



Technical Education Development Institute (TEDI)
Technical Electronics Centre
Level 5, 123 Lonsdale Street, Melbourne, Victoria -3000 Australia
Ph: 03 8725 2061, Website: www.tedi.vic.edu.au
RTO Code: 22300 CRICOS NUMBER: 03221G
Email: admissions@tedi.vic.edu.au



**TECHNICAL EDUCATION
DEVELOPMENT INSTITUTE**

STUDENT HANDBOOK 2024



True Education Pty Ltd
t/a Technical Education Development Institute
t/a Technical Electronics Centre
(Also referred to as "TEDI")

Campus Location: Level 5, 123 Lonsdale Street, Melbourne, Victoria - 3000 Australia

Ph: 03 8725 2061, Website: www.tedi.vic.edu.au

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About Technical Education Development Institute (TEDI)

True Education Pty Ltd t/a Technical Education Development Institute and t/a Technical Electronics Centre (referred as "TEDI") is a Registered Training Organisation and an accredited Vocational Education and Training provider providing quality training to students in Australia. TEDI is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and provides CRICOS registered courses to overseas students. Located in Melbourne's Commercial Business District (CBD), TEDI has easy access to public transport, shopping centres, restaurants, and entertainment centres.

Technical Education Development Institute (TEDI) aims to support students to achieve their lifelong educational and career goals by offering a range of vocational courses, all of which are accredited by the Australian Government. The institute is committed to providing quality education to international students.

By focusing on both theoretical and practical knowledge, TEDI endeavours to bridge the knowledge gap between students and industry requirements. Committed to an outstanding study experience, the Institute's competent and passionate staff will make each student's educational experience a unique one.

We are located at: Campus Location:

Level 5, 123 Lonsdale Street, Melbourne, Victoria - 3000

Phone: 03 8725 2061

Email: admissions@tedi.vic.edu.au, info@tedi.vic.edu.au

Welcome to Technical Education Development Institute (TEDI)

From the Chief Executive Officer

Thank you for considering the Technical Education Development Institute (TEDI) for your educational study journey in Australia!

At TEDI, our number one priority is our students, and we take pride in their achievements. Our goal is to provide students with an environment that helps them to achieve skills and knowledge to excel. Our experienced trainers strive to provide quality training and practical knowledge to our students, which can be valuable in achieving their goals and open pathways to pursue further studies or enter the relevant workforce. TEDI endeavours to bridge the knowledge gap between students and industry requirements.

We have dedicated professional staff members to support students and help them with their transition to Australia.

We look forward to welcoming you to our vibrant and diverse community within TEDI and the broader Australian environment.

Manpreet Oberoi

Chief Executive Officer



The 2023 Student Handbook is a detailed informative guide to help students and their families to gain a clear insight into the courses delivered at TEDI and assist with making our student's time in Australia a truly memorable experience.

Our Vision

Our vision is to offer courses that meet the expectations of students in line with flexibility of study, work focused material and assessment and reasonable cost.

Our Mission

We encourage our students to pursue meaningful study that will foster a strong contribution to their community within Australia and their home countries and to build a foundation for lifelong learning. We encourage free and open thinking, critical evaluation of knowledge and information and balanced opinion and conclusion.

Objectives

People-We strive to attract, recruit, and retain talented, competent, and committed trainers. We promote excellent performance through leadership and professional development.

Safety equality- We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training & assessment environment.

Integrity ethics- We conduct ourselves in accordance with the shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.

Quality committed-We aspire to deliver consistent, quality services and apply them. Quality systems which support training and assessment excellence.

Student Focused-We thrive on providing training and assessment that is student focused and which supports lifelong learning. We respect our students and strive to attract them time after time by providing quality training and assessment experiences. We provide support to students to help them in adjusting to study and life in Australia.

Industry Engagement-We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on the industry needs and expectations.

Living in Australia

Australia

Australia is an ethnic melting pot. It is a country known for its world-famous natural wonders, diverse landscapes and a vibrant multicultural society that practices almost every religion and lifestyle. Since 1945, more than six million people from across the world have come to Australia to live.

There are 226 languages spoken in Australia – after English, the most popular are Italian, Greek, Cantonese and Arabic. The island continent is almost as big as the USA but has a population of approximately only 25 million people (most of who live within 50 kilometres of the coast). Australia's coastline stretches almost 50,000 kilometres and has more beaches (over 10,000) than any other country. Inland, there are vast areas of semi-arid and desert areas.

All major cities, and the nation's capital, offer exciting lifestyles, great cultural attractions, and a safe quality of life.

Multiculturalism

More than 100 ethnic groups are represented in Australia, making it one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of indigenous cultures, early European settlement, and immigration from all parts of the world. Australians value the wealth of cultural diversity and social sophistication that

international students bring to our campus and communities. TEDI takes great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

Language

Although English is the official language, more than 4 million Australians speak a language other than English, more than 800,000 speak an Asian language, the most common being Mandarin, followed by Cantonese and Vietnamese, and another 800,000 speak a European Union language. English, as it is spoken in Australia, is easily understood by nearly all people from other English-speaking nations. As you improve your English, you will learn some of Australia's colourful and often humorous slangs and have fun explaining the meanings to friends and relatives.

Religion

Australia is predominantly a Christian country; however, all religions are represented. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples, Gurudwara and synagogues are in most major cities.

Healthcare

Australia has a very good healthcare system. All Australians pay a medicare levy (additional tax) to fund the public health system to ensure that everyone has access to public-system doctors, hospitals, and other healthcare services. People who pay extra into private health insurance funds receive extra privileges when using private healthcare services. You will find the usual healthcare services available in Australian suburbs including GPs (doctors), dentists, osteopaths, chiropractors, psychologists, counsellors, and many complementary healthcare practitioners too (traditional Chinese medicine, naturopathy, acupuncture, kinesiology, etc.).

International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa (refer to student visa obligations, in this section).

Food

Australia has a fantastic variety of food. Its top-quality meat, fish, fruits and vegetables are exported to markets worldwide. There is a large range of fruit and vegetables available at Australian produce markets.

Students should have no difficulty finding the foods that they are used to at home. Students can have almost every type of cuisine in Australia's many restaurants and cafés. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros, cafés, and Aussie pubs. For those who like takeaway, most of the major global fast-food chains are well represented.

Sports and recreation

Australians are very keen on sports and outdoor activities and have gained a worldwide reputation as tough competitors in individual and team sporting events. Australia has more than 800 national sporting organisations and thousands of state and regional sporting bodies. Australians are also enthusiastic about bushwalking, fishing, boating, and water sports.

Transport

Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and several regional airlines.

Driving

Tourist students may drive in Australia on a valid overseas driver's license, but if the document is not in English, visitor must carry a translation with the permit. An international driver's license alone is not sufficient. Different states in Australia have different driving licence conditions.

For example, as per the new regulations, in state Victoria (includes Melbourne), International students can use their overseas licence for the first six months of living in Victoria (after that, students will need Victorian licence instead). This rule has been applicable from 29th October 2019. Hence, Students need to have Victorian licence to be able to drive in Victoria.

Taxis

Metered taxicabs operate in all major cities and towns. Students can find taxi ranks at transport terminals, main hotels or shopping centres or can hail taxis in the street. A light and sign on the roof indicate if a taxi is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. You do not need to tip taxi drivers.

Uber

Uber services are also available at the airport and there is a designated pick-up place available outside the airport for Uber customers.

Telephones and Wi-Fi connections

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Overseas calls can be made over the internet data which also includes video calling.

Internet data: Free Wi-Fi, non-connections (paid) are available at majority of the places in and around Melbourne.

Airport, few shopping malls have free Wi-Fi available. Most of the shared accommodations have Wi-Fi services available through which the students can make overseas phone calls, video calls.

Students can avail pre-paid and/or post-paid Sims depending upon their suitability and requirements of the students. Lowest pre-paid Sims and plan costs around 12\$-15\$. The cost of pre-paid and post-paid plan keeps increasing as per your requirements, for example, more internet data and overseas calling minutes may cost you more than the plan with less internet and overseas calling minutes.

However, there are many providers like Vodafone which give student discounts.

Budgeting

Students should work out a budget that covers accommodation, food, transport, clothing, and entertainment. Childcare, if applicable, should also be considered. For more information on living in Australia, costs, visit www.studyinaustralia.gov.au.

Travel

During the term breaks, students may like to venture beyond Melbourne to experience more of Australia's spectacular natural environment and great physical beauty, such as great ocean road, marine parks and national parks (The Great Barrier Reef, Kakadu, and Uluru), the Queensland rainforests and the pristine countryside and mountains of Tasmania. Student and backpacker travel agents in metropolitan cities offer cheap flights and package deals.

Money and banks

Australian currency is the only legal tender in Australia. When students first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Travellers' cheques are easier to use if already in Australian dollars, however, banks will cash travellers' cheques virtually in any currency. Major hotels and some shops, depending on individual store policy may also cash travellers' cheques.

It is a good idea to set up an Australian bank account. You will need to provide visa details and evidence of residency. Banking services in Australia are extremely competitive. All major banks have branches in cities and regional centres. Major Banks include ANZ, Westpac, National Bank, Commonwealth Bank. Community banks, like Bendigo Bank are a popular alternative. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24-hours-a-day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

More information on banking is available at www.studyinaustralia.gov.au. Normal bank trading hours are from Monday to Thursday - 9.30 am – 4.00 pm, Friday - 9.30 am – 5.00 pm and some banks are open Saturday mornings. The timings may vary.

Credit Cards

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are Visa and MasterCard.

Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver-coloured 5 cent, 10 cent, 20 cent and 50 cent coins and the gold-coloured \$1 and \$2 coins.

Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants.

Finding Accommodation

The following types of accommodation are available for international students.

Home Stay

This option is an opportunity for students to live in a private home, with a local family, couple or single person and learn about Australian life. You may need to compromise with living arrangements as you will need to fit in with the household's routines and expectations. You will

need to think about the things that are important to you. You may need to ask about how adaptable mealtimes are in relation to your studies and other commitments. There are different types of homestay arrangements:

Cost: \$235 to \$325 per week

Full Board

Usually includes a furnished room (bed, desk, lamp, and wardrobe), three meals per day and bills (electricity, gas and water, but not telephone and internet). Some homestay providers may even do your laundry.

Cost: A\$110.00 - A\$270.00 per week

Half Board

Usually includes a furnished room (bed, desk, lamp, and wardrobe) and bills (electricity, gas and water, but not telephone and internet). You can use the cooking and laundry facilities in the house.

Cost: A\$ 80.00 - A\$ 100.00 per week

Lease/Rent

Renting an apartment or house is done through a real estate agent. You must sign a contract called “lease” to rent the house, either month-by-month or sometimes a 6-month, 12-month or 2-year lease is required. The lease entitles you to private use of the property for the duration of the lease. The advantage of this is privacy and independence.

You must pay a bond (the equivalent of one month’s rent, to cover any damage you may do to the premises).

You are responsible for paying all bills (except council rates), maintenance of the property and providing all your own furniture and household items.

If you choose a house or apartment in a popular area, there will be much competition. The real estate agent selects the tenants who they believe are the most stable and able to meet the requirements of the lease.

Cost (shared accommodation): A\$185.00 - A\$440.00 per week (unfurnished)

Useful internet sites for student housing are:

<http://homestaydirect.com.au>
<http://gumtree.com.au>
<http://flatmatefinders.com.au>
<http://www.studymelbourne.vic.gov.au>

Useful rental accommodation websites are:

www.realestate.com.au
www.domain.com.au
www.realestateview.com.au

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1. Technical Education Development Institute
2. Technical Electronics Centre

Student Handbook

ABN: 63 135 095 957|Version no: 24.01

Living in Melbourne



Melbourne

Melbourne is the capital city of Victoria with a population of over 4 million people. It is Australia's second largest city.

The city offers wonderful experiences, a great climate, friendly people, and quality education. Situated on the Yarra River and around Port Phillip Bay, the city has beautiful beaches and excellent water sport facilities. It is a spacious city with many parks & gardens, sporting venues, and scenic attractions.

One quarter of Melbourne's population was born overseas, making it one of the world's most multicultural cities. "Melbourne is among top 10 most liveable cities in the world as surveyed by CNN travel index. "

Climate

Melbourne has a temperate climate with four distinct seasons:

- **Winter (June - August)**
Temperatures range from 10-15°C
 - **Spring (September - November)**
Temperatures range from 17-22°C
 - **Summer (December - February)**
Temperatures can rise above 35°C
 - **Autumn (March - May)**
Temperatures range from 17-24°C
- Fun Fact-In Melbourne you can experience all four seasons in one day

Events and Entertainment

Melbourne is a cosmopolitan city that is full of life. The city hosts a variety of festivals, cultural and sporting events, including the Australian Grand Prix, the Australian Open, the Spring Racing Carnival,

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Melbourne International Arts Festival, Melbourne Food and Wine Festival, Spring Fashion Week and the Melbourne Fringe Festival, Melbourne International Comedy Festival, Chinese New Year Parade, Moomba Parade.

Melbourne is Australia's festival capital, with free events held in city and community venues each month. The city's beautiful green and spacious surroundings are very attractive for social, sporting, and other outdoor activities. There are plenty of opportunities for international students to have an enjoyable time with friends.

Study

Melbourne boasts an abundance of fine universities and colleges with international reputations. For this reason, Melbourne is best student city in the country and an ideal place to study for students.

Transport

Melbourne has an excellent public transport system with trains, trams and buses providing an extensive network throughout the city and suburbs. Taxis are plentiful and safe and are available 24 hours a day.

Useful Websites

www.ptv.vic.gov.au
www.studymelbourne.vic.gov.au
www.studyinaustralia.gov.au

Services and Facilities

Technical Education Development Institute (TEDI) is committed to the success of its international students. TEDI offers a wide range of support services for students throughout their studies at TEDI.

Orientation Sessions

Many students find life in Australia quite different from life in their home country, therefore, TEDI organises an orientation day to help students become familiar with Australian culture and customs and to introduce students to the institute and its services.

All students are required to attend an orientation information session. This session details many aspects of living and studying in Australia and introduces students to study and life in Australia.

Orientation sessions include information about enrolment, facilities and services available, Australian culture and customs, safety in Melbourne, support services available for students to adjust to study and life in Australia. Orientation sessions are a great way of meeting other students.

Cost of Living

Australia provides good quality and affordable accommodation. Students will need \$21,041 per year (excluding tuition) to cover living expenses including accommodation, food, transport, entertainment, clothing, and books.

- **Hostels and Guesthouses** - \$90 to \$150 per week
- **Shared Rental** - \$95 to \$215 per week

- **Homestay** - \$235 to \$325 per week
- **Rental** - \$185 to \$440 per week

Other living expenses

- **Groceries and eating out** - \$140 to \$280 per week
- **Gas, electricity** - \$10 to \$20 per week
- **Phone and Internet** - \$15 to \$30 per week
- **Public transport** - \$30 to \$60 per week
- **Car (after purchase)** - \$150 to \$260 per week
- **Entertainment** - \$80 to \$150 per week

Student Banking

International Students can now open a bank account before they arrive in Australia. Most leading banks offer a comprehensive range of personal, business, and institutional banking products and services. By choosing a major Australian bank, students can be assured their money is safe; and bank branches, ATMs and other banking services are conveniently accessible.



For further information on how to open a bank account online, simply visit any of the major four banks listed below or one of the smaller banks:

Commonwealth Bank of Australia: <https://www.commbank.com.au/personal/can/moving-to-australia.html>

Westpac Bank <http://www.westpac.com.au/personal-banking/student-banking/s-international-students/organise-australian-bank-acc/>

ANZ Bank
<http://www.anz.com/personal/bank-accounts/banking-for-life-changes/international-students/>

National Australia Bank (NAB)
<https://www.nationalaustraliabank.com/nabglobal/en/banking/migrant-banking/study-in-australia>

Further information may be sourced at 'Studies in Australia':
<http://www.studiesinaustralia.com/studying-in-australia/banking-in-australia>

Education and Childcare

Students who are coming to Australia with family members need to be aware of the costs associated with education and childcare in Melbourne. Students are advised to research the resources available

prior to arrival in Australia. The following websites offer detailed information:

- <https://www.studyinaustralia.gov.au/>
- Find an Early Childhood Service or School:
<http://www.education.vic.gov.au/findaservice/home.aspx>



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Why Study at TEDI?

Better Career Outcomes

TEDI's government accredited, and internationally recognised courses will help you achieve your career goals.

*TEDI does not guarantee any job or employment outcomes.

Experienced Staff

TEDI employs experienced, industry-aware trainers who are committed to promoting a culture of learning, achievement and ambition. Trainers are involved in frequently developing their skills and knowledge as per the current market changes by undertaking professional development activities and sessions.

VET Qualification

Vocational Educational and Training is a distinctive style of learning. It teaches practical, trade relevant skills that are highly prized by employers. Assessment is based on achieving competency levels. Adheres to the Standards for NVR Registered Training Organisation.

1. TEDI provides quality training and assessment across all of its operations.
2. TEDI adheres to principles of access and equity to maximise outcomes for clients.
3. Management systems are responsive to the needs of clients, staff and stakeholders and the environment in which TEDI operates.

Student Service Focus

Staff at TEDI understands the many challenges students face when studying away from their home country. Every effort is made to assist students to make the transition to their new surroundings and help them to feel at home. We regularly consult with students to gather feedback on their experience at TEDI and continuously develop and improve our services accordingly. The result is a supportive and safe environment that enables students to perform at their best.

Registration

Technical Education Development Institute (TEDI) is a registered Training Organisation (RTO) under the national regulator for Australia's vocational education and training sector, ASQA (The Australian skills Quality Authority). ASQA regulates courses and training providers to ensure nationally approved quality standards are met. TEDI meets all the requirements for registration and adheres to the VET Quality Framework that comprises the Standards for NVR Registered Training and the Australian Qualification Framework (AQF). These standards are used by ASQA as an instrument in protecting the interests of all students undertaking vocational education and training in Australia. TEDI is also registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and provides CRICOS registered courses to overseas students.

