the internal appeals process is complete. An external appeals process remains available and is described below.
- 4.22** Clients may also pursue a legal route if they are dissatisfied with the outcome. Any legal costs incurred by the client are met by the client.

5. Internal appeals process — assessments

- 5.1 The client incurs no cost in accessing the internal appeals process unless they seek representation.
- 5.2 If a client feels they have been unfairly assessed, or that circumstances affected their performance, they may appeal an assessment decision.
- 5.3 Clients should first approach their assessor, outlining the reasons for their appeal. If the assessor considers there are reasonable grounds for the appeal, they will decide to reassess the client.
- 5.4 The assessor documents this process and its outcome in the complaints and appeals register. All supporting documentation is placed in the client's file.
- 5.5 If the assessor decides to refuse the client an opportunity for reassessment, the client may lodge a formal appeal by submitting a Complaints and Appeals form, providing reasons for the appeal along with any supporting evidence.
- 5.6 Complaints and Appeals forms are submitted to: Training Manager, Gippsland Institute of Technology, 4/70 Main Street, Pakenham VIC 3810, or by email to info@git.vic.edu.au.
- 5.7 The Training Manager deals with this process. Clients are sent a letter, by email or post, acknowledging receipt of the appeal together with a copy of this policy and procedure, within two working days of receipt.
- 5.8 The Training Manager reviews all supporting documentation and discusses the situation with the assessor and the client. Other parties involved are notified in writing and invited to respond in writing. A decision is made after all evidence has been considered.
- 5.9 The Training Manager invites the client and any other parties to attend a meeting and present their evidence where appropriate, reviews all evidence impartially, and encourages all parties to approach the appeal with an open mind.
- 5.10 If the Training Manager decides that the client's appeal is upheld, one or more of the following will apply to the assessment submission in question:
 - The submission will be marked again by the original assessor.
 - The submission will be marked by a different assessor.
 - The client will be given an additional opportunity to demonstrate competency.
 - A different assessor will provide the client with an additional opportunity to demonstrate competency.

The relevant factors affecting the appeal and the circumstances are considered in deciding the most appropriate course of action.
- 5.11 The Institute documents this process and its outcome in the complaints and appeals register. All supporting documentation is placed in the client's file.
- 5.12 The client is awarded the grade that gives them the most favourable outcome of the two submissions.

- 5.13** If the client's appeal is refused, they are sent written notification of the outcome within two working days of the decision, including the reasons for the decision, and are informed of their right to access the external appeals process and how to do so.
- 5.14** Clients may appeal an assessment decision once only.
- 5.15** If clients are dissatisfied with the outcome of the internal appeals process, they may access the external appeals process described below. Clients may also pursue a legal route, at their own cost.

6. External appeals process

6.1 Scope of external appeals

If a client is dissatisfied with the outcome of the Institute's internal complaints and appeals process, they have the right to access an independent external appeals process. External appeals are generally restricted to determining whether Gippsland Institute of Technology has followed its published internal Complaints and Appeals policy and procedure. The external body will not review educational evidence or substitute its own decision for that of the Institute unless a procedural failure is identified.

6.2 Designated independent external body

Clients who are domestic students may access the external appeals process through the Institute's nominated independent third-party reviewer, the Resolution Institute. The Resolution Institute acts as an objective alternative dispute resolution provider, reviewing the administrative handling of the matter and ensuring procedural fairness.

6.3 Lodgement and notification

Clients must lodge their external appeal directly with the independent dispute resolution body within ten (10) working days of receiving the Institute's final internal decision notice. While the external body manages the process independently, the client must notify the Institute in writing at info@git.vic.edu.au once an external appeal has been formally initiated.

6.4 Maintenance of enrolment status

Gippsland Institute of Technology maintains the client's active enrolment and course participation throughout both the internal and external appeals processes. No suspension or cancellation action is taken until the external appeal is fully resolved and a final written outcome is issued.

6.5 Costs associated with appeals

Clients incur no cost from the Institute to access the external appeals pathway. In alignment with national training standards, this independent review option is structured to be available at no or low cost to the client. Clients are entirely responsible for their own costs should they choose to engage private legal representation.