ESOS, National Code and CRICOS

Australia has a reputation of a safe, progressive, and dynamic place to study, and we maintain the reputation by providing quality education to overseas students. The Education Services for overseas Students (ESOS) Act 2000 and associated legislation such as the National Code 2018 is the legal

True Education Pty Ltd Trading as

1. Technical Education Development Institute
2. Technical Electronics Centre

Student Handbook

ABN: 63 135 095 957|Version no: 24.01

Page 12 of 85

framework governing the responsibility of education institutions towards overseas students. The framework provides a consistent national approach to the registration of education providers so that the quality of the training, and the care of students, remains high.

Pathways

Graduates of TEDI may seek credits to the relevant degree programs in Australian universities. TEDI has no special arrangements with any Australian university and there is no guaranteed entry into university programs.

Enrolment Information

This Students Handbook has been developed to provide prospective students with important information which will allow them to make an informed decision about their future study plans. It contains information about the courses we offer, the location where these courses will be delivered, duration of the courses including holiday breaks, the modes of delivery, fees and costs, admission procedures at TEDI, training arrangements and other vital information. It also provides different processes and procedures which will help you understand more about your rights and responsibilities as a prospective or current student at TEDI.

Students must read this handbook carefully in full before making an application. Students are encouraged to contact TEDI and talk to one of our friendly, informed staff members if they are unsure about any information included in this or have any questions.

Students must complete the student's application form and Pre-Training Review form (provided with the application form) and send the completed forms along with all the relevant documents and the Application fee to TEDI. You can also submit your application through one of our authorised agents. A list of approved agents can be found on our website www.tedi.vic.edu.au.

TEDI will assess student's needs by conducting Pre-Training Review (PTR). PTR will be conducted prior to the enrolment to review student's current competencies, student needs, English level, and support requirements including their oral communication skills, to enrol them in the most appropriate course to achieve their intended outcomes.

Applicants are required to fill up the PTR form along with the application form and answer all the questions in a true and correct manner. Any competencies previously acquired will be identified during PTR and the most appropriate qualification for that student to enrol in will be ascertained, including consideration of the likely job outcomes from the development of new competencies and skills (Recognition of Prior Learning (RPL) or Credit Transfer). One of our staff will conduct a PTR call to verify the answers provided by the students. TEDI may also verify evidence provided by you of your IELTS/equivalent test score and secondary school certificate.

TEDI will issue Letter of Offer to successful applicants after all the documents have been verified. The offer letter will include all detailed instructions and conditions for accepting the student agreement. You must carefully read and sign the written agreement, pay the fee requested in the student's written agreement and send it to TEDI. TEDI will not accept any course fees without a student's written agreement.

Students undertaking the course must possess Numeracy skills since it requires them to do calculations or any other course related work. To determine this, all students wanting to study at TEDI are required to undertake LLN Test prior to the commencement of the course. Based on the test outcome, students may be identified as requiring internal support and/or external support.

LLN test will be conducted on campus by using an ACSF mapped online LLN assessment tool - LLN Robot-under the supervision of qualified LLN assessor.

Students for each course will be selected in a manner that reflects TEDI's access and equity principles. Completion of the student's application form does not imply that TEDI will make an offer to you. You will also be notified if you do not meet the entry requirements.

Once the completed written students' agreement and the fee is received (and cleared by the bank) TEDI will issue a Confirmation of Enrolment (COE) with a condition that you must take LLN test before the course commencement. This will allow you to apply for your Australian student's visa.

Courses Offered

Course Code and Name	CRICOS Course Code	Duration (weeks including holiday breaks)	*Study Period (weeks)	Total tuition fee (AUD)	Non-Tuition Fees (AUD)	Total Course Fee
BSB40120- Certificate IV in Business	107596M	26 weeks (including holiday breaks)	1	\$AU 6,000	\$AU 900	\$AU 6,900
BSB50120 - Diploma of Business	107597K	52 weeks (including holiday breaks)	2	\$AU 12,000	\$AU 900	\$AU 12,900
BSB60120 - Advanced Diploma of Business	107598J	52 weeks (including holiday breaks)	2	\$AU 12,000	\$AU 900	\$AU 12,900
UEE30920- Certificate III in Electronics and Communications	103416H	52 weeks (including holiday breaks)	2	\$AU 18,000	\$AU 2,000	\$AU 20,000
UEE41520 - Certificate IV in Video and Audio Systems	103407J	78 weeks (including holiday breaks)	3	\$AU 16,500	\$AU 1,100	\$AU 17,600
UEE50520 - Diploma of Electronics and Communications Engineering	103403B	96 weeks (including holiday breaks)	3	\$AU 19,900	\$AU 1,200	\$AU 21,100
CPC30220- Certificate III in Carpentry	104767K	94 weeks (including holiday breaks)	3	\$AU 22,500	\$AU 2,500	\$AU 25,000
CPC31320- Certificate III in Wall and Floor Tiling	104766M	94 weeks (including holiday breaks)	3	\$AU 22,500	\$AU 2,500	\$AU 25,000
CPC50320 -Diploma of Building and Construction (Management)	107293D	52 weeks (including holiday breaks)	2	\$AU 17,000	\$AU 900	\$AU 17,900
BSB80120-Graduate Diploma of Management (Learning)	107599H	94 weeks (including holiday breaks)	3	\$AU 24,000	\$AU 3,000	\$AU 27,000
<p>*Study Period - each study period for the course/s ranges between 20 weeks to 25 weeks. For the latest information on the study period, contact TEDI at 03 8725 2061 or email your request to admissions@tedi.vic.edu.au.</p> <p>Application Fees for all qualifications: \$300</p> <p>Delivery Location (Campus location): Level 5, 123 Lonsdale Street, Melbourne, Victoria, Australia 3000</p> <p>Delivery Mode and location:</p> <ul style="list-style-type: none"> Classroom based Face to Face theory classes (for all the courses mentioned above) delivered on campus at Level 5, 123 Lonsdale Street, Melbourne, Victoria, Australia 3000. For Electronics and Communication (UEE) courses, i.e., UEE30920, UEE41520 and UEE50520: Classroom based face to face theory learning on campus Level 5, 123 Lonsdale Street, Melbourne, Victoria, Australia 3000 and practical training in Institute's industrial environment "Technical Electronics Centre" (Electronics and Communication LAB) located at TEDI's workshop at 17 David St, BRUNSWICK, VIC, 3056. For CPC Qualifications, i.e., CPC30220, CPC31320 and CPC50320: Classroom based Face to Face theory on campus Level 5, 123 Lonsdale Street, Melbourne, Victoria, Australia 3000, and Practical sessions at TEDI's 						

True Education Pty Ltd Trading as

1. Technical Education Development Institute
2. Technical Electronics Centre

Student Handbook

ABN: 63 135 095 957|Version no: 24.01

Page 14 of 85

workshop at **17 David St, BRUNSWICK, VIC, 3056.**

Please Note: Students are required to attend a minimum 20 scheduled course contact hours per week.

In UEE qualifications, students will be required to undertake supervised self-study depending upon the qualification undertaken where students will practice skills like maintaining and repairing electronic devices in electronics industry environment “Technical Electronics Centre” which will be managed by the institute. Logbook will be maintained to monitor self-study hours.

For CPC Qualifications: Students are required to attend practical training sessions at TEDI’s workshop at **17 David St, BRUNSWICK, VIC, 3056** as a part of carpentry and wall and floor tiling qualification. To undertake practical training, students are required to have a PPE kit. This kit can be purchased from the institute or from any suppliers outside prior to undertaking practical training. Price for the Kit if purchased from the institute will be \$400. Students can contact TEDI at 03 8725 2061 for any further information.

Any education institution that recruits enrol or teaches overseas students must be registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) for every course offered to overseas students.

Course Information

BSB40120- Certificate IV in Business

Course Description	<p><i>This qualification reflects the role of individuals in a variety of Business Services job roles. These individuals may have supervisory performance accountabilities.</i></p> <p><i>Individuals in these roles carry out a mix of specialist and moderately complex administrative or operational tasks that require self-development skills. They use well-developed skills and a broad knowledge base to apply solutions to a defined range of unpredictable problems and analyse information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.</i></p>
Volume of Learning	610 hours

UNITS Total number of units = 12
 6 core units
 6 elective units

Unit Code	Unit Title	Core/El ective
BSBCRT411	Apply critical thinking to work practices	Core
BSBTEC404	Use digital technologies to collaborate in a work environment	Core
BSBTWK401	Build and maintain business relationships	Core
BSBWHS411	Implement and monitor WHS policies, procedures and programs	Core
BSBWRT411	Write complex documents	Core
BSBXCM401	Apply communication strategies in the workplace	Core
BSBPMG420	Apply project scope management techniques	Elective
BSBPMG427	Apply project procurement procedures	Elective
BSBLDR413	Lead effective workplace relationships	Elective
BSBOPS402	Coordinate business operational plans	Elective
BSBPEF402	Develop personal work priorities	Elective
BSBPEF502	Develop and use emotional intelligence	Elective

Academic requirements

To enter into this course delivered at TEDI, applicants should have successfully completed year 12 or secondary studies in applicant's home country equivalent to Australian senior secondary school examination.

or

Mature Age students will also be considered without the minimum education requirements considering they have relevant work experience within the chosen area of study and a demonstrated capacity to meet the course requirements. A minimum of 2 years' experience would normally be expected; however, each case will be reviewed individually with relevant work experience evidence in the form of an employment reference letter on company letterhead, work samples and curriculum vitae submitted will be considered. Such learner will be accessed for possible RPL opportunities, and their course duration

True Education Pty Ltd Trading as

1. Technical Education Development Institute
2. Technical Electronics Centre

Student Handbook

ABN: 63 135 095 957|Version no: 24.01

Page 16 of 85

and volume of learning will be adjusted accordingly, if any RPL is granted.

Pathways into the qualification

Candidates may undertake a qualification through several entry points demonstrating the potential to undertake vocational education and training at a particular AQF level. Examples are:

- completing a specific lower-level qualification from the BSB Business Services Training Package or other relevant qualification at the same AQF level or
- having partially completed a specific lower-level qualification or
- having vocational experience and no lower-level qualification

Pathway from the Qualification

After achieving this qualification, candidates may undertake BSB50120 - Diploma of Business.

Employment Pathways

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- *Administrative Officer*
- *Administrative Team Leader*
- *Assistant Business Analyst*
- *Assistant Security Analyst*
- *Business Development Assistant)*

However, above pathway information is in line with qualification description on National Training Register (<https://www.myskills.gov.au/courses/details?code=BSB40120>) & (www.training.gov.au), it doesn't imply any job guarantee or job role at the end of the course.

TEDI doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

BSB50120 - Diploma of Business

Course Description

This qualification reflects the role of individuals in a variety of Business Services job roles. These individuals may have frontline management accountabilities.

Individuals in these roles carry out moderately complex tasks in a specialist field of expertise that requires business operations skills. They may possess substantial experience in a range of settings, but seek to further develop their skills across a wide range of business function

Volume of Learning

1200 hours

*UNITS Total number of units = 12
 5 core units, plus
 7 elective units*

Code	Unit of Competency	Core/Elective
BSBCRT511	Develop critical thinking in others	Core
BSBFIN501	Manage budgets and financial plans	Core
BSBOPS501	Manage business resources	Core
BSBSUS511	Develop workplace policies and procedures for sustainability	Core
BSBXCM501	Lead communication in the workplace	Core
BSBLDR523	Lead and manage effective workplace relationships	Elective
BSBOPS502	Manage business operational plans	Elective
BSBPMG430	Undertake project work	Elective
BSBTWK502	Manage team effectiveness	Elective
BSBTWK503	Manage meetings	Elective
BSBWHS521	Ensure a safe workplace for a work area	Elective
BSBCMM511	Communicate with influence	Elective

Academic requirements

To enter into this course delivered at TEDI, applicants should have successfully completed year 12 or secondary studies in applicant's home country equivalent to Australian senior secondary school examination.

Or

Mature Age students will also be considered without the minimum education requirements considering they have relevant work experience within the chosen area of study and a demonstrated capacity to meet the course requirements. A minimum of 2 years' experience would normally be expected; however, each case will be reviewed individually with relevant work experience evidence in the form of an employment reference letter on company letterhead, work samples and curriculum vitae submitted will be considered. Such learner will be accessed for possible RPL opportunities, and their course duration and volume of learning will be adjusted accordingly, if any RPL is granted.

Pathways into the qualification

Candidates may undertake a qualification through several entry points demonstrating the potential to undertake vocational education and training at a particular AQF level. Examples are:

- *completing a specific lower-level qualification from the BSB Business Services Training Package or other relevant qualification at the same AQF level or*
- *having partially completed a specific lower-level qualification or*
- *having vocational experience and no lower-level qualification."*

Pathways from the qualification

Successful completion may enable the student to apply for advance diploma level courses such as BSB60120 - Advanced Diploma of Business.

Employment Pathways

Units in this qualification reflect the knowledge and skills of individuals with significant experience in a senior administrative role who are seeking to develop expertise across a wider range of business functions.

Job roles and titles vary across different industry sectors. Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- *Business Manager*
- *Chief Data Officer*
- *Business Development Manager*
- *Business Services Manager*
- *Organisational Development Advisor*

Above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or <https://www.myskills.gov.au/courses/details?code=BSB50120>, it doesn't imply any job guarantee or job role at the end of the course.

TEDI doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

BSB60120 - Advanced Diploma of Business

Course Description	<p>This qualification reflects the role of individuals in a variety of Business Services job roles. These individuals may have general management accountabilities. Individuals in these roles carry out complex tasks in a specialist field of expertise. They may undertake technical research and analysis and will often contribute to setting the strategic direction for a work area.</p> <p>The qualification is suited to individuals who are responsible for the supervision and leadership of a team or work area (including by managing staff performance and making staffing decisions).</p>
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Volume of Learning	1200 hours
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UNITS Total number of units = 10

5 core units plus

5 elective units

Code	Unit of Competency	Core/Elective
BSBCRT611	Apply critical thinking for complex problem solving.	Core
BSBFIN601	Manage organisational finances	Core
BSBOPS601	Develop and implement business plans	Core
BSBSUS601	Lead corporate social responsibility	Core
BSBTEC601	Review organisational digital strategy	Core
BSBLDR601	Lead and manage organisational change	Elective
BSBSTR601	Manage innovation and continuous improvement	Elective
BSBSTR602	Develop organisational strategies	Elective
BSBPMG636	Manage benefits	Elective
BSBPMG630	Enable program execution	Elective

Academic requirements

To enter into this course delivered at TEDI, applicants should have successfully completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions) examination.

or

Have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.

Pathways into the qualification

Candidates may undertake a qualification through several entry points demonstrating the potential to undertake vocational education and training at a particular AQF level. Examples are:

- *completing a specific lower-level qualification from the BSB Business Services Training Package or other relevant qualification at the same AQF level or*
- *having partially completed a specific lower-level qualification or*
- *having vocational experience and no lower-level qualification."*

Pathway from the Qualification

After achieving this qualification candidates may undertake BSB80120-Graduate Diploma of Management (Learning).

Employment Pathways

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- learning and development consultant
- *Managing Director*

- *Senior Human Resources Generalist*
- *Senior Manager*

However, above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or (<https://www.myskills.gov.au/courses/details?code=BSB60120>), it doesn't imply any job guarantee or job role at the end of the course.

TEDI doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

BSB80120 - Graduate Diploma of Management (Learning)

Course Description	This qualification reflects the role of individuals who apply highly specialised knowledge and skills in the field of organisational learning and capability development. Individuals in these roles generate and evaluate complex ideas. They also initiate, design and execute major learning and development functions within an organisation. Typically, they would have full responsibility and accountability for the personal output and work of others.
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Volume of Learning	1400 hours
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UNITS Total number of units = 8
3 core units plus
5 elective units

Code	Unit of Competency	Core/Elective
BSBLDR811	Lead strategic transformation	Core
TAELED803	Implement improved learning practice	Core
BSBHRM613	Contribute to the development of learning and development strategies	Core
BSBLDR812	Develop and cultivate collaborative partnerships and relationships	Elective
BSBINS603	Initiate and lead applied research	Elective
BSBMKG621	Develop organisational marketing strategy	Elective
BSBHRM614	Contribute to strategic workforce planning	Elective
BSBSTR801	Lead innovative thinking and practice	Elective

Academic requirements

To enter into this course delivered at TEDI, applicants should have successfully completed year 12 or secondary studies in applicant's home country equivalent to Australian senior secondary school examination.

or

Mature Age students will also be considered without the minimum education requirements considering they have relevant work experience within the chosen area of study and a demonstrated capacity to meet the course requirements. A minimum of 2 years' experience would normally be expected; however, each case will be reviewed individually with relevant work experience evidence in the form of an employment reference letter on company letterhead, work samples and curriculum vitae submitted will be considered. Such learners will be accessed for possible RPL opportunities, and their course duration and volume of learning will be adjusted accordingly, if any RPL is granted.

Pathways into the qualification

Candidates may undertake a qualification through several entry points demonstrating the potential to undertake vocational education and training at a particular AQF level. Examples are:

- completing a specific lower-level qualification from the BSB Business Services Training Package or other relevant qualification at the same AQF level or
- having partially completed a specific lower-level qualification or
- having vocational experience and no lower-level qualification."

Pathway from the Qualification

After achieving this qualification candidates may undertake a variety of business studies at the bachelor or degree Level courses at other institutions.

Employment Pathways

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- learning and development consultant
- organisational learning and leadership manager

- *Operational Manager*
- *workforce capability development leader*
- *workforce planner*
- *RTO Manager*
- *RTO Director*

However, above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or (<https://www.myskills.gov.au/courses/details?code=BSB80120>), it doesn't imply any job guarantee or job role at the end of the course.

TEDI doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

UEE30920 - Certificate III in Electronics and Communications

Course Description	This qualification covers competencies to select, install, set up, test, fault find, repair, and maintain electronic equipment and devices at component/sub-assembly level with options in communications, audio, video and TV, personal computer and networks, security, and custom installations.
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Volume of Learning	1260 hours
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UNITS

A total of 1060 weighting points comprising:

- 680 core weighting points listed on <https://training.gov.au/Training/Details/UEE30920>; plus
- 380 elective weighting points from the elective units listed on <https://training.gov.au/Training/Details/UEE30920>
- Up to 180 weighting points of the general elective units Group A listed on <https://training.gov.au/Training/Details/UEE30920>, may be selected, with appropriate contextualisation, from any relevant nationally endorsed Training Package or accredited course, provided selected units contribute to the vocational outcome of the qualification.

There are units of competency within this qualification that contain pre-requisites. Please contact TEDI for further information on 03 8725 2061

Code	Unit of Competency	Core / Elective	Weighting Points	Pre-requisites required
UEECD0007	Apply work health and safety regulations, codes and practices in the workplace	Core	20	
UEECD0016	Document and apply measures to control WHS risks associated with electro technology work	Core	20	UEECD0007
UEECD0019	Fabricate, assemble and dismantle utilities industry components	Core	40	UEECD0007
UEECD0043	Solve problems in direct current circuits	Core	80	UEECD0007
UEECO0007	Participate in electronics and communications work and competency development activities	Core	60	
UEEECD0060	Repairs basic electronic apparatus faults by replacement of components	Core	40	UEECD0007 UEECD0019
UEEECD0063	Solve fundamental electronic communications system problems	Core	40	UEEECD0066
UEEECD0066	Troubleshoot amplifiers in an electronic apparatus	Core	80	UEECD0007 UEECD0043 UEEECD0067
UEEECD0067	Troubleshoot basic amplifier circuits	Core	40	UEEECD0060
UEEECD0069	Troubleshoot digital sub-systems	Core	80	UEECD0007 UEEECD0060
UEEECD0074	Troubleshoot resonance circuits in an electronic apparatus	Core	80	UEECD0007 UEECD0043

UEEEEC0075	Troubleshoot single phase input d.c power supplies	Core	40	UEECD0007 UEECD0043 UEEEEC0060 UEEEEC0074 UEECD0019
UEERE0001	Apply environmentally and sustainable procedures in the energy sector	Core	20	
UEEEEC0028	Fault find and repair complex power supplies	Core	40	UEECD0007 UEECD0043 UEEEEC0060
UEECD0024	Implement and monitor energy sector WHS policies and procedures	Elective	20	
UEEIC0012	Develop structured programs to control external devices	Elective	40	UEECD0007
UEEEEC0065	Solve problems in basic electronic circuits	Elective	100	UEECD0007
UEEEEC0029	Fault find and repair electronic apparatus	Elective	40	UEECD0007
UEEEEC0058	Repair predictable faults in television receivers	Elective	120	UEECD0007 UEEEEC0060 UEEEEC0069 UEEEEC0066 UEEEEC0028 UEEEEC0075 UEECD0019
UEEEEC0022	Diagnose and rectify faults in camera circuits and equipment	Elective	60	UEECD0007 UEEEEC0029

Academic requirements

To enter into this course delivered at TEDI, applicants should have successfully completed year 12 or secondary studies in applicant's home country equivalent to Australian senior secondary school examination.

Or

Mature Age students will also be considered without the minimum education requirements considering they have relevant work experience within the chosen area of study and a demonstrated capacity to meet the course requirements. A minimum of 2 years' experience would normally be expected; however, each case will be reviewed individually with relevant work experience evidence in the form of an employment reference letter on company letterhead, work samples and curriculum vitae submitted will be considered. Such learner will be assessed for possible RPL opportunities, and their course duration and volume of learning will be adjusted accordingly, if any RPL is granted.

Pathway from the Qualification

Successful completion may enable the student to enter UEE41520-Certificate IV in Video and Audio Systems.

Employment Pathways

Units in this qualification reflect the knowledge and skills of individuals with significant experience in Electrician-Cabling

- *Electronics and Communications Tradesperson.*
- *Electronic Equipment Trades Worker.*
- *Telecommunications Technicians-Data and Voice.*
- *Electrician-Cabling*

However, above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or (<https://www.myskills.gov.au/courses/details?code=UEE30920>), it doesn't imply any job guarantee or job role at the end of the course.

TEDI doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading

UEE41520 - Certificate IV in Video and Audio Systems

Course Description	This qualification provides competencies to service high end audio, video, display systems and HDTV.
Volume of Learning	1480 hours

Units

Course Structure- A total of 1280 weighting points comprising:

- 840 core weighting points listed on <https://training.gov.au/Training/Details/UEE41520>; plus
- 440 general elective weighting points from the general elective units listed on <https://training.gov.au/Training/Details/UEE41520>.
- Choose a total of 440 weighting points elective units from the list on <https://training.gov.au/Training/Details/UEE41520>, of which between 0 and 140 weighting points can be taken from Group A; and between 0 and 220 weighting points must be taken from Group B; and between 220 and 440 weighting points must be taken from Group C; or all 440 weighting points can be taken from Group C.
- Up to 220 weighting points of the general elective units Group A on <https://training.gov.au/Training/Details/UEE41520>, may be selected, with appropriate contextualisation, from any relevant nationally endorsed Training Package or accredited course, provided selected units contribute to the vocational outcome of the qualification.

There are units of competency within this qualification that contain pre-requisites. Please contact TEDI for further information on 03 8725 2061

Code	Unit of Competency	Core/ Elective	Weighting Points	Pre-requisites required
UEECD0007	Apply work health and safety regulations, codes and practices in the workplace	Core	20	
UEECD0010	Compile and produce an energy sector detailed report	Core	60	
UEECD0016	Document and apply measures to control WHS risks associated with electro technology work	Core	20	UEECD0007
UEECD0019	Fabricate, assemble and dismantle utilities industry components	Core	40	UEECD0007
UEECD0024	Implement and monitor energy sector WHS policies and procedures	Core	20	
UEECD0027	Participate in development and follow a personal competency development plan	Core	20	
UEECD0043	Solve problems in direct current circuits	Core	80	UEECD0007
UEEEC0028	Fault find and repair complex power supplies	Core	40	UEECD0007 UEECD0043 UEEEC0060
UEEEC0058	Repair predictable faults in television receivers	Core	120	UEECD0007 UEEEC0060 UEEEC0069 UEEEC0066 UEEEC0028 UEEEC0075 UEECD0019
UEEEC0060	Repairs basic electronic apparatus faults by replacement of components	Core	40	UEECD0007 UEECD0019
UEEEC0066	Troubleshoot amplifiers in an electronic apparatus	Core	80	UEECD0007 UEECD0043 UEEEC0067
UEEEC0063	Solve fundamental electronic communications system problems	Core	40	UEEEC0066

UEEEEC0067	Troubleshoot basic amplifier circuits	Core	40	UEEEEC0060
UEERE0015	Implement and monitor energy sector environmental and sustainable policies and procedures	Core	20	
UEEEEC0069	Troubleshoot digital sub-systems	Core	80	UEECD0007 UEEEEC0060
UEEEEC0074	Troubleshoot resonance circuits in an electronic apparatus	Core	80	UEECD0007 UEECD0043
UEEEEC0075	Troubleshoot single phase input d.c power supplies	Core	40	UEECD0007 UEECD0043 UEEEEC0060 UEEEEC0074 UEECD0019
UEERE0001	Apply environmentally and sustainable procedures in the energy sector	Elective	20	
UEEC00007	Participate in electronics and communications work and competency development activities	Elective	60	
UEEIC0012	Develop structured programs to control external devices	Elective	40	UEECD0007
UEEEEC0065	Solve problems in basic electronic circuits	Elective	100	UEECD0007
UEEEEC0029	Fault find and repair electronic apparatus	Elective	40	UEECD0007
UEECD0047	Supervise and coordinate energy sector work activities	Elective	40	
UEEC00001	Estimate electro technology projects	Elective	40	
UEEEEC0022	Diagnose and rectify faults in camera circuits and equipment	Elective	60	UEECD0007 UEEEEC0029
UEEC00013	Prepare specifications for the supply of materials and equipment for electro technology projects	Elective	40	

Academic requirements

To enter into this course delivered at TEDI, applicants should have successfully completed year 12 or secondary studies in applicant's home country equivalent to Australian senior secondary school examination.

or

Mature Age students will also be considered without the minimum education requirements considering they have relevant work experience within the chosen area of study and a demonstrated capacity to meet the course requirements. A minimum of 2 years' experience would normally be expected; however, each case will be reviewed individually with relevant work experience evidence in the form of an employment reference letter on company letterhead, work samples and curriculum vitae submitted will be considered. Such learner will be assessed for possible RPL opportunities, and their course duration and volume of learning will be adjusted accordingly, if any RPL is granted.

Pathways

Pathway from the Qualification

After achieving this qualification, candidates may undertake course like UEE50520- Diploma of Electronics and Communications Engineering.

Employment Pathways

Job roles and titles vary across different industry sectors. Example of indicative job role for candidates seeking entry based upon their vocational experience include:

- Video and Audio Electrician
- Technicians and Trades Workers

However, above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or (<https://www.myskills.gov.au/courses/details?code=UEE41520>), it doesn't imply any job guarantee or job role at the end of the course.

TEDI doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading

UEE50520 - Diploma of Electronics and Communications Engineering	
Course Description	This qualification provides competencies to develop, select, commission, maintain and diagnose faults/malfunctions of electronic components/sub-assemblies, apparatus and systems.
Volume of Learning	1800 hours
UNITS:	

Course Structure - A total of 1600 weighting points comprising:

- 140 core weighting points listed on <https://training.gov.au/Training/Details/UEE50520>; plus
- 1460 general elective weighting points from the general elective units listed on <https://training.gov.au/Training/Details/UEE50520>.
- Choose a total of 1460 weighting points elective units from the list on <https://training.gov.au/Training/Details/UEE50520>, of which between 0 and 270 weighting points can be taken from Group A; and between 0 and 920 weighting points must be taken from Group B; and between 260 and 580 weighting points must be taken from Group C; and between 280 and 1200 weighting points must be taken from Group D;
- Up to 270 weighting points of the general elective units Group A listed on <https://training.gov.au/Training/Details/UEE50520>, may be selected, with appropriate contextualisation, from any relevant nationally endorsed Training Package or accredited course, provided selected units contribute to the vocational outcome of the qualification.

There are units of competency within this qualification that contain pre-requisites. Please contact TEDI for further information on 03 8725 2061

Code	Unit of Competency	Core / Elective	Weighting Points	Pre-requisites required
UEECD0007	Apply work health and safety regulations, codes and practices in the workplace	Core	20	
UEECD0016	Document and apply measures to control WHS risks associated with electro technology work	Core	20	UEECD0007
UEECD0024	Implement and monitor energy sector WHS policies and procedures	Core	20	
UEECD0027	Participate in development and follow a personal competency development plan	Core	20	
UEEECD0007	Commission electronics and communications systems	Core	20	
UEEECD0044	Modify - redesign electronics and communications systems	Core	20	UEECD0007
UEERE0015	Implement and monitor energy sector environmental and sustainable policies and procedures	Core	20	
UEERE0001	Apply environmentally and sustainable procedures in the energy sector	Elective	20	
UEECO0007	Participate in electronics and communications work and competency development activities	Elective	60	
UEECD0013	Develop and implement energy sector maintenance programs	Elective	60	
UEEIC0012	Develop structured programs to control external devices	Elective	40	UEECD0007
UEEECD0065	Solve problems in basic electronic circuits	Elective	100	UEECD0007
UEEECD0029	Fault find and repair electronic apparatus	Elective	40	UEECD0007
UEECD0043	Solve problems in direct current	Elective	80	UEECD0007
UEECD0019	Fabricate, assemble and dismantle utilities industry components	Elective	40	UEECD0007
UEEECD0074	Troubleshoot resonance circuits in an electronic apparatus	Elective	80	UEECD0007 UEECD0043
UEEECD0060	Repairs basic electronic apparatus faults by replacement of components	Elective	40	UEECD0007 UEECD0019
UEEECD0028	Fault find and repair complex power supplies	Elective	40	UEECD0007 UEECD0043 UEEECD0060
UEEECD0075	Troubleshoot single phase input d.c power supplies	Elective	40	UEECD0007 UEECD0043 UEEECD0060 UEEECD0074 UEECD0019
UEEECD0067	Troubleshoot basic amplifier circuits	Elective	40	UEEECD0060
UEEECD0069	Troubleshoot digital sub-systems	Elective	80	UEECD0007

				UEEEEC0060
UEEEEC0066	Troubleshoot amplifiers in an electronic apparatus	Elective	80	UEECD0007 UEECD0043 UEEEEC0067
UEEEEC0063	Solve fundamental electronic communications system problems	Elective	40	UEEEEC0066
UEEEEC0058	Repair predictable faults in television receivers	Elective	120	UEECD0007 UEEEEC0060 UEEEEC0069 UEEEEC0066 UEEEEC0028 UEEEEC0075 UEECD0019
UEECD0047	Supervise and coordinate energy sector work activities	Elective	40	
UEECO0001	Estimate electrotechnology projects	Elective	40	
UEECD0014	Develop design briefs for electrotechnology projects	Elective	40	
UEECD0037	Provide engineering solutions for uses of materials and thermodynamic effects	Elective	80	
UEECD0054	Write specifications for electronics and communications engineering projects	Elective	40	
UEECD0002	Analyse static and dynamic parameters of electrical equipment	Elective	80	
UEEEEC0022	Diagnose and rectify faults in camera circuits and equipment	Elective	60	UEECD0007 UEEEEC0029
UEECO0013	Prepare specifications for the supply of materials and equipment for electro technology projects	Elective	40	
UEEEEC0010	Design and develop advanced digital systems	Elective	40	

Academic requirements

To enter into this course delivered at TEDI, applicants should have successfully completed year 12 or secondary studies in applicant's home country equivalent to Australian senior secondary school examination.

or

Mature Age students will also be considered without the minimum education requirements considering they have relevant work experience within the chosen area of study and a demonstrated capacity to meet the course requirements. A minimum of 2 years' experience would normally be expected; however, each case will be reviewed individually with relevant work experience evidence in the form of an employment reference letter on company letterhead, work samples and curriculum vitae submitted will be considered. Such learner will be accessed for possible RPL opportunities, and their course duration and volume of learning will be adjusted accordingly, if any RPL is granted.

Pathway

Pathway from the Qualification

After achieving this qualification candidates may undertake similar course at a higher level like UEE60220 - Advanced Diploma of Electronics and Communications Engineering. Note: TEDI doesn't offer this qualification.

Employment Pathways

Job roles and titles vary across different industry sectors. Examples of indicative job role for candidates seeking entry based upon their vocational experience include Technical Officer-Electronics and Communications Engineering

However, above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or (<https://www.myskills.gov.au/courses/details?code=UEE50520>), it doesn't imply any job guarantee or job role at the end of the course.

TEDI doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading

CPC30220- Certificate III in Carpentry

Course Description	<p>This is a trade qualification for carpenters in residential and commercial workplaces. It includes setting out, manufacturing, constructing, assembling, installing and repairing products made using timber and non-timber materials. Occupational titles may include:</p> <ul style="list-style-type: none"> • Carpenter - Commercial • Carpenter - Formwork • Carpenter – Residential <p>TEDI doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.</p>
Volume of Learning	1400 hours
UNITS:	

To achieve this qualification, competency must be demonstrated in 34 units of competency:

- 27 core units
- 7 electives

Units code	Units name	Core/Elective	Pre-requisites required
CPCCCM2006	Apply basic levelling procedures	Core	Nil
CPCCCM2008	Erect and dismantle restricted height scaffolding	Core	CPCCWHS2001
CPCCCM2012	Work safely at heights	Core	CPCCWHS2001
CPCCOM1012	Work effectively and sustainably in the construction industry.	Core	Nil
CPCCOM1014	Conduct workplace communication	Core	Nil
CPCCOM1015	Carry out measurements and calculations	Core	Nil
CPCCWHS2001	Apply WHS requirements, policies and procedures in the construction industry	Core	Nil
CPCCCO2013	Carry out concreting to simple forms	Core	CPCCWHS2001
CPCCCA2002	Use carpentry tools and equipment	Core	CPCCWHS2001
CPCCCA2011	Handle carpentry materials	core	CPCCWHS2001
CPCCCA3001	Carry out general demolition of minor building structures	Core	CPCCWHS2001
CPCCCA3002	Carry out setting out	Core	CPCCWHS2001
CPCCCA3003	Install flooring systems	Core	CPCCWHS2001
CPCCCA3004	Construct and erect wall frames	Core	CPCCWHS2001
CPCCCA3005	Construct ceiling frames	Core	CPCCWHS2001
CPCCCA3006	Erect roof trusses	Core	CPCCWHS2001
CPCCCA3007	Construct pitched roofs	Core	CPCCWHS2001
CPCCCA3008	Construct eaves	Core	CPCCWHS2001
CPCCCA3010	Install windows and doors	Core	CPCCWHS2001
CPCCCA3016	Construct, assemble and install timber external stairs	Core	CPCCWHS2001
CPCCCA3017	Install exterior cladding	Core	CPCCWHS2001
CPCCCA3024	Install lining, panelling and moulding	Core	CPCCWHS2001
CPCCCA3025	Read and interpret plans, specifications and drawings for carpentry work	Core	CPCCWHS2001
CPCCCA3028	Erect and dismantle formwork for footings and slabs on ground	Core	CPCCWHS2001
CPCCOM3001	Perform construction calculations to determine carpentry material requirements	Core	Nil

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2. Technical Electronics Centre

Student Handbook

ABN: 63 135 095 957|Version no: 24.01

CPCCOM3006	Carry out levelling operations	Core	Nil
CPCWHS3001	Identify construction work hazards and select risk control strategies	Core	Nil
CPCCCM2002	Carry out hand excavation	Elective	CPCCWHS2001
CPCCWC3004	Install suspended ceilings	Elective	CPCCWHS2001
CPCCCA3018	Construct, erect and dismantle formwork for stairs and ramps	Elective	CPCCWHS2001
CPCCWC3003	Install dry wall passive fire-rated systems	Elective	CPCCWHS2001
CPCCOM1013	Plan and organise work	Elective	Nil
CPCCCM3005	Calculate costs of construction work	Elective	Nil
CPCCSF2004	Place and fix reinforcement materials	Elective	CPCCWHS2001

Academic requirements

To enter into this course delivered at TEDI, applicants should have successfully completed year 12 or secondary studies in applicant's home country equivalent to Australian senior secondary school examination.

or

Mature Age students will also be considered without the minimum education requirements considering they have relevant work experience within the chosen area of study and a demonstrated capacity to meet the course requirements. A minimum of 2 years' experience would normally be expected; however, each case will be reviewed individually with relevant work experience evidence in the form of an employment reference letter on company letterhead, work samples and curriculum vitae submitted will be considered. Such learner will be assessed for possible RPL opportunities, and their course duration and volume of learning will be adjusted accordingly, if any RPL is granted.