6.6 Record keeping and privacy

All official forms, written notifications, acknowledgements, evidence submissions and final written statements of outcome from the external review body are securely maintained within the client's permanent electronic file.

6.7 Implementation of external outcomes

If the outcome of the external appeals process results in a decision or recommendation favouring the client, the Institute will immediately implement any corrective actions, system modifications or remedies required by the external appeals body. The client is contacted in writing, by email or post, within two (2) working days of the Institute receiving the official decision notification, outlining the exact measures being taken.

6.8 Finality of external review

Clients may access and receive an outcome from one (1) external appeals process only, per individual complaint or grievance case.

7. Extending the duration of the complaints or appeals process

7.1 If the Institute considers that, due to the nature of the complaint or appeal, more than 60 calendar days are required to process the matter, the following applies:

- The Institute will inform the complainant or appellant in writing, including the reasons why more than 60 calendar days are required.
- During the period of processing, the Institute will regularly update the complainant or appellant in writing on the progress of the matter.

8. Continuous improvement

8.1 Information collected during the complaints and appeals process is securely stored and used for continuous improvement purposes.

8.2 All records and information collected are stored in a locked office — hard copy records in a locked filing cabinet, and soft copy records on a password-protected computer.

8.3 Soft copy data is backed up on and off site.

8.4 As part of the continuous improvement process, information gained during these processes is analysed and appropriate action is taken to eliminate or reduce the likelihood of the issue recurring.

Further information

This policy and procedure does not affect a client's right to access consumer affairs legislation or legal representation. Clients may also contact the National VET Regulator if they are dissatisfied with the complaints and appeals process.

Australian Skills Quality Authority (ASQA) 1300 701 801 • enquiries@asqa.gov.au • www.asqa.gov.au

APPENDIX B

Complaints and Appeals Form

Use this form to lodge a formal complaint or a formal appeal.

Clients who wish to submit a complaint or an appeal may do so by completing this form. Outline the reasons for the complaint or appeal and attach any supporting evidence.

WHERE TO SEND THIS FORM

Attach all supporting evidence and submit this form to the Training Manager, Gippsland Institute of Technology, 4/70 Main Street, Pakenham VIC 3810, or email info@git.vic.edu.au. If the matter concerns the Training Manager, address it to the Chief Executive Officer.

☐ I am lodging a COMPLAINT☐ I am lodging an APPEAL**CLIENT NAME****COURSE / UNIT OF COMPETENCY****CONTACT PHONE AND EMAIL****DATE****Reasons for your complaint or appeal**

Please provide as much detail as possible, including the staff or clients involved, places, dates and times, assessment or course details, and any other relevant information.

DETAILS**SIGNED**

APPENDIX C

Fees and Refunds Policy and Procedure

What you pay, when you pay it, and the circumstances in which fees are refunded.

1. Policy

- 1.1 Gippsland Institute of Technology employs effective policy and procedure to ensure the viability of operations and compliant financial management.
- 1.2 The Institute has a fair and reasonable course refund policy and provides this information to all clients before enrolment.
- 1.3 This policy and procedure outlines the approaches and processes undertaken to manage risk within operations.
- 1.4 The CEO is responsible for the implementation of this policy and procedure.
- 1.5 The Institute informs clients of all course-related fees before enrolment.
- 1.6 This policy is implemented in compliance with the requirements of the Standards for Registered Training Organisations relating to fee information, financial management and student fee protection.
- 1.7 The Institute implements financial practices to ensure that client fees are processed in compliance with Australian accounting standards and practices.
- 1.8 The Institute notifies the regulator of any significant change in fee payment arrangements and fee assurance arrangements, where these are employed.
- 1.9 The Institute takes all reasonable steps to deliver a course to a client once it has been confirmed. In the unlikely event that the Institute is unable to fulfil its commitment to provide a course on the agreed date, it will offer the client a full refund of fees paid to date, or reschedule the course. The Institute takes a collaborative approach with clients.
- 1.10 This policy and procedure applies to all clients enrolled in Institute courses, to organisational partnerships, and to marketing, enrolment and finance staff.

2. Fees

Short courses

Short course fees are payable on booking the course, once the client's application has been assessed and the client has accepted the course offer.