Pathways

Pathway from the Qualification

After achieving this qualification, candidates may undertake CPC50320 - Diploma of Building and Construction (Management).

Employment Pathways

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- Carpenter - Commercial
- Carpenter – Formwork
- Carpenter – Residential

However, above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or (<https://www.myskills.gov.au/courses/details?code=CPC30220>), it doesn't imply any job guarantee or job role at the end of the course.

TEDI doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

Course	CPC31320- Certificate III in Wall and Floor Tiling
Course Description:	<p>This qualification provides a trade outcome in wall and floor tiling for residential and commercial construction work. The qualification has core unit of competency requirements that cover common skills for the construction industry, as well as the specialist field of work, wall and floor tiling. Tilers work with materials like ceramic, glass, slate, marble, and clay. They cut these materials and lay tiles on walls and floors, both interior and exterior. They may also add decorative touches to their basic work. Occupational titles may include:</p> <ul style="list-style-type: none"> • Tiler • Wall and Floor tiler <p>TEDI doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.</p>
Volume of Learning:	1400 hours

Units:

To achieve this qualification, the candidate must demonstrate competency in 20 units of competency:

- 17 core units
- 3 elective units

Units code	Units name	Core/Elective	Pre-requisites required
CPCCCM2008	Erect and dismantle restricted height scaffolding	ELECTIVE	CPCCWHS2001
CPCCCM2012	Work safely at heights	ELECTIVE	CPCCWHS2001
CPCCCM3005	Calculate costs of construction work	ELECTIVE	Nil
CPCCCM2006	Apply basic levelling procedures	CORE	Nil
CPCCOM1012	Work effectively and sustainably in the construction industry.	CORE	Nil
CPCCOM1014	Conduct workplace communication	CORE	Nil
CPCCOM1015	Carry out measurements and calculations	CORE	Nil
CPCCWHS2001	Apply WHS requirements, policies and procedures in the construction industry	CORE	Nil
CPCCOM1013	Plan and organise work	CORE	Nil
CPCCOM2001	Read and interpret plans and specifications	CORE	CPCCWHS2001
CPCCWF2001	Handle wall and floor tiling materials	CORE	CPCCWHS2001
CPCCWF2002	Use wall and floor tiling tools and equipment	CORE	CPCCWHS2001
CPCCWF3001	Prepare surfaces for tiling application	CORE	CPCCWHS2001
CPCCWF3002	Install floor tiles	CORE	CPCCWHS2001
CPCCWF3003	Install wall tiles	CORE	CPCCWHS2001
CPCCWF3004	Repair wall and floor tiling	CORE	CPCCWHS2001
CPCCWF3005	Install decorative tiling	CORE	CPCCWHS2001
CPCCWF3006	Install mosaic tiling	CORE	CPCCWHS2001
CPCCWF3007	Tile curved surfaces	CORE	CPCCWHS2001
CPCCWF3009	Apply waterproofing for wall and floor tiling	CORE	CPCCWHS2001

Academic requirements

To enter into this course delivered at TEDI, applicants should have successfully completed year 12 or secondary studies in applicant's home country equivalent to Australian senior secondary school examination.

or
Mature Age students will also be considered without the minimum education requirements considering they have relevant work

experience within the chosen area of study and a demonstrated capacity to meet the course requirements. A minimum of 2 years' experience would normally be expected; however, each case will be reviewed individually with relevant work experience evidence in the form of an employment reference letter on company letterhead, work samples and curriculum vitae submitted will be considered. Such learner will be assessed for possible RPL opportunities, and their course duration and volume of learning will be adjusted accordingly, if any RPL is granted.

Pathways

Pathway from the Qualification

After achieving this qualification, candidates may undertake CPC50320 - Diploma of Building and Construction (Management).

Employment Pathways

Units in this qualification reflect the knowledge and skills of individuals with significant experience in:

- *Tiler*
- *Wall and Floor tiler*

However, above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or (<https://www.myskills.gov.au/courses/details?code=CPC31320>), it doesn't imply any job guarantee or job role at the end of the course.

TEDI doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading

CPC50320-Diploma of Building and Construction (Management)

Course Description	<p>This qualification is designed to meet the needs of senior managers within building and construction firms.</p> <p>Occupational titles may include:</p> <ul style="list-style-type: none"> ▪ <i>Project manager</i> ▪ <i>Construction manager</i> ▪ <i>Estimating manager</i> ▪ <i>Sales manager.</i> <p>The construction industry strongly affirms that training and assessment leading to recognition of skills must be undertaken in a real or very closely simulated workplace environment and this qualification requires all units of competency to be delivered in this context.</p>
Volume of Learning	1200 Hours
<p>UNITS: To achieve this qualification, the candidate must demonstrate competency in:</p> <p>15 units of competency:</p> <ul style="list-style-type: none"> ▪ 8 core units ▪ 7 elective units. 	

Code	Unit of Competency	Core/Elective	Pre-requisites required
BSBPMG536	Manage project risk	Core	Nil
BSBWHS513	Lead WHS risk management	Core	Nil
CPCCBC4001	Apply building codes and standards to the construction process for Class 1 and 10 Buildings	Core	Nil
CPCCBC4053	Apply building codes and standards to the construction process for Class 2 to 9, Type C Buildings	Core	Nil
CPCCBC5002	Monitor costing systems on complex building and construction projects	Core	Nil
CPCCBC5005	Select and manage building and construction contractors	Core	Nil
CPCCBC5007	Administer the legal obligations of a building or construction contractor	Core	Nil
CPCCBC5019	Manage building and construction business finances	Core	Nil
CPCCCM3005	Calculate costs of construction work	ELECTIVE	Nil
CPCCWHS2001	Apply WHS requirements, policies and procedures in the construction industry	ELECTIVE	Nil
BSBOPS502	Manage business operational plans	ELECTIVE	Nil
BSBPMG532	Manage project quality	ELECTIVE	Nil
BSBHRM415	Coordinate recruitment and onboarding	ELECTIVE	Nil
BSBOPS505	Manage organisational customer service	ELECTIVE	Nil
BSBPEF502	Develop and use emotional intelligence	ELECTIVE	Nil

Academic requirements

To enter into this course delivered at TEDI, applicants should have successfully completed the unit CPCWHS1001 - Prepare to work safely in the construction industry and year 12 or senior secondary studies in the applicant's home country equivalent to Australian senior secondary school examination.

or

Mature Age students will also be considered without the minimum education requirements considering they have relevant work experience within the chosen area of study and a demonstrated capacity to meet the course requirements. A minimum of 2 years'

experience would normally be expected; however, each case will be reviewed individually with relevant work experience evidence in the form of an employment reference letter on company letterhead, work samples and curriculum vitae submitted will be considered. Such learner will be accessed for possible RPL opportunities, and their course duration and volume of learning will be adjusted accordingly, if any RPL is granted.

Pathway

Pathway from the Qualification

After achieving this qualification candidates may undertake similar course at a higher level like CPC60220 - Advanced Diploma of Building and Construction (Management) at other institutes as TEDI doesn't offer this qualification.

Employment Pathways

Job roles and titles vary across different industry sectors. Examples of indicative job role for candidates seeking entry based upon their vocational experience include:

- *Project manager*
- *Construction manager*
- *Estimating manager*
- *Sales manager.*

However, above pathway information is in line with qualification description on National Training Register (www.training.gov.au) and/or (<https://www.myskills.gov.au/courses/details?code=CPC50320>), it doesn't imply any job guarantee or job role at the end of the course.

TEDI doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.

Entry Requirements and Prerequisite (including English language Requirements)

Entry requirements for individual courses have been mentioned above in the course information section. However, refer below for more detailed information.

Enrolment information

TEDI's enrolment requirements for the above-mentioned course are:

- A completed Application form and signed agreement
- Identification documents, one of which is a photo of the student such as a passport.

Pre-training Review (PTR)

The Pre-Training Review (PTR) is conducted prior to enrolment into student's course of studies to ensure that the training and assessment provided by Technical Education Development Institute (TEDI) is able to meet student's individual needs.

TEDI reviews student's current competencies, student needs, English level, support requirements and oral communication skills, in order to enrol them in the most appropriate course to achieve their intended outcomes.

The pre-training review ensures that TEDI:

- understands the student's reasons for undertaking the course
- ensures the suitability of the training to the students
- understands the student's current competencies and therefore provides opportunities for these to be assessed
- Provides students with information necessary for them to make enrolment decision and to ensure that students reasons for undertaking qualification with TEDI aligns with their previous experience in particular sector (If any), educational and career goals.
- Identifies possible Recognition of Prior Learning (RPL) and/or Credit Transfer (CT), student's English level, oral communication skills, knowledge on Language Literacy and Numeracy skills.
- Check if the training and assessment strategies employed to deliver the course suits the student's needs, and
- Provides relevant support required for the student to succeed in the course.

Guidelines for PTR-To be filled up by Students

1. Students are required to fill up the PTR form which is included in the Application form as "Appendix 1".
2. Students are required to read all the details of their course, policies and procedures of the Institute before filling up the answers. Information can be made available from the Student Handbook/Student Prospectus and/or website.
3. Students are required to answer the questions in a true and correct manner. Enrolment officer will ensure that PTR form received along with the application form is completed by the student intending to apply for the course.
4. Enrolment officer will conduct Pre-Training Review Interview via Telephonic Conversation or via Face to Face.
 - **PTR Interview conducted via Telephone-**If PTR Interview is conducted via telephone, Enrolment officer will call the student and check student's identity like name, date of birth and/or course undertaken to ensure that the student has genuinely completed the information by himself/herself. For telephonic Conversation, a communication log will be retained by making notes of the response of the discussion by Enrolment Officer.
 - **PTR Interview conducted Face to Face-** During face-to-face PTR interview, Enrolment officer will verify with the student if all the answers have been completed by the student. Discussion notes will be maintained and recorded by Enrolment Officer.

This discussion notes will be recorded in the “Summary of the Discussion” section by the Enrolment Officer (Office use).

5. During both Telephonic and/or Face to face PTR Interview, Enrolment officer will verify the answers provided by the student and check:
 - If student is aware of the policies, procedures, and other information necessary for the students.
 - If student has received true and accurate information and if they are suitable to undertake the course/s.
6. **If students have not received sufficient information i.e.,** are not aware of the policies, procedures and other information necessary for students to make enrolment decision to study at TEDI, Enrolment officer will provide necessary information to the student required to make enrolment decision.
7. **For example: If students have answered “No” or have not answered the questions in the PTR form,** Enrolment officer will provide students with true and accurate information so that students can make an informed decision about their enrolment in the courses at TEDI.
8. While conducting PTR, Enrolment officer will take information from the Application form and Pre training review form to identify any support and needs required by the student which disability support, RPL/CT, English language support, etc.
9. At the final stage of the PTR, the Enrolment officer will fill up the pre training evaluation checklist to ensure that the student is enrolled in a course suitable to his/her needs, abilities, and study/career goals, and to recommend appropriate learning or other support. Negative response (i.e., No) in “Section 2” of the PTR Evaluation checklist will result in the rejection of the enrolment application and other options must be discussed with the student.

Enrolment officer will take holistic approach while assessing student’s answers during Pre-Training Review by ensuring that all the answers provided by students aligns with their educational and future goals.

Enrolment officer will have a thorough discussion with the student and will offer support or guidance if required.

Application Rejection

Student’s Application will be rejected if:

- Student does not have appropriate work experience, level of skills and the ability to undertake the course successfully.
- Enrolment in the course is not aligned with the student’s educational goals, work/career goals and/or previous experience in that area (if any).
- Student does not meet the entry requirements specified for the course including English requirements, academic requirements, age, and does not have the ability to undertake this course successfully.
- Student does not have appropriate listening and oral communication skills as interpreted during PTR Interview.

Enrolment officer will inform the student before cancelling and discuss reasons for cancellation.

Students are encouraged to contact TEDI’s administration on 03 8725 2061 to ask any doubts they may have.

If a student is granted with RPL or course credit, TEDI will give a written record of the decision to the overseas student to accept. TEDI will retain the written record of acceptance and payment receipts for two years after the overseas student ceases to be an accepted student.

Students will be informed of the reduced course duration if RPL or course credit is granted. It will be ensured that the confirmation of enrolment (CoE) is issued only for the reduced duration of the course.

Any changes in course duration will be reported in PRISMS, if RPL or course credit is granted.

English Language Requirements for International students:

International students applying for this course either off-shore or on-shore will require:

- i) Either a minimum IELTS (General) test score of 5.5 or equivalent for direct entry into a VET course;
- or IELTS score of 5.0 or equivalent with an ELICOS course (up to 10 weeks) to be taken before the main VET course;

or IELTS score of 4.5 or equivalent with an ELICOS course (up to 20 weeks) to be taken before the main VET course;

Results older than two years are not acceptable.

or Oxford Placement test with score 61 or higher.

Score Guide: Average test score of 61 or higher in Oxford placement test is equivalent to IELTS 5.5.

Students may refer to IELTS 5.5 Equivalent policy available at reception for further details.

OR

ii) to provide evidence that they have studied in English for at least five years in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States

OR

iii) to provide evidence that, within two years* of their signed written agreement date, they have successfully completed in Australia a foundation course or a Senior Secondary Certificate of Education or a substantial part of a Certificate IV or higher-level qualification, from the Australian Qualifications Framework.

Test evidence table:

English Language Providers	Test	Minimum Test Score	Test	Minimum Test Score where combined with at least 10 weeks ELICOS	Minimum test score where combined with at least 20 weeks ELICOS
International English Language Testing System		5.5		5	4.5
*Test of English as a Foreign Language (TOEFL) paper based		527		500	450
TOEFL internet-based test		46		35	32

The test must have been taken no more than two years* before you apply to study at TEDI.

*The date when TEDI receives the signed written agreement (either through email or in hand).

Academic Requirements

Refer to the above course information section for academic requirements of individual courses.

Language, Literacy and Numeracy test (LLN)

Students undertaking the courses at TEDI must possess sound Numeracy skills since it requires them to do calculations or any other course related work. To determine this, all students wanting to study at TEDI are required to undertake LLN test prior to the commencement of the course. Based on the test outcome, students may be identified as requiring internal support and/or external support.

LLN test will be conducted on campus by using an ACSF mapped online LLN assessment tool - LLN Robot - under the supervision of qualified LLN assessor.

True Education Pty Ltd Trading as

1. Technical Education Development Institute

2. Technical Electronics Centre

Student Handbook

ABN: 63 135 095 957|Version no: 24.01

Page 39 of 85

All students are required to undertake a language, literacy, and numeracy test (LLN) according to the following qualification:

Qualification	Performance Level
BSB40120- Certificate IV in Business	ACSF Level 3
BSB50120 - Diploma of Business	ACSF Level 4
BSB60120 - Advanced Diploma of Business	ACSF Level 4
UEE30920- Certificate III in Electronics and Communications	ACSF Level 3
UEE41520 - Certificate IV in Video and Audio Systems	ACSF Level 3
UEE50520 - Diploma of Electronics and Communications Engineering	ACSF Level 4
CPC30220- Certificate III in Carpentry	ACSF Level 3
CPC31320- Certificate III in Wall and Floor Tiling	ACSF Level 3
CPC50320 -Diploma of Building and Construction (Management)	ACSF Level 4
BSB80120- Graduate Diploma of Management (Learning)	ACSF Level 4

Students are required to achieve expected performance level as per their qualification. Where a student does not achieve the required LLN performance level score for the qualification into which they are seeking enrolment. LLN support* will be provided to the student so that student achieves the required performance level. LLN Assessor will determine where students might require support, and when an application may be rejected.

A student failing to demonstrate the LLN performance level in all the components will have his/her application rejected and students will be referred to explore other training pathways.

***LLN support**-If students do not meet the recommended English and/or LLN requirements, students will be referred for additional support which will be provided by the institute with ACSF Support Plan or students will be asked to take further Language, literacy, and numeracy training, such as ELICOS programs (TEDI does not offer ELICOS program). TEDI will offer support and guidance to students who require LLN Support.

ACSF Support plan is a plan developed for students who are facing difficulties in meeting LLN requirements. This plan is implemented for students to achieve expected learning outcomes. Support learning outcomes will be provided in the areas where students have been identified as facing difficulty. Support will be provided if a student's performance level is less than the required level. Support plans for students will be developed on an individual case by case basis.

Support plan can be created in areas namely:

1. Learning
2. Reading
3. Numeracy
4. Writing
5. Oral Communication

If required, students can also be provided with support in Grammar, Vocabulary, and Pronunciation. Students must contact TEDI to seek assistance or support in LLN. Refer to LLN policy for more details.

Students are requested to speak to the LLN Support officer or Administration Officer to discuss the support measures that they might need. TEDI will provide support with no additional cost.

Computer Literacy Requirements

All students enrolling into TEDI programs must have basic computer skills. Student are required to fill in the questions related to computer and internet skills in the Pre-Training Review form provided along with the application form. Students who do not possess basic computing skills will be provided basic support on how to use a computer.

Minimum age requirements

Students must be above 18 years of age while filling up the application form.

Materials and Equipment Required

TEDI will provide access to computers with required resources including access to internet during classroom hours, however, to work on assignments and tasks for self-study, all students are expected to have access to a laptop or computer with the Windows 7 operating system or higher. Students must have an active email address for communication and be contactable by phone (mobile or landline) and by mail (postal address). All learners are expected to have access to MS office application such as Microsoft Word, an email platform.

For practical learning in Electronic (UEE) courses, i.e., UEE30920, UEE41520 and UEE50520: TEDI will provide access to equipment, including soldering iron, soldering wire, Multimeter, cable stripper, screwdriver kit, Tongs. This equipment is placed in the practical lab which students can use for their practical learning.

For practical training in CPC (Carpentry, Wall & Floor tiling) Qualifications, i.e., CPC30220, CPC31320 and CPC50320: Learners are required to have a PPE kit to undertake practical training. This Kit is required to be taken into the workshop and to be able to undertake training effectively. Students can purchase kit from the institute or from suppliers outside. Price for the Kit if purchased from the institute will be \$400. Detailed information on the kit can be obtained from the institute by sending an email at admissions@tedi.vic.edu.au.

Physical Abilities requirements Learners are expected to have physical abilities and manual handling required to perform tasks involved while undergoing training effectively. As parts of CPC qualifications, students are expected to do manual handling and heavy lifting.

Please Note: Material Fees will only include printed reading materials and handouts provided by the Institute. Students will have to pay separately for the kit (if purchased from the institute).

Note:

TEDI does not:

- Guarantee any job or employment outcomes.
- Guarantee a successful education assessment outcome for the student or intending student.
- Claim to commit to secure for, or on the student or intending student's behalf, a migration outcome from undertaking any course offered by TEDI.

TRAINING AND ASSESSMENT

Competency based training and assessment

In vocational education and training, people are competent when they can apply their knowledge and skills to successfully complete work activities in a range of situations and environments, to the standard of performance expected in the workplace. Classroom assessment, case studies, practical demonstration, project, reports, presentations, roles play, and knowledge test are adopted by TEDI, and assessment practices aims to make sure that the individuals participating in the training and assessment has the competence to undertake their work role to the standard expected in the relevant workplace.

Those being assessed are often referred to as learners or students. In specific cases, where student support and special needs are identified, the method and timing of assessment can be adjusted.

However, the requirements of the unit of competency including requirements of knowledge evidence and performance evidence will remain unchanged. The adjustment will be applied to evidence gathering

techniques and due dates of assessment without changing training package requirements and unit outcome requirements.

True Education Pty Ltd Trading as

1. Technical Education Development Institute
2. Technical Electronics Centre

Student Handbook

ABN: 63 135 095 957|Version no: 24.01

TEDI ensures that all the assessments are valid, fair, reliable, authentic, and flexible. Refer to TEDI's Assessment policy for more information on Assessments available on TEDI's website and can also be made available from the reception.

MODE OF DELIVERY/ APPROACH

All the courses at TEDI are delivered face to face in a classroom with access to a simulated environment for a minimum 20 hours face to face schedule course per week usually over three days.

Students are required to attend practical session at Institute's industrial environment "Technical Electronics Centre" located at TEDI's workshop at 17 David St, BRUNSWICK, VIC, 3056 as a part of the Electronics and Communication courses, i.e., UEE30920, UEE41520 and UEE50520. In addition to it, students will be required to undertake –hours of supervised self-study (as per the qualification) where students will practice skills like maintaining and repairing electronic devices in electronics industry environment "Technical Electronics Centre" on campus which will be managed by the institute. Logbook will be maintained to monitor self-study hours.

As a part of CPC qualifications, i.e., CPC30220, CPC31320 and CPC50320 students will be required to undertake practical training in TEDI'S WORKSHOP at 17 David St, BRUNSWICK, Victoria 3056 along with theory classes in classroom on campus.

TEDI courses are delivered using a variety of different methods. Delivery methods include classroom delivery, lectures, group discussions, presentations, case study analysis.

During class times, students will be expected to participate by answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role-playing situations.

Course Assessment and Methods

All assignments will be marked in accordance with the principles of assessment and rules of evidence (these can be found at <https://www.asqa.gov.au/standards/chapter-4/clauses-1.8-1.12>).

Principles of Assessment

i. Fairness:

The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments will be applied by the Technical Education Development Institute to consider the individual learner's needs.

Technical Education Development Institute will inform the learners about the assessment process and provide the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

ii. Flexibility:

Assessment is flexible to the individual learner by:

- reflecting the learner's needs
- assessing competencies held by the learner no matter how and where they have been acquired, and
- Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

iii. Validity:

Any assessment decision of Technical Education Development Institute (TEDI) is justified, based on the evidence of performance of the individual learner. Validity requires:

- Assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance.
- Assessment of knowledge and skills is integrated with their practical application.
- assessment is based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations.

True Education Pty Ltd Trading as

1. Technical Education Development Institute
2. Technical Electronics Centre

Student Handbook

ABN: 63 135 095 957|Version no: 24.01

- Judgement of competence is based on evidence of learner performance that is aligned to the unit(s) of competency and associated assessment requirements.

iv. Reliability:

Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Rules of Evidence

I. Validity

The assessor is assured that the learner has the skills, knowledge, and attributes as described in the unit of competency and associated assessment requirements.

II. ii. Sufficiency

The assessor is assured that the quality, quantity, and relevance of the assessment evidence enable a judgement to be made of a learner's competency.

III. Authenticity

The assessor is assured that the evidence presented for assessment is the learner's own work.

IV. Currency

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Detailed procedures of how assessments will be conducted is given in the Assessment Policy which is available on the website and can be made available from the reception.

Assessment Methods

A range of assessment methods will be used to accommodate the diversity in student's learning styles and preferences. These assessment methods may include but not restricted to:

- Case studies
- Projects
- Reports
- Presentations
- Role plays
- Knowledge Test
- Practical demonstrations

Re-assessment

Student will be given 3 attempts (1 Original submission + 2 more attempts) to demonstrate competency at each assessment. 1st and 2nd attempt will be free of cost, however, if a student is unable to clear 2 attempts, a charge of AU\$300 will be applied for the third attempt. If a student is unable to demonstrate competency after three attempts at each task, they will be deemed Not Yet Competent (NYC) and must re-enrol and undertake the unit again. The unit repeat fee is \$300.

Not attending for an assessment will be counted as one assessment attempt for each occurrence unless:

- the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or
-

True Education Pty Ltd Trading as

1. Technical Education Development Institute
2. Technical Electronics Centre

Student Handbook

ABN: 63 135 095 957|Version no: 24.01

- The student can provide independent evidence of exceptional compassionate circumstances beyond the student's control, such as serious illness or death of a close family member to explain the non-attendance at the assessment.

Assessment Outcome

Each unit of competency includes multiple assessment tasks and after each assessment, the student's submission will be marked Satisfactory (S) or not satisfactory (NS). After each assessment, verbal and written feedback is provided. Final unit results are recorded as Competent (C) and Not Yet Competent (NYC).

Assessment Appeals

If students are dissatisfied with an assessment outcome, they can appeal the assessment decision. In the first instance, students are encouraged to appeal informally by contacting the trainer/assessor and discussing the matter with them. If students are dissatisfied with the outcome of such discussion, students can appeal further to Administration officer. If students are still dissatisfied, students can appeal formally in writing to have the result reviewed. Students can refer to Complaints and Appeals policy for more details. It is available on TEDI's website www.tedi.vic.edu.au or can seek assistance at the Reception.

Qualifications to be issued

Qualifications gained at TEDI are based on the principles, guidelines and standards set by the Australian Qualifications Framework (AQF) and VET Quality Framework and are recognised nationally. Students who successfully complete all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Those completing assessment requirements for part of a qualification will receive a Statement of Attainment for completed competencies.

Qualification, Statement of Results or transcript of results will only be issued once all the outstanding fees have been paid in full. TEDI will issue certification in a timely manner. Providing all fees that have been paid, all AQF certification documentation will be issued within 30 calendar days of the student exiting their course or the student's final assessment being completed.

Please contact TEDI's Administration department for more details.

Academic Misconduct

Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and will result in a written warning and repeating the VET unit of competency, as well as incurring any associated charges. If a student is caught engaging in these acts, their assessment will be deemed Not Yet Competent (NYC).

If students are engaged in such act for a second time, they may be suspended or expelled from the course. All work submitted must be an accurate reflection of the student's level of competence.

Plagiarism is unacceptable and each case of plagiarism shall be treated on its own merits. Educational procedures will be in place to assist students to avoid submitting assessment work that does not meet the required standards of evidence-based writing.

Inappropriate practices in the use of referencing, citations, quotations, or attributions for formative assessment may be dealt with and by the assessor, who may refer students to appropriate resources to improve their academic skills. Suspected incidents of plagiarism involving summative assessments will be dealt with seriously:

- The student's assessment will be deemed Not Yet Competent (NYC). The student will be given a warning and will be required to redo the assessment. Additional charges may apply for re-assessments.
- If students are engaged in such act for a second time, they may be suspended or expelled from the course.
-

True Education Pty Ltd Trading as

1. Technical Education Development Institute
2. Technical Electronics Centre

Student Handbook

ABN: 63 135 095 957|Version no: 24.01

- All work submitted must be an accurate reflection of the student's level of competence. The evidence used to make a decision at Technical Education Development Institute about
- competence will be valid, sufficient, authentic, and current. More detailed information can be found on Plagiarism and Cheating Policy available on TEDI's website and/or at the reception.

PLAGIARISM and CHEATING

TEDI is committed to upholding standards of academic integrity and honesty. Plagiarism and Cheating in any form is unacceptable and will be treated seriously by TEDI. Students will be advised at the beginning of their course about the plagiarism policy and procedures, and the provisions in the Institute about cheating.

PLAGIARISM

Plagiarism means to take and use another person's ideas and or manner of expressing them and to pass these off as one's own by failing to give appropriate acknowledgement, including the use of material from any source, staff, students, or the internet, published and unpublished works. Plagiarism occurs when students fail to acknowledge that the ideas of others are being used. Specifically, it occurs when:

- other people's work and/or ideas are paraphrased and presented without a reference.
- other students' work is copied or partly copied.
- other people's designs, codes or images are presented as the student's own work.
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page.
- Lecture notes are reproduced without due acknowledgement.
- Plagiarism may take the form of similar work submitted by students who may have worked together.

COLLUSION

Collusion means unauthorised collaboration on assessable written, oral, or practical work with another person.

CHEATING

Cheating may include:

- Someone copying from others work.
- Someone pretending that it is their own work

Consequences-Plagiarism and Cheating

Plagiarism is unacceptable and each case of plagiarism will be treated on its own merits. Educational procedures will be in place to assist students to avoid submitting assessment work that does not meet the required standards of evidence-based writing.

- Plagiarism is unacceptable and each case of plagiarism will be treated on its own merits. Educational procedures will be in place to assist students to avoid submitting assessment work that does not meet the required standards of evidence-based writing.
- All assessment work submitted by a student will be assessed in accordance with its academic merit. If a student fails an assessment task because of the absence of appropriate citations and references it may be a consequence of the student failing to meet the stated criteria for the task, rather than as a punishment for plagiarism.
- Inappropriate practices in the use of referencing, citations, quotations, or attributions for formative assessment may be dealt with by the assessor, who may refer students to appropriate resources to improve their academic skills. Suspected incidents of plagiarism involving summative assessments must be dealt with according to the guidelines of this policy.

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- The penalties associated with plagiarism are designed to impose sanctions that reflect the seriousness of the TEDI's commitment to academic integrity. Penalties may include resubmitting assessment work i.e., further reassessment and/or possible financial penalty or failing the unit. It may also lead to students being re-enrolled in the unit which will incur payment of \$300.
- The student's assessment will be deemed Not Yet Competent (NYC). The student will be given a warning and will be required to redo the assessment. Additional charges may apply for reassessments. If students are engaged in such act for a second time, they may be suspended or expelled from the course.
- Administration Officer will keep a record of all suspected incidents of plagiarism brought to attention by the trainers. Procedural aspects of these records will be reviewed to ensure that they have been dealt with fairness.
- If trainer and/or Administration Officer finds that a student has committed multiple and/or systematic acts of plagiarism, or admits to, or is found to have committed, conduct that prejudices the interests of other students or the integrity of an assessment scheme itself, then the case will be dealt with as a complaint of student misconduct under the Student Code of Behaviour at TEDI, and a further penalty may be imposed.
- If trainer and/or Administration Officer finds that a student has committed multiple and/or systematic acts of plagiarism, or admits to, or is found to have committed, conduct that prejudices the interests of other students or the integrity of an assessment scheme itself, then the case will be dealt with as a complaint of student misconduct under the Student Code of Behaviour at TEDI, and a further penalty may be imposed. Kindly refer to Plagiarism and Cheating policy available on TEDI's website and/or at the reception for more details.

Credit Transfer

Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on the identified equivalence in the content and learning outcomes between the matched qualifications. Such as:

1. Unit/module is the same i.e., same code and title
2. Unit/module has been reviewed and this results in minor changes to the unit/module code e.g. B to C. This indicates that the learning outcomes of the unit/module have remained the same.
3. Unit/module has been transferred from another training package/curriculum and recorded; however, the learning outcomes remains the same.
4. If the course credit is given, the confirmation of enrolment (COE) issued for that student will indicate the actual net program duration (as reduced by course credit) for that program.
5. If course credit is granted, and it results in shortening of the student's program duration, the Institute will report the change of program duration in PRISMS.

Students who have completed identical units to those in the course they are beginning at other institutions can be given recognition/credit on presentation of a verified transcript, Award or Statement of Attainment issued by any other RTO or AQF authorised issuing organisation.

- Students are requested to apply for credit transfer by the 2nd week of the first term of study in their enrolled course.
- Students must complete the Credit Transfer Application form and submit the application to the Administration department or at the reception.
- The application must include copy of verified Award or statement of attainment copies, all original documents and must identify the units successfully completed including unit codes, unit name and dates of completion.
- Administration officer will verify the Award or Statement of Attainment, and other original documents submitted along with the Credit transfer application form and will grant credit transfers for identical units that have been identified as being completed at another Registered Training Organisation.
- Verified copies of Qualifications and Statements of Attainment and other documents provided by the students and used as the basis for granting Credit Transfer will be placed in the student files.

True Education Pty Ltd Trading as

1. Technical Education Development Institute
2. Technical Electronics Centre

Student Handbook

ABN: 63 135 095 957|Version no: 24.01

- Granting of Credit Transfer will be recorded as a unit outcome and kept in the student's file.
- If Credit transfer is granted, TEDI will provide a written record of the decision to the students to accept and will retain the written record of acceptance for two years after the overseas student ceases to be an accepted student.
 - Course duration will be adjusted accordingly, and Student will be advised that this will reduce in the length of CoE.
 - Contextualized timetable will be issued to student adjusting credit transfer units. Pre-requisite units must be completed first.
 - Student COE length will be adjusted accordingly.

An application for credit transfer must be lodged in writing. Application form and more information about credit transfers (Credit transfer and RPL policy) is available on our website or can be obtained from TEDI's reception.

Many of Electronics and Communications qualifications have common units in UEE and CPC training package, Learners enrolling into these courses with completed lower-level qualification or unit of competency will be assessed for credit transfer opportunities. Institute will also check if qualification has electives in line with units identified for the credit.

Where credit transfer is identified, student will be advised of potential credit and course duration will be adjusted accordingly, and Student will be advised of their reduction in the length of COE.

Student will be advised to speak to Department of Home affair to discuss impact it may have on their visa. TEDI staff should not provide visa advise as they are not authorised to do so.

Contextualized timetable will be issued to student adjusting credit transfer units. Pre-requisite units must be completed first.

Please refer to credit transfer process defined earlier in this section for more details. However, student must refer to Credit transfer and RPL policy for detailed process available on website and at TEDI's reception. Students need to contact TEDI, if they wish to get more information on credit transfer on 03 8725 2061. Credit transfer will be applied as per the credit transfer and RPL policy.

Recognition of Prior Learning (RPL)

RPL involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal, and non-formal learning) to determine the credit outcomes of an individual application for credit. To support this type of application evidence of where and how the skills were obtained is required.

TEDI recognises the prior learning of students based on:

- previous training, (includes overseas qualifications).
- formal study and acquisition of a qualification and statements of attainment from another RTO.
- practical experience in a work environment.
- projects undertaken; and
- Life experience.

Students who believe they already have skills and experience learnt through a job, worked in a position that's enabled the student to undergo industry –relevant tasks, or simply been trained in-house through a company that students may have previously worked for; you may be eligible to apply for Recognition of Prior Learning.

This may involve providing copies of your resume and/or work performance appraisals, job descriptions and any certificates of in-house or formal training. You may be asked for contact details of people who can vouch for your skill level such as supervisors from current or previous workplaces, clients, or personal character references from the community. If the evidence provided is relevant to the course that student is interested in or has applied for; TEDI will access the application and will determine whether the student is a suitable applicant.

An application for RPL must be lodged in writing. RPL application form can be obtained from the website or from TEDI's reception. More information on RPL is available on our website www.tedi.vic.edu.au under CT and RPL policy. Students can speak to TEDI Staff for more enquiries.