COURSE

CPCCWHS1001 Prepare to work safely in the construction industry

TOTAL FEE	\$130
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Other fees and charges

ITEM	FEE
Enrolment fee (included in all course fees)	\$75
Rebooking a missed class (see clause 2.12)	\$75
Issuance of first certificate or statement of attainment	No charge
Issuance of a replacement certificate or statement of attainment	\$50
Re-training of a unit (short courses)	100% of the total course fee
Reassessment per unit (short courses)	50% of the total course fee

The above fees are payable on accessing the relevant product or service.

WHEN REASSESSMENT AND RE-TRAINING FEES APPLY

Reassessment fee — Clients are permitted three attempts at each assessment task. A reassessment fee is applied after a client has failed to demonstrate competence in an assessment task after three attempts.

Re-training fee — Clients are normally given three attempts to demonstrate competency at each assessment. If after three attempts a client is still unable to demonstrate competency, in limited circumstances they may have to re-enrol and undertake the training again.

Limited circumstances — Clients are asked to undertake training again where the submissions make clear that they do not understand the concepts, or cannot address the performance criteria or demonstrate the required knowledge and skills.

- 2.1** Fee information is provided to clients before enrolment in the Client Information Handbook, in marketing materials, and on the online enrolment form before the declaration and payment step is reached.
- 2.2** Fees are collected and placed in the organisation's bank account within five working days of collection.
- 2.3** All clients are provided with a receipt for fees paid.
- 2.4** All fee information is recorded against each client in accounting software, including the amount due for a course, the amount paid to date, the balance due, and any course cancellation or refund information.

- 2.5 The Institute does not require or accept prepaid fees exceeding \$1,500 from, or on behalf of, any individual for the same course. Where that threshold would be exceeded, a fee protection arrangement is put in place first, as required by the Compliance Standards.
- 2.6 Course fees collected are not accessed until the client commences their course.
- 2.7 Where a course is delivered across multiple terms, clients pay ongoing course fees before the commencement of each term.
- 2.8 The same \$1,500 threshold applies where fees are paid by instalment.
- 2.9 Fee amounts include all course-related fees, including enrolment, tuition, materials, administration, and processing and issuing a first testamur. All clients must supply their own safety boots or shoes.
- 2.10 Employers may pay fees for employees in advance and/or as they fall due.
- 2.11 Employers paying for several clients may pay more than \$1,500 in total. The \$1,500 threshold is applied separately to each individual client.
- 2.12 A rebooking fee of \$75 applies where a client misses a scheduled class without giving at least two (2) working days' notice. With that notice, the client is rebooked at no charge. The fee is waived for illness or other compelling circumstances supported by evidence, and never applies where the Institute cancels a class. See the Fees and Refunds Policy and Procedure.

3. Refunds — all courses

- 3.1 Gippsland Institute of Technology has a fair and equitable refund policy.
- 3.2 The refund policy is made available to all clients before enrolment via this handbook.
- 3.3 The enrolment fee for a course is non-refundable in all circumstances, except in the case of provider default.
- 3.4 The Institute provides applicants with a 3-day cooling-off period. If a client accepts an offer of a place and pays the relevant course fees before the course start date, and then changes their mind for any reason before or on the course start date, a full refund of course fees paid to date, less the enrolment fee where applicable, will be provided. Clients must notify the Institute in writing within three days of paying any fees.
- 3.5 Rebooking fees are not refundable once the rebooked class has been attended. If the Institute cannot deliver that class, the fee is refunded in full.
- 3.6 All client refund details are placed in the client's file.

4. Refund terms and conditions — all courses

The following terms and conditions apply where a client withdraws from a course after confirming their place and paying the relevant fees.

- 4.1 If enrolment in a course is cancelled more than 28 days before the commencement of the course, all fees less the enrolment fee are refunded.

- 4.2** If enrolment in any course is cancelled within 28 days of commencement, or the client does not commence on the agreed date, or the client withdraws once the course has commenced, there is no refund of fees paid to date, unless the circumstances in clause 4.3 apply.
- 4.3** A full refund, less any enrolment fee, is provided to the client before commencement where:
- Illness prevents the client from taking up the course.
 - A close family member of the client (parent, sibling, spouse or child) is ill.
 - Other special or extenuating circumstances are accepted at the discretion of the Institute.
- Clients must provide original and verifiable documentary evidence in support of the grounds listed above. Where evidence is successfully provided, course fees may be transferred to the next available course where applicable, or a refund provided. The decision on extenuating circumstances rests with the Institute and is assessed case by case.
- 4.4** Where a client experiences the compelling circumstances identified in clause 4.3 after the commencement of the course, a refund of course fees is made for the proportion of the course not completed, less the enrolment fee.
- 4.5** It is the responsibility of the client to provide written advice of withdrawal by email to info@git.vic.edu.au, stating the reasons for the withdrawal or cancellation request. Advice of withdrawal made by telephone is not accepted.
- 4.6** The enrolment fee is non-refundable in all circumstances, except where the Institute fails to deliver the course on the agreed start date and the client claims a refund.
- 4.7** Courses may be deferred to the next available intake where extenuating circumstances exist.

Applying for, processing and payment of refunds

- 4.8** All clients may apply for a refund by submitting a request by email, stating the reasons for the request.
- 4.9** Course refund and withdrawal requests are submitted in writing to Gippsland Institute of Technology, 4/70 Main Street, Pakenham VIC 3810, or by email to info@git.vic.edu.au, together with any supporting documentation.
- 4.10** Clients requiring assistance with completing a course withdrawal notification may contact us on 03 5941 5070.
- 4.11** Refund and withdrawal requests are approved or declined within 15 working days of receipt.
- 4.12** Refunds are made in the same manner in which fees were paid. If a client paid by credit card, the refund is credited to that card; the same applies to other payment methods.
- 4.13** All clients are notified in writing of the outcome of their application, including the reasons where an application is declined.

- 4.14** Clients have the right to access the Complaints and Appeals policy and procedure if they wish to appeal the decision. Complaints and appeals must be lodged within 20 working days of receiving notification of the decision.
- 4.15** Nothing in this policy removes the client's right to take action under Australian Consumer Law.

5. Provider default — all courses

- 5.1** In the unlikely event that Gippsland Institute of Technology is unable to deliver in full a course for which a client has paid:
- The individual will be offered a place in an equivalent course at a location suitable to them, and will receive all services for which they have prepaid at no additional cost; or
 - The individual will be offered a refund of all course money paid to date relating to the portion of the course that will not be delivered. Fees paid for the portion already delivered are not refunded.
- 5.2** The following circumstances may result in a course not being provided in full:
- The offered course does not start on the scheduled starting date or an alternative agreed starting date.
 - The course ceases to be provided after it starts but before it is completed.
 - The course is not provided in full because the Institute has a sanction imposed by the National VET Regulator.
 - The Institute ceases to operate, or any other reason results in the course not being provided.
- 5.3** A refund is paid within 15 days of the day on which the course ceased being provided. Alternatively, enrolment may be offered in an alternative course at the Institute at no extra cost.
- 5.4** Clients may choose whether to accept a refund of course fees or a place in an alternative course. Where placement in another course is chosen, the client confirms acceptance by email.

6. General

- 6.1** Where acceptable documentary evidence is produced, refunds are at the discretion of Gippsland Institute of Technology.
- 6.2** While the Institute emphasises the value of pastoral care and seeks to make appropriate and useful services available, whether a client makes use of these services is a matter of individual choice.
- 6.3** Clients who breach the Code of Conduct may be excluded from their course. The Institute reviews each case on its individual merits when deciding whether to pay a refund in such circumstances.
- 6.4** Clients who are withdrawn from their course and have their enrolment cancelled due to cheating, plagiarism or collusion are not entitled to a refund of unused fees paid to date.



Gippsland Institute of Technology

REGISTERED TRAINING ORGANISATION NO. 45698

Pakenham (Head Office) • 4/70 Main Street, Pakenham VIC 3810

Melbourne Campus • 15–17 Racecourse Road, North Melbourne VIC 3051

03 5941 5070 • info@git.vic.edu.au



Gippsland Institute of Technology is a trading name of BFJ International Studies Pty Ltd • ABN 43 639 844 992

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