Procedures

- Students are requested to apply for Recognition of Prior Learning prior to the commencement of the course.
- An RPL application for students will include all relevant evidence of work experience and where the learning has occurred. Applications will not be accepted unless all required information is included. Students who request an RPL assessment will be advised of the evidence required and suggestions on how to obtain it (e.g., supervisor evidence, previous projects, transcripts of qualifications completed, work experience, in-service training, distance education or open learning, community- based learning, or overseas education, training, or experience etc.)
- All RPL Applications are to be submitted to the administration department/Reception in the first instance along with verified supporting documents. The application and supporting documentation will be copied and placed into the student's file. Where originals are required for verification, authorised TEDI staff from the Administration department or representative will sight and indicate on copies "original sighted" and shall return originals to the student. TEDI will at no time accept and retain original certificates.
- The application will be forwarded to the Administration Officer or representative to be assessed and outcomes will be determined by RPL/qualified assessor.
- It will be ensured that the evidence provided is valid, authentic, current, and sufficient and that the process is fair, flexible, and valid.
- If the outcome of the evidential documentation is not sufficient, then the student will be advised to provide further documentation to validate his/her skills/experience. The Administration Officer or representative will set a date for the additional documents to be submitted.
- The applicant will be notified of the outcome of the RPL. Based on the assessment, the student will be advised that:
 - the application has been granted; or
 - the application has been denied; or
 - further evidence is required
- Where an application for RPL or Course Credit is received by TEDI, The Training officer or representative will assess the application and provide an outcome to the application within 14 working days of receipt or as soon as practicable where further information is required to determine the outcome. If RPL is approved, the applicant will be marked as "CT or RPL" rather than "Competent" in the transcript of records.
- Where either of the above, credit transfer or RPL applications are received or course credit is approved, the following must occur Enrolment Officer will change student's COE to reflect reduction in period of study. TEDI will provide student with the outcome of the credit application. The students must sign a letter to indicate the agreement with the outcomes of credit transfer or RPL applications and a copy will be kept in the students' file.
- TEDI's Assessment policy will be followed when undertaking RPL assessments.

Application form for RPL can be obtained from the website or from TEDI's reception. More information on RPL is available on TEDI's website www.tedi.vic.edu.au . Students can also speak to TEDI Staff for enquiries.

Currency of training

TEDI implements effective course validation procedures to ensure that it delivers current AQF training package qualifications and accredited courses. TEDI ensures appropriate transition arrangements in case a qualification or an accredited qualification is superseded.

Reasonable Adjustment

Students have different needs and often training needs to be adjusted to meet individual student's needs. Adjustments can be made to assessment process, resources, facilities, delivery style and structure of training sessions.

By definition: 'Reasonable adjustment refers to measures or actions taken to provide a student with a disability or special needs, the same educational opportunities as everyone else. To be reasonable, adjustments must be appropriate for that person, must not create undue hardship for the institute and must be allowable within rules defined by the training package.

Unique Student Identifier (USI)

The Unique Student Identifier (USI) is a mandatory requirement for anyone wishing to complete Nationally Recognised VET qualification as of 1 January 2015. Each time a student completes nationally recognised training; the RTO collects and verifies their USI before they can issue a qualification or statement of attainment. In addition, TEDI is required to include student's USI in the data submitted to NCVER.

All students undertaking vocational education and training must hold a Unique Student Identifier (USI) and provide it to TEDI during enrolment process. If students do not provide USI, TEDI will not be able to issue a Certificate, Statement of Attainment or Transcript for the training.

If you wish for Technical Education Development Institute (TEDI) to create a USI on your behalf, be aware of the following:

TEDI will collect information about you for the purpose of creating a USI, this information is collected under the Student Identifiers Act 2014

This information can only be used for:

- Applying, verifying, and giving a USI
- Resolving problems with a USI; and
- Creating authenticated vocational education and training (VET) transcripts.

This information may be shared with:

- Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
- The purpose of administering and auditing VET, VET providers and VET programs;
- Education related policy and research purposes; and
- To assist in determining eligibility for training subsidies
- VET regulators to enable them to perform their VET regulatory functions;
- VET admissions Bodies for the purpose of administering VET and VET programs,
- Current and former Registered Training Organisations to enable them to deliver VET courses to individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
- Institute for the purpose of delivering VET courses to the individual and reporting on these courses;
- The National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and the collection, preparation and auditing of national VET statistics;
- Researchers for education and training related research purposes;
- Any other person or agency that may be authorised or required by law to access the information;

True Education Pty Ltd Trading as

1. Technical Education Development Institute
2. Technical Electronics Centre

Student Handbook

ABN: 63 135 095 957|Version no: 24.01

- Any entity contractually engaged by the Student Identifies Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- Will not be disclosed without your consent unless authorised or required by or under law.

If you would like TEDI to apply for a USI on your behalf, you must authorise us to do so. You must also provide some additional information as noted below so that we can apply for a USI on your behalf. Students will be required to fill up USI Application form during induction prior to the course commencement.

For details on USI, visit www.usi.gov.au. TEDI Student Services staff can assist you to obtain your USI on request.

Note:

TEDI does not guarantee that:

- a learner will successfully complete a training product on its scope of registration, or
- a learner will obtain a particular employment outcome.

For details on USI, visit www.usi.gov.au. TEDI Student Services staff can assist you to obtain your USI on request.

Campus Facilities and Resources

Training Location

TEDI has its training facility located at a convenient location in Melbourne city. TEDI's location is accessible from all kinds of public transportation including trains, trams, and buses.

Campus: Level 5, 123 Lonsdale Street, Melbourne, Victoria – 3000 Australia

TEDI'S Practical session:

For UEE Courses, i.e., UEE30920, UEE41520 and UEE50520: Institute's industrial environment "Technical Electronics Centre" (Electronics and Communication LAB) located at TEDI's workshop at 17 David St, BRUNSWICK, VIC, 3056.

For CPC Courses, i.e., CPC30220, CPC31320 and CPC50320: TEDI's workshop at 17 David St, BRUNSWICK, VIC, 3056.

Email: admissions@tedi.vic.edu.au

Website: www.tedi.vic.edu.au

How to reach us:

By Public Transport

By Train

Nearest Train Stations:

Campus: Parliament Station, Melbourne Central Station

TEDI'S Workshop: Brunswick Station

By Tram:

Campus: Tram Number 1,3-a,16,64,67, 72

TEDI'S Workshop: Tram Number 19

By Bus:

Campus: Bus Number 302,304,305,309,318,905,906

TEDI'S Workshop: Bus Number 508,509 and 951

True Education Pty Ltd Trading as

1. Technical Education Development Institute
2. Technical Electronics Centre

Student Handbook

ABN: 63 135 095 957|Version no: 24.01

Students may seek assistance from our friendly Support staff if there is any difficulty in understanding routes.

By Uber

Uber services are available round the clock.

By Taxi

TAXI services are available round the clock.

By Car

If you are driving, you can use public parking or pay parking available in nearest place. For any assistance, please contact TEDI on 03 8725 2061.

Modern Campus Facilities and Equipment

- Fully equipped classrooms with table, chairs (flipped chairs), projectors and/or interactive screens
- Computer lab with Desktops with LED monitors.
- Chairs with attached table space where students can keep their notebooks or laptops.
- Climate control Air Conditioning
- High speed internet
- Access to many cafés and restaurants.
- Photocopy and printer facilities for students.
- Access to additional books and reference



In addition, for electronic courses, TEDI's lab:

- Fully equipped Electronics Lab with access to equipment, including, electronic apparatus e.g., DC power supplies & single unit supplies, DC circuits, Digital Sub systems including digital circuits, amplifiers and amplifiers circuits, Utilities industry components & Television receivers, communication systems.

Student recreational area and lunchroom

TEDI campus has a dedicated student lunch and recreational area with access to kitchen facilities where students can relax and meet with others during breaks.

Classrooms

All training rooms are modern, fitted with whiteboards, Interactive screens/ projectors so that students can transfer trainer's notes directly to their notebook/laptop or mobile device, air-conditioned facilities. TEDI aims to provide inclusive learning environment for its learners.

Class times and reception hours

Campus will be open for classes from 8:00 a.m-9:30 p.m. from Monday to Sunday
 Reception is open from 9.00 a.m.-5.00 p.m. from Monday to Sunday

There will be at least 1 or more student support officer depending upon the scheduled classes during weekend class hours.

Students will not be scheduled for more than 8 hours class in a day. Classes will run in 4 hours session. Students are requested to call TEDI to receive information on the class timetable.

True Education Pty Ltd Trading as

1. Technical Education Development Institute
2. Technical Electronics Centre

Student Handbook

ABN: 63 135 095 957|Version no: 24.01

Library

TEDI has a library where students can gain access to books, printed materials etc. Students can complete their assignments or study in their free time in the library.

Fully equipped IT labs

TEDI has fully equipped computer lab with Microsoft Office – Word, Excel, and PowerPoint. Students can request for printing and photocopying facilities at the reception at no extra cost.

Student Administration and Support Services

Student Administration and Student Support Services are available for all students. Reception is your first point of contact for any queries.

Materials and Equipment

TEDI will provide access to computers with required resources including access to internet during classroom hours, however, to work on the assignments and tasks for self-study, all learners are expected to have access to a laptop or computer with the Windows 7 operating system or higher. Students must have an active email address for communication and be contactable by phone (mobile or landline) and by mail (postal address).

All learners are expected to have access to MS office application such as Microsoft Word, an email platform.

For practical learning in electronic courses, TEDI will provide access to equipment, including, soldering iron, soldering wire, Multimeter, cable stripper, screwdriver kit, Tong. This equipment is placed in the institute's practical lab "Technical Electronics centre" which students can use for their practical learning.

For CPC Qualifications learners are required to have a kit to undertake practical training. This Kit is required to enter the workshop and to be able to undertake training effectively. Students can purchase kit from the institute or from suppliers outside as these qualifications include mandatory practical training. Price for the Kit if purchased from the institute will be \$400.

Book and Reading Materials

TEDI provides books and reading material for students to read. Material Fees will include printed reading materials and handouts or books only.

Studying at TEDI

Several approaches to course delivery are used by TEDI's staff. Course delivery approaches include supervised study, case studies, tutorials, trainer led classroom delivery, practical leaning for electronic courses, practical activities like role play and presentations.

During class time, students will be expected to participate by answering questions, giving opinions, giving assessments in the form of practical demonstrations, case studies, projects, report, presentations, role plays and knowledge Test.

The duration of the course specified in the course information includes only formal training. Students are required to dedicate a minimum of 20 hours per week towards their study. This includes self-paced learning (not included in the minimum 20 hours per week), class attendance, research, learning activities and assessment activities.

Course Assessments

TEDI uses several methods of assessment to measure students' competency. Assessment methods used for this course are case studies, projects, reports, presentations, role plays and knowledge test.

Plagiarism

Acts of plagiarism, collusion and/or cheating are not permitted in any work completed for assessment. Students found to be involved in cheating, plagiarism and/or collusion will be required to repeat the unit and will be given a written warning. Any charges associated with the re-assessment will be payable by the student. If a student is caught engaging in these acts a second time, they may be suspended or expelled from TEDI. All work submitted must demonstrate competence in the unit of study. More detailed information can be found on Plagiarism and cheating Policy available on TEDI's website and/or at the reception.

Our Obligation to You

TEDI is responsible for the quality of the training and assessment in compliance with the Standards for Registered Training Organisations 2015, and for the issuance of the AQF certification documentation. This means that the institute is obligated to deliver and assess students in accordance with the course requirements and to issue appropriate credentials to students who have met the assessment requirements and have been assessed as competent in the units of competency.

Transfer Between Registered Providers

The National Code 2018 restricts the capacity of students to transfer to other providers prior to completing six months of their principal course. TEDI will not actively recruit a student where this clearly conflicts with obligations under standard 7 of the National Code 2018 (Overseas student transfers).

TEDI will not allow students to transfer to another provider within six months of the commencement of their principal course of study in circumstances where the transfer would be detrimental to them.

If students wish to apply for a transfer, they will need to apply at the institute for a release. There is no cost attached to apply for a release; however, students will be required to contact the Department of Home Affairs to seek advice on whether a new visa is required.

All applications will be assessed on the basis of TEDI's Policy, conditions of Enrolment, Fee Payment and Refund Policy, study plan and declaration submitted by the student in their application.

Documented evidence supporting circumstances/reasons for seeking release must be included with the application or email submitted. Please refer to the TEDI's transfer between provider's policy for more details on conditions where transfer may or may not be provided.

Deferral, Suspension and Cancellation

Students may initiate a request to defer commencement of studies or suspend their studies on the grounds of compassionate or compelling circumstances. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the institute. Reasons for suspending your enrolment are limited to extenuating circumstances such as:

- Personal illness (e.g., you are going into hospital)
- Bereavement (death of an immediate member of family)
- Serious illness of an immediate member of family.

If you know that you will not be attending classes during the study period, you must contact TEDI and arrange an appointment to discuss your circumstances. Subsequent to your meeting and after providing documented evidence, supporting circumstances/reasons for seeking suspension or cancellation of enrolment, you will be required to formally apply for the deferral or suspension.

TEDI may decide to suspend or cancel a student's enrolment on its own initiative as a response to misbehaviour by the student. Deferral of commencement, suspension of enrolment and cancellation of enrolment has to be reported to the Department of Home Affairs through PRISMS by the institute and this may affect the status of a student visa.

Please refer to TEDI's Deferral, Suspension and Cancellation Policy for more details available on TEDI's website.

Student Obligations

Overseas Student Health Cover

If you are a student from overseas on a temporary student visa it is a condition of your visa to maintain adequate health insurance for the duration of your visa. This means you need to purchase Overseas Student Health Cover (OSHC) and keep your policy up to date as long as you hold this visa.

OSHC assists international students to meet the costs of medical and hospital care they may need while in Australia. OSHC also includes ambulance cover and limited pharmaceuticals.

Some exceptions may apply if you are a student from Sweden, Norway, or Belgium. If this applies to you, you may have special arrangements under your own national schemes - check with the Department of Home Affairs to find out if special arrangements apply to you and if you are exempt from the requirement to purchase OSHC.

As holding OSHC is a visa requirement, take care to always maintain your cover. If you do fall behind in payments or renewing your cover, you will be able to continue your cover, but you may not be able to claim for services you received while you were in arrears.

If your visa status or Medicare eligibility changes at any time, inform your insurer as soon as possible to find out whether your level of cover is still suitable. When your student visa expires, then you are no longer eligible to hold OSHC. You can then swap over to a residents' cover or to an Overseas Visitors Health Cover plan.

OSHC assists international students to meet the costs of medical and hospital care they may need while in Australia. OSHC also includes ambulance cover and limited pharmaceuticals. The OSHC premium cover must be paid before a student visa is issued. Technical Education Development Institute (TEDI) can assist you in organising an OSHC cover for you if you wish. Contact our Student Services.

You can find out more about OSHC at

https://www.privatehealth.gov.au/health_insurance/overseas/overseas_student_health_cover.htm

Some of registered health insurers that offer OSHC are:

Health Insurer	Insurers website
ahm OSHC	www.ahmoshc.com
Allianz Global Assistance (Peoplecare Health)	www.allianzassistancehealth.com.au/en/student-visa-oshc/
BUPA Australia	www.bupa.com.au/health-insurance/oshc
CBHS International Health	www.cbhsinternationalhealth.com.au/overseas-students-oshc
Medibank Private	www.medibank.com.au
NIB OSHC	www.nib.com.au

Full Time Study

Overseas students are required to be enrolled in a full-time registered course to undertake study. Australian law requires international students to study a full-time study load. A full-time study load is normally a minimum of 20 scheduled course contact hours per week.

Academic Course Progress

TEDI gives strong emphasis on course progress requirements. It is a mandatory requirement for all the students to attend their classes regularly and achieve satisfactory course progress.

TEDI regularly monitors, records, and assesses the course progress of each student for each unit of the course for which the student is enrolled in. TEDI will assess each student's course progress at the endpoint of each study period.

Students who do not meet course progress requirements may be at risk of getting reported to the Department of Home Affairs based on unsatisfactory course progress in 2 consecutive study periods. Where requirements are not met, TEDI's course progress monitoring procedures will be followed as per the Attendance and Course Monitoring Policy and Procedures.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in a given study period.

A failure of units in any study period will trigger a review of academic progress by the institute and the implementation of an intervention strategy. Failing a unit means being assessed as 'Not Yet Competent (NYC)' for a completed unit after one or more opportunities for re-assessment has been provided or a result appeal process has been undertaken. In order to have the best chance of maintaining satisfactory progress you must:

- Attend all theory and practical classes and pay attention to the work and activities undertaken in class;
- Study the theory and practice the skills that are taught in class and Institute's lab;
- Ensure that you are present for all assessment activities scheduled by the trainers;
- Make an appointment with the Student Support Officer or Administration Officer if you are having any difficulties with your studies.

In addition to the above minimum requirement, the Institute will implement counselling procedures and an intervention strategy when you think you may be in danger of not meeting the requirements.

Counselling and intervention strategy may be triggered by any of the following events including:

- Failing any units in a study period
- Not attending compulsory classes

Refer to the counselling section in this handbook for more details.

If students fail to meet the requirements of satisfactory course progress for two consecutive study periods, they will be reported to the Department of Home Affairs.

Please refer to the Attendance and course progress policy available on TEDI's website and/or reception for more details on Intervention strategy, academic progress, extension of course duration etc.

Attendance Requirements

TEDI gives strong emphasis on attendance requirements. TEDI records and monitors attendance on regular basis, contact students who are not attending classes and identify appropriate support that can be provided to the students. TEDI will ensure that students are provided with full support by implementing intervention strategies so that students can complete their course on time.

Students must maintain satisfactory attendance (i.e., minimum 80% of attendance) throughout the course. Low attendance implies that students might not be able to complete their course on time and this will lead to students breaching their visa conditions. Hence, students are required to attend classes in accordance with course timetables to make satisfactory course progress. TEDI is required to report the students based on unsatisfactory course progress to the department of Home Affairs (DHA).

Note: Students will not be reported based on attendance. However, Low attendance may lead to unsatisfactory course progress which can lead to you being reported to DHA.

As per the Attendance regulation set up by the Australian Skills Quality Authority, overseas students are required to be enrolled in a full-time registered course to undertake study. For VET courses, a full-time course is a minimum of 20 scheduled course contact hours per week, unless otherwise specified by ASQA. Students are required to participate in and attend the scheduled classes.

If an overseas student is not attending scheduled classes, but is making satisfactory progress in their course, then the course duration set may not be suitable for that student—because they must already have the skills, knowledge, and experience to progress in their course without receiving structured training.

In this case, TEDI may invite the student to apply for RPL and will reduce the duration of the course to the minimum duration required given the student's existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week.

Please refer to the Attendance and course progress policy available on TEDI's website and/or student administration for more details.

Intervention Strategy

TEDI ensures that it identifies, notifies, and assists students where there is evidence that the student is at risk of not meeting course progress and/or attendance requirements. TEDI will provide support to students through intervention strategy to ensure that students are attending classes and achieving satisfactory course progress.

For students at risk of not meeting course progress or attendance requirements, an individual intervention plan will be developed based on the appropriate intervention strategy identified. It will be documented on Intervention Strategy form.

An intervention plan/intervention strategy will include an interview with the Training officer or Student Support Officer and it may include one or more of the following strategies:

- attending counselling;
- attending extra classes;
- English language support;
- reviewing learning materials with the student and providing information to students in a context that they can understand;
- providing extra time to complete tasks;
- Adjusting time tables
- providing access to supplementary or modified materials;
- providing supplementary exercises to assist understanding;
- attending academic skills programs;
- attending tutorial or study groups;
- receiving assistance with personal issues which are influencing progress;
- receiving mentoring;
- referral to external organisations where TEDI is unable to address the identified learning or academic issues;
- being placed in a suitable alternative subject within a course or a suitable alternative course; or
- a combination of the above and a reduction in course load.

Change of Address

Upon arriving in Australia, students are required to advise TEDI of their residential address and telephone number and of any subsequent changes to their residential address. It is extremely important that students notify the institute of a change of address as, under Section 20 of the ESOS Act 2000.

TEDI is obliged to serve a notice at the last known address of the student if the student breaches a student visa condition relating to attendance and/or academic performance. The institute may also send warning notices to students that are aimed at providing support to students and prevent breaches of visa conditions.

Hence, students must notify TEDI of any change of their address and contact details within 7 days of change while enrolled at the institute including:

- the student's current residential address, mobile number (if any) and email address,
- who to contact in emergency situations

Failure to update the contact details to TEDI means that students may not receive important information which may affect their course, their enrolment or visa.

As per Tuition Protection Service (TPS) update, international students are required to update their current address at least every six months. It is the responsibility of students and in their interest to keep their records up to date to ensure they receive important information about their course, fees and possible breaches of their student visa.

Additional information on student visa issues is available on the Department of Home Affairs web site at <https://www.homeaffairs.gov.au/>

Student Complaints and appeals procedure.

The Institute has a student's Complaints and Appeals Policy and Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have.

Informal Complaint Process

Students who wish to make a complaint are encouraged to initially engage in informal discussion about the matter with the staff member/s involved. Any student with a complaint may first raise the issue informally with Administration officer or Trainer and attempt an informal resolution of the complaint.

Students can choose to make an informal complaint and to comply with the requirements of SRTOS 2015 and the National code, informal complaints will be documented and recorded in the complaints register by the administration officer.

All informal complaints lodged by students will be acknowledged in writing by sending an e-mail to the student. Acknowledgement e-mail must summarise the complaint and any other facts and expectations taken place during informal discussions with the student. It is a requirement of the Standards for RTOs 2015 that the institute maintains written records of informal complaints as well as formal complaints.

TEDI's staff involved in the discussion of an informal complaint or appeal will do their best to resolve the matter effectively and quickly.

Students who are not satisfied with the outcome of the complaint, will be advised to register a formal complaint.

What can a complaint be about?

A complaint can be about:

- any aspect of the service provided, or not provided by TEDI.
- any aspect of the training and assessment
- the behaviour or decisions of staff, or
- policies and/or procedures of TEDI
- any action by any associate

➤ Formal Complaint Process

Students who are not satisfied with the outcome of the informal process can register a formal complaint in writing to the administrative officer/Complaints Officer. Students can also send an email alternatively to admissions@tedi.vic.edu.au.

Lodging a complaint

To register a formal complaint, a student must complete and fill a Student's Complaints Form to Administration officer/Complaints Officer providing:

- A clear and detailed statement of the complaint, including the parties involved.
- A suggested solution that the student believes would settle the complaint (E.g., an appropriate solution will focus on achieving a productive study environment or relationship, rather than apportioning blame).

- Complaint will be lodged in a complaint register.

The resolution phase: The Administration Officer/Complaints Officer will determine whether the subject matter falls within the definition of a complaint. This period is called the resolution phase.

The resolution phase will commence within **10 working days** of the complaint being lodged in writing, i.e., assessment of complaints or appeal will commence within 10 working days of it being made and the outcome will be finalised as soon as possible.

Where it is determined that the subject matter falls within the definition, the following procedures will take place:

- **Acknowledging the Lodgement of a complaint**

Each formal complaint lodged by a student will be acknowledged in writing. The acknowledgement will be provided to the student in person and/or sent through the email in writing by student support/admin staff.

The student support/admin staff will forward the complaint for action to the relevant person or department as soon as practicable and should not take more than 10 days. Parties to complaint will not be part of the investigation team.

- **Recording the Complaint**

Details of the complaints will be recorded in TEDI's complaints and appeals register and a copy will be filed in the student's file. The original complaint will be forwarded to the Administration Officer/Complaints Officer

And they will be responsible for ensuring that all of these actions are completed within five working days of the lodgement of the complaint.

- **Acting on Complaint**

All concerned parties will be contacted for investigation. Students will be given an opportunity to respond and present their case with supporting evidence.

Administration officer/Complaints Officer will set an agenda for the meeting and discuss what steps should be taken.

The right to be accompanied by a support person during the complaints/appeals process: Parties making complaint will be invited for meeting and each involved party may be accompanied and assisted by a support person, according to the principles of natural justice. There will be an attempt to resolve the complaint by using the process outlined by the student for settlement (if appropriate) or through meeting, mediation and/or conciliation.

All the information will be gathered as required to assist with the settlement of the complaint, including, providing the respondent with the statement of the complaint and all the relevant documents.

Complaints will be investigated thoroughly in spirit of natural justice and principal fairness. Best possible resolution will be achieved keeping a student-centred approach based on the facts and documents.

- **Time frame**

Person making a complaint will be informed of the outcome in writing and all the complaints will be finalised as soon as practicable understanding the student's requirements and other matters but maximum within 60 days of receipt of complaint.

Where TEDI considers more than 60 calendar days are required to process and finalise the complaint or appeal, the institute will inform the complainant or appellant in writing, including reasons on why more than 60 calendar days are required, and will regularly update the complainant or appellant on the progress of the matter.

If complaint falls outside the definition of complaints: Administration Officer/Complaints Officer will advise the student accordingly. Administration Officer/Complaints Officer may dismiss a complaint if, in their view the complaint is ill advised, misguided, frivolous, malicious, or vexatious.

Note: It is to be noted that TEDI will respond to any complaint or appeal the overseas student makes regarding his or her dealings with TEDI, TEDI's education agents or any related party that TEDI has an arrangement with, to deliver the overseas student's course or related services.

At the conclusion of the resolution phase, Administration Officer/Complaints Officer will write to both the student and the respondent indicating the outcome of the process and specifying any action that has been agreed upon by the parties as part of that process. Students will be informed about their Right to appeal within 20 days of the complaints if dissatisfied with the outcome.

Record the decision: Institute's decision and reasons for the decision will be recorded by Administration Officer/Complaints Officer and placed in the student's file.

If a student is dissatisfied with the outcome of the formal complaint process, students may initiate an internal appeal process by completing a Complaints and Appeal Form from the website www.tedi.vic.edu.au or student administration/reception.

➤ **Internal Appeals Process**

Internal appeals may arise from a number of sources including appeals against refund decisions, assessment outcomes, appeals against disciplinary actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by student who is dissatisfied with the outcome to reconsider a decision made by TEDI. An Internal Appeal Process is initiated by a student lodging an Appeal by filling up complaints and appeals Form available from Student Administration and/or TEDI website.

● **Acknowledging the Lodging of a complaint**

Appeals are acknowledged by sending written confirmation of the complaint that is done by Training Manager/Appeals Officer

● **Consideration of Appeal by Training Manager/Appeals Officer**

Where an appeal relates to the following matters, the Student Appeals Form must be lodged within 20 working days (International Students):

- Notification of an intention to report the student to the Department of Home Affairs (DHA) or due to unsatisfactory Course Progress.
- Notification of an intention to suspend or cancel a student's enrolment due to misbehaviour, or other extenuating circumstances (ref. Student Code of conduct).

● **Time Frame and Acting on an Appeal**

Within 10 working days of receiving the Complaints and Appeal Form, the Chief Executive Officer (CEO) will appoint an Investigator or convene a Student Appeal Committee to hear the appeals and propose a final resolution. This Investigator or Committee will not include any person who has heard the original complaint. The Investigator or the Student Appeals Committee will:

- a. Meet with the student (and support person, if present) and provide the student with an opportunity to present their case with any supporting evidence provided in the meeting at minimal or no cost. At any given meeting to discuss an appeal, students will be given an opportunity to be accompanied and assisted by a support person.
- b. At the conclusion of the meeting, students will be informed about the timeframe within which the institute will provide a written outcome of the appeal. The timeframe will generally be 10 working days. After the meeting, the Investigator or Committee will, impartially, consider all the evidence and decide.

Student Appeal Committee

- Chief Executive Officer/Training Manager
 - Investigator or nominee appointed by the CEO
- *TEDI will ensure that assessment of the complaint or appeal is conducted in a professional, fair and transparent manner.

The outcome will be documented and will include the reasons for the decision. If the decision goes against the student, the outcome will include information for the student of his or her right to an external appeal. Details of the suitable external appeal bodies will be made available to the student with information at no cost associated with that.

If more than 60 days: Where it is apparent that appeals will take more than 60 calendar days, appellant will be informed in writing, including reasons why more than 60 calendar days are required, and the students will be regularly updated on the progress of the matter.

Recording the appeal: TEDI will keep a written record of the complaint or appeal, including statement of the outcome and the reasons for the outcome with signature and date of student and Training Manager.

A written statement of the outcome of the internal appeal, including detailed reasons for the outcome will be sent to the student.

If matter remains unresolved or student is unsuccessful or dissatisfied with the outcome.

There might be cases where matter is still unresolved after the implementation of above procedures and the internal appeals process exhausted, or if the student is not successful in the TEDI's internal complaints and appeals process. In such cases, Institute will advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external complaint handling and appeals process without any cost charged by TEDI.

Note: Students' enrolment will be kept active until both internal and external appeal is concluded.

External Appeals Process

After the student has been advised of the external complaint handling process and procedure, TEDI will provide students with contact details of the appropriate complaints handling and external appeals body.

TEDI will refer the student to Commonwealth Ombudsman to lodge an external appeal or complain about the decision.

The Commonwealth Ombudsman offers free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider.

In most cases, the purpose of the external appeals process is to consider whether the registered provider, i.e. TEDI in this case, has followed its policies and procedures, rather than make a decision in place of the Institute. External appeal authority will be provided with sufficient information within due timelines requested.

For example, if an overseas student appeals against his or her subject results and goes through the internal appeals process of the Institute, the external appeals process would look at the way in which the internal appeal was conducted; it would not make a determination as to what the subject result should be.

Complaints outcome will be entered in complaints register after external appeals has given a decision and copy of all relevant documents will be attached in that register.

Outcome

If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the overseas student, TEDI will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision and advise the overseas student of that action or outcome.

Written record of the complaints or Appeal and statement of the outcome will be kept and maintained by TEDI.

Examples of an external or independent body or person may include:

- private conciliators or dispute resolution counsellors
- a complaints and appeals body established by a peak industry body
- representatives of Commonwealth and state or territory government departments including the Office of the Training Advocate; or
- Commonwealth and state or territory offices of the Ombudsman may be the appropriate body for a public provider.

IMP NOTE: Commonwealth Ombudsman is a free and independent service

Commonwealth Ombudsman contact details are:

- **Website:** <http://www.ombudsman.gov.au>
- **Email:** ombudsman@ombudsman.gov.au
- **Contact Number:** 1300 362 072

Commonwealth Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia.

The Ombudsman also:

1. Provides information about best practice complaints handling to help private education providers manage internal complaints effectively.
2. Publishes reports on problems and broader issues in international education that Commonwealth Ombudsman identify through investigations.

For further information, please visit <https://www.ombudsman.gov.au/How-we-can-help/overseas-students> or contact commonwealth ombudsman by telephone, 9am to 5pm Monday to Friday, Australian Eastern Standard Time (AEST). In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2 6276 011.

Appeals related to Deferment, Suspension or Cancellation of Enrolment

Where a student has decided to access the appeals process in relation to deferment, suspension, or cancellation of their enrolment, TEDI will not update the student's status or report to the Department of Home Affairs (DHA) via PRISMS until the appeal process is completed.

TEDI is required to maintain all relevant responsibilities until:

- the internal and external complaints processes have been completed and the breach has been upheld;
- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period.
- the overseas student has chosen not to access the external complaints and appeals process;
- The overseas student withdraws from the internal or external appeals process, by notifying the Institute in writing.

Note: *Please note that the following procedures do not remove your right to seek other dispute resolution services, or to seek other legal remedies, provided by external bodies, such as, the Dispute Settlement Commission of Victoria, Consumer and Business Affairs Victoria, or the Equal Opportunity Commission Victoria.

Commonwealth Ombudsman

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- Publishes reports on problems and broader issues in international education that Commonwealth Ombudsman identify through investigations.

Commonwealth Ombudsman contact details are:

- **Website:** <http://www.ombudsman.gov.au/>
- **Email:** ombudsman@ombudsman.gov.au
- **Contact Number:** 1300 362 072

For further information, please visit www.oso.gov.au or contact commonwealth ombudsman by telephone, 9am to 5pm Monday to Friday, Australian Eastern Standard Time (AEST). In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2 6276 011.

Refer to <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

ESOS Framework

The Australian Government wants overseas students to have a safe, enjoyable and rewarding place to study. Australian laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and includes the Education Services for Overseas Students Act (the ESOS Act), and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018).

ESOS Act: The Education Services for Overseas Students Act 2000 (ESOS Act) sets out the legal framework governing delivery of education to international students in Australia on a student visa. It sets out the registration requirements and the ongoing standards for education providers that offer courses to overseas students. For more information, kindly refer

to <https://www.legislation.gov.au/Series/C2004A00757>

National Code of Practice for Providers of Education and Training to Overseas Students 2018 (referred as National Code 2018) is a legislative instrument made under the Education Services for Overseas Students Act 2000 (Cth) and sets nationally consistent standards to support providers to deliver quality education and training to overseas students. , kindly refer to <https://www.legislation.gov.au/Details/F2017L01182>

For additional information on the ESOS Legislative Instruments please visit ESOS Legislative Instruments: <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>.

Access and Equity

TEDI's Code of Practice includes an Access and Equity policy. It is the responsibility of all TEDI staff to ensure the requirements of the Access and Equity policy are met at all times. We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis. This includes people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote students. All Students have equal access to our courses irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Training services are delivered in a non-discriminatory, open and respectful manner.

Staff members are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.

Facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.

Conducts client selection for training opportunities in a manner that includes and reflects the diverse client population.

Provides culturally inclusive language, literacy and numeracy advice that assists clients in meeting personal training goals.

Is accountable for its performance in adhering to the principles of this policy and welcomes feedback as part of its quality improvement system.

TEDI is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with the Sex Discrimination Act 1984, Australian Human Rights Commission Act 1986, Racial Discrimination Act 1975, Victorian Equal Opportunity Act 1995, VIC Anti-Discrimination Act 1977 and Disability Discrimination Act 1992.

Any issues or questions raised regarding access and equity can be directed to the Administration Officer.

Staff and students are required to always comply with the Access and Equity Requirements.

If you have any suggestions as to how we can improve our performance with respect to access and equity, or if you would like further information on anything included in this policy, please contact the Administration Officer. You can review the policy at TEDI's website or at reception.

CODE OF CONDUCT

Technical Education Development Institute (TEDI) shall at all-times act with integrity in dealings with all students, staff and members of the community.

TEDI shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with: ASQA, and the Standards for Registered Training Organisations 2015, the Education Services for Overseas Students Act 2000, the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Commonwealth/State Legislation, and regulatory requirements.

TEDI's obligations to the student, including that TEDI is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF [Australian Qualifications Framework] certification documentation".

TEDI will ensure:

- The provision of adequate facilities in which to conduct training programs.
- The employment of qualified staff and maintenance of staff training on an ongoing basis sufficient to deliver programs
- Accuracy in representing the services provided and training product on scope of registration.
- The accuracy of any marketing and promotional advertising material
- Compliance with current Occupational Health and Safety and Duty of Care requirements
- The maintenance of adequate records and security of all current and archival records. Students can request to re-check their records.
- The maintenance and continual improvement of a Quality Assurance System.
- All employees, agents and representatives are familiar with and agree to comply with this code of conduct.
- Maintain quality training and to uphold the highest ethical standards.

TEDI shall refrain from associating with any enterprise, which could be regarded as acting in breach of this code of conduct.

All people involved at TEDI must always show respect and courtesy to others. Every person at TEDI has the same right to deliver or receive education in a safe, supportive environment.

STUDENT CODE OF CONDUCT

Each student of TEDI must abide by the following:

- If you have a problem, use consultation and not confrontation to find a solution.
- Follow the trainer's directions and participate in all class activities.
- Complete all scheduled assessments on time.
- Use English at all times to improve your language skills.
- Do not smoke or carry/consume alcohol on TEDI property.
- Do not cheat on assessments, tests and exams
- Drugs are expressly forbidden from being brought into any of TEDI premises.
- Any student found with drugs will be reported directly to the police.
- Do not shout, run, or make unnecessary noise whilst walking around the Institute. This disrupts the rights of other students to learn.
- Be considerate of others when taking lifts. You must always show courtesy and respect to other users. As our student, you represent our institute. It is an accepted practice that you must let people leave the lift before boarding yourself. You must not push in, but instead wait your turn to board the lift.
- Do not discriminate against any person associated with TEDI because of race, religion, creed, nationality, sex, or any other individual difference. Every person at TEDI has the same right as you, regardless of these differences.

The following Code of Conduct is intended to ensure that each member of the student community enjoys satisfactory conditions in which to study, resulting in benefits for all. Students are expected to conduct themselves in a manner that will not discredit themselves.

General Misconduct

The appropriate authority will be called to deal with students who:

- Obstruct or disrupt any official meeting, ceremony or other activity
- Refuse to leave a property after being reasonably requested to do so
- Assault or attempt to assault any person whilst training or acts dishonestly.
- prejudices the good order and governance of TEDI or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of the TEDI
- Contravenes any rules or acts.
- wilfully disobeys or disregards any lawful order or direction from TEDI personnel
- refuses to identify him or herself when lawfully asked to do so by TEDI staff
- fails to comply with any penalty imposed for breach of discipline;
- misbehaves in a class, meeting or other activity under the control or supervision of the TEDI, or on TEDI's premises or

- other premises to which the student has access as a student of TEDI;
- fails to comply with any penalty imposed for breach of discipline.
- knowingly makes any false or misleading representation about things that concern the student as a student of TEDI or breaches any of TEDI rules;
- harasses or intimidates another student, a member of staff, a visitor to the TEDI or any other person while the student is engaged in study or other activity as a Institute /college student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- Misuses any facility in a manner which is illegal, or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from the TEDI premises while acting as TEDI student, in a manner which is illegal, or which is or will be detrimental to the rights or property of others;
- A formal discipline / warning system exist, and continued misconduct/disruptive behaviour may result in students being expelled and DHA advised.
- TEDI will issue the student with a written warning before taking any actions.
- TEDI will notify the student in writing of its intention to suspend and/or cancel the student's enrolment. This notification will include advice that deferring, suspending, or cancelling a student's enrolment may affect their student visa.

Students have the right to appeal a decision made to defer, suspend, or cancel their studies and have 20 working days to access TEDI's complaints and appeals process prior to TEDI taking action to suspend or cancel the student's enrolment.

Important Information

Working in Australia

Australian Immigration laws allow students to work for a limited number of hours whilst studying on a student visa in Australia. Students must not work for more than 40 hours a fortnight when student's course of study or training is in session. A fortnight means the period of 14 days commencing on a Monday.

School-aged dependents

Students must maintain adequate arrangements for the education of their school-age dependants who are in Australia for more than 3 months as a dependant on student's visa.

There are requirements for compulsory school attendance for dependents of international students. In Australia, it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools and religious schools. People over the age of 16 can continue to attend school until they have completed year 12.

Dependents of persons holding a student visa may be required to pay full fees in any institute or university that they enrol in whilst in Australia.

Refer to <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500#> for more information.

Legislation

A range of legislation is applicable to all the staff members and students of Technical Education Development Institute. Information on relevant legislation can be found at the following websites.

- Occupational Health & Safety <http://www.worksafe.vic.gov.au/>
- Victorian Equal Opportunity and Human Rights Commission <http://www.humanrightscommission.vic.gov.au/>
- VET Quality Framework www.asqa.gov.au/
- Department of Home Affairs <https://immi.homeaffairs.gov.au/>
- Disability Standards for Education 2005 <https://www.education.gov.au/disability-standards-education-2005>
- Disability Discrimination Act 1992 <https://www.legislation.gov.au/Series/C2004A04426>
- Racial Hatred Act 1995 <https://www.legislation.gov.au/Details/C2004A04951>
- Racial Discrimination Act 1975 <https://www.legislation.gov.au/Details/C2022C00366>
- Sex Discrimination Act 1984 <https://www.legislation.gov.au/Details/C2023C00003>
- Privacy Act 1988 <https://www.legislation.gov.au/Details/C2022C00361>

- National Code of Practice for Providers of Education and Training to Overseas Students 2018
https://www.legislation.gov.au/Details/F2017L01182/Html/Text#_Toc487026955
- Education Services to Overseas Students (ESOS) Act 2000 <https://www.legislation.gov.au/Details/C2022C00066>
- Education Services to Overseas Students (ESOS) Regulations 2019
<https://www.legislation.gov.au/Details/F2021C01320>

It is the responsibility of all TEDI's staff to ensure the requirements of relevant legislation are always met. Please refer to the websites indicated or contact the institute if you require further information. There may be additional, course-specific, legislation that is relevant. Information about this legislation will be provided during the course.

Agent's Legislation

TEDI engages with on shore and offshore Agents to recruit students. Full list of Agents can be found on TEDI's website www.tedi.vic.edu.au. TEDI is responsible to ensure that its agents accurately represent TEDI's services on their behalf. If you have any feedback or concerns regarding services provided by Agents or its representatives, please contact TEDI students support at admissions@tedi.vic.edu.au or give us a call at 03 8725 2061.

TEDI has undertaken steps to be compliant with the ESOS Act 2000 and standard 4 (Education Agents) of the National Code 2018 which includes entering into written agreements with each education agent that TEDI engages with, implement Education agent's policy and procedures, Education Agent Performance Review Assessment conducted by marketing staff to ensure that agents always comply with the standards.

Use of personal information

Information is collected during enrolment in order to meet the institute's obligations under the ESOS Act 2000 and the National Code 2018 and to ensure student's compliance with the conditions of their visas and their obligations under Australian immigration laws generally.

Information collected about students may be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme. In other instances, information collected during enrolment cannot be disclosed without the student's consent where authorised or required by law. It is a requirement of the VET Quality Framework that students can access personal information held by the institute and students may request corrections to information that is incorrect or out of date. Students may apply in writing to Administration Manager if they wish to view their own records.

Student Support Services

All staff at TEDI are available to provide general advice, assistance, and support with matters such as studying, assessment, accommodation assistance, English language problems and counselling. Students requiring special or intensive assistance may contact student support officer who may refer them to external support services if required. TEDI will offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student. However, students might have to pay the fee charged by the external services.

All staff at TEDI are available to provide general advice, assistance, and support with matters such as studying, assessment, accommodation, English language problems and counselling. Students requiring special or intensive assistance must contact student support officer who may refer them to external support services if required. TEDI will offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student. However, students might have to pay the fee charged by the external services.

TEDI will facilitate access to learning support services consistent with the requirements of the course, the mode of study and the learning needs of the student or student cohorts. TEDI has documented processes that it implements for supporting these processes.

Student Support Officer has been appointed to be the point of contact for students who require support. Student Support Officer will have up-to-date details of the TEDI's support services. All administration and academic staff will provide student support in their respective areas to assist the student.

Student Support Officer
 Email: admissions@tedi.vic.edu.au
 Contact: 03 8725 2061

All students who require support can contact TEDI's student support officer through email, phone or on campus. Student support services will be always available for students.

TEDI has sufficient student support personnel to meet the needs of the overseas students enrolled with TEDI. TEDI will maintain one student support officer for every 80 students (1:80 ratios) to ensure sufficient support is available for students. Every member of TEDI Staff will execute the procedural aspects of this policy with specific matters dealt with by specialised personnel.

Students can fill up a "Student Support Request Form" to mention the support they require in detail. This form is available on website www.tedi.vic.edu.au and is also available on campus.

Student support officer or representative will record the details in student support register and will make sure that student is satisfied with the support requested by him or her.

TEDI will maintain evidence of the support provided to the students in file. This includes maintaining and keeping record of:

1. **Student Support Request form:** available from TEDI's reception or website www.tedi.vic.edu.au. Meetings will be conducted regularly with the students to check if students are receiving enough support to meet their requirements. TEDI understands the difficulty that students may have to face when they are away from their home. Therefore, TEDI ensures to provide support to students whenever they are in need at no additional cost to the students. Students may have to bear the cost associated with external services.

2. **Academic Support-Intervention Strategy Form:** Students whose attendance is unsatisfactory (i.e. below 80%) or if student is at risk of achieving unsatisfactory course progress (not demonstrating competency in at least 50% of the course requirements in the study period) will be called for Intervention meeting and intervention strategies will be discussed and applied. For more information, kindly refer to Attendance and Course Progress Policy available on website or from Reception.

The support staff and initial contact person on campus are:

Table 1: Support staff and initial contact person on campus.

Service	Responsibility	Phone no	Email
Emergency Health, safety and security, critical incident.	CEO	03 8725 2061 (Office hours) 0411 952 222 (for after hours) (In case of life threatening emergency, CALL 000)	info@tedi.vic.edu.au
Academic support (including catch up classes, academic progress, attendance, LLN Support, intervention)	Administration Officer/ Academic Coordinator	03 8725 2061	info@tedi.vic.edu.au
First aid, student's health and safety	Administration Officer/ Student Support Officer	03 8725 2061	info@tedi.vic.edu.au

Complaints & Appeals	Administration Officer/Administration Officer/Student Support Officer	03 8725 2061	info@tedi.vic.edu.au
Administration Matters (including enrolment, orientation, deferral, results, Refunds)	Administration Officer /Student Support Officer/Accounts Officer/Administration Officer	03 8725 2061	info@tedi.vic.edu.au
Accommodation	Marketing officer/Administration officer/ Student Support Officer	03 8725 2061	info@tedi.vic.edu.au
Counselling support	Internal: Student support officer External: Counsellor (Administration department is to be contacted for arranging an appointment with the Counsellor at no additional cost).	03 8725 2061	info@tedi.vic.edu.au

Orientation Sessions

Many students find life in Australia quite different from life in their home country so Technical Education Development Institute organises orientation day to help students become familiar with Australian culture and customs and to introduce students to the institute and its services. All students will go through orientation program on the day of enrolment at TEDI.

Technical Education Development Institute (TEDI) conducts an age and culturally sensitive orientation programme delivered by official point of contact personal i.e., Student support officer or representative. This program provides information on being safe on campus and around campus.

This orientation program will include information regarding:

Support services available to assist overseas students to adjust to study and life in Australia

- Being safe on campus and around campus
- English language and study assistance programs
- Language Literacy and numeracy (LLN) support
- Any relevant legal services
- Emergency and health services
- TEDI's facilities and resources
- Complaints and appeals processes
- Information on visa conditions relating to course progress and attendance requirements.
- The support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia.
- Services that students can access for information on their employment rights and conditions, and how to resolve work place issues, such as through the Fair Work Ombudsman.

Orientation sessions are a great way of meeting other students.

Please refer to TEDI's Support and Welfare Policy for more details available on TEDI's website.

True Education Pty Ltd Trading as

1. Technical Education Development Institute
2. Technical Electronics Centre

Student Handbook

ABN: 63 135 095 957|Version no: 24.01

Fair Work Ombudsman

Fair Work Ombudsman is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system. The Office of the Fair Work Ombudsman also investigates workplace complaints and enforces compliance with national workplace laws.

Fair Work Ombudsman focuses on:

- Providing education, assistance, advice and guidance to employers, employees, outworkers, outworker entities and organisations.
- Promoting and monitoring compliance with workplace laws.
- Inquiring into and investigate breaches of the Fair Work Act.
- Taking appropriate enforcement action.
- Performing statutory functions efficiently, effectively, economically and ethically.

For more information, refer to <https://www.fairwork.gov.au>

National Employment Standards

The National Employment Standards (NES) are 11 minimum employment entitlements that have to be provided to all employees.

The national minimum wage and the NES make up the minimum entitlements for employees in Australia. An award, employment contract, enterprise agreement or other registered agreement can't provide for conditions that are less than the national minimum wage or the NES. They can't exclude the NES.

The 11 minimum entitlements of the NES are:

- Maximum weekly hours
- Requests for flexible working arrangements
- Offers and requests to convert from casual to permanent employment
- Parental leave and related entitlements
- Annual leave
- Personal/carer's leave, compassionate leave and unpaid family and domestic violence leave
- Community service leave
- Long service leave
- Public holidays
- Notice of termination and redundancy pay
- Fair Work Information Statement and Casual Employment Information Statement

For more information, refer to <https://www.fairwork.gov.au/employee-entitlements/national-employment-standards>

Arrival Assistance

TEDI can provide arrival assistance to students by informing and guiding them about the arrival assistance provided at Melbourne Airport. There is a Student's Welcome Desk available at Melbourne airport run by the government. It is open at key student arrival times and offers information, advice and a Welcome Pack when you arrive. Visit <https://www.study Melbourne.vic.gov.au> for more information.

TEDI provides airport pick up on pre-arranged basis. Students are required to fill the Airport Pick up form available on TEDI's website or students can email their request for Airport pick up at admissions@tedi.vic.edu.au. Students are requested to contact TEDI at 03 8725 2061 in advance, preferably within 5 working days to avoid any inconvenience.

Airport pick up fees: AU\$100.

There is a help desk available at the airport for international student to assist students in finding suitable airport pick up services e.g., UBER, Sky Bus, and taxi services.

Accommodation Assistance

TEDI does not have its own accommodation facilities. However, accommodation assistance will be provided to students upon request. Providing accommodation advice is free of cost. However, students will have to pay fees for the accommodation booked on behalf of them. Four weeks of notice prior to arrival is required.

Academic Support

Students may have concerns with their academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students can gain advice and support in ensuring they maintain appropriate academic level, and general support to ensure that they achieve satisfactory course progress. Student's course progress and attendance is monitored, and proper guidance and support is provided if unsatisfactory course progress or low attendance has been identified.

Unsatisfactory Course Progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in the study period defined in the training and assessment strategy for the course. Students will be reported to the Department of Home Affairs (DHA) if student shows unsatisfactory course progress in two consecutive study period.

A student can discuss any academic or other related issues to study at TEDI at any time with the student support officer. The student support officer will be able to provide advice and guidance, or referral, where required.

We carefully monitor course progress to ensure students do not fall behind course requirements, because we want our students to succeed.

Intervention strategies are put in place to assist Students to achieve the study goal they initially set out to attain. If learners are having any difficulties, it is advised that they should contact student support services at the earliest opportunity so that support can be provided in the best way possible.

Intervention strategies may include:

- Reduced Study Load
- English language Support;
- LLN and Academic Skills Support
- Specific subject enrolment
- Change of Course
- Extra classes and/or re-assessment
- Counselling;
- Mentoring;
- New Study Plan: Placing student in suitable alternative subject within a course or a suitable alternative course, or a combination of the above and/or a reduction in course load.
- Extension of CoE.

English Language Support and LLN Support

If students do not meet the recommended English and LLN requirements, students will be referred for additional support to be provided by the institute or students will be asked to take further Language, literacy, and numeracy training, such as ELICOS programs (TEDI Does not offer ELICOS programs). TEDI will provide support and guidance to students who are facing difficulty in English or LLN. Students are requested to meet Student Support Officer to seek guidance and/or support. Appropriate strategies will be implemented to assist the students with their learning.

TEDI has an appointed LLN support officer to provide LLN Support to students. Support services are offered to all students. In the event that a Trainer and Assessor identifies students with LL&N difficulties or where students require or request additional LL&N support. Appropriate strategies will be implemented to assist them with their learning. Additional support will be provided by the institute with ACSF Support plan.

Students are requested to speak to LLN Support officer or Administration Officer to discuss about the support measures that they might need. TEDI will provide support with no additional cost.

The confidentiality of students who require additional support services and appropriate strategies are in accordance with our Privacy Policy.

Additional support will be provided by the institute with ACSF Support plan. Refer to LLN policy or Student Support and Welfare Policy for more details.

Outcome of LLN assessment

The outcome of the LLN assessment will allow targeted solutions to be developed and implemented. Students identified as At Risk from the initial assessment can be offered a variety of solutions and/or interventions. This may include ACSF Support plans.

ACSF Support plan

ACSF Support plan is a plan developed for students who are facing difficulties in meeting LLN requirements. This plan is implemented for student to achieve expected learning outcome. Support learning outcomes will be provided in the areas where students have been identified as facing difficulty. Support will be provided if a student's exit level is less than the required level. Support plan for students will be developed on individual case by case basis.

Support plan can be created in areas namely:

1. Learning
2. Reading
3. Numeracy
4. Writing
5. Oral Communication

If required, students can also be provided with support in Grammar, Vocabulary, and Pronunciation. Students must contact TEDI to seek assistance or support in LLN.

Details of ACSF Support plan is available on LLN Policy and can also be made available from the reception.

Student Counselling

Stress, financial difficulties, health, family, relationship issues and social issues can all affect a student's ability to settle into study. Our student support officer offers a confidential support service and external referral where necessary. Students can obtain more information on the support services available at TEDI by speaking to our friendly staff member. All students needing counselling, study skills assistance or practical help should make an appointment with the Students Support Officer on campus. An appointment can be made at reception or by emailing us at admissions@tedi.vic.edu.au.

Personal Counselling Services will be organised where a student is identified in need of counselling and may take the form of advice or referral to other services. Personal counselling services include but are not restricted to:

- Grievance/conflict resolution
- Relationship issues
- Stress and coping
- Cultural, socio-economic, family issues
- Access and equity issues
- Student welfare and support
- Study skills advice
- Referrals to other agencies/professionals
- Crisis resolution
- Therapeutic counselling

For Medical service and support near main campus, students may seek help from the reception or from student support officer.

TEDI has made arrangements with “**Life Resolutions**” counselling service providers. Life resolutions offers counselling services by qualified clinical psychologists throughout Australia.

They have experience in dealing with student issues. The qualified counsellors will be able to provide advice and counselling to students of different cultural backgrounds. They will be able to provide counselling on:

- i. academic and future progress advice
- ii. Welfare matters

These services will be available and accessible by all students at suitable times. If student would like to discuss matters with “Life Resolutions” please contact the Student Administration to book an appointment as these services will be available by pre-arranged appointment.

Note: These services will be free of cost.

Technical Education Development Institute (TEDI) offers reasonable support to students to enable them to achieve the expected learning outcomes regardless of the place of study or the mode of study, at no additional cost to the student.

TEDI will ensure that students are provided with sufficient support so that they can adjust to study and life in Australia. Students are encouraged to contact Reception for more information.

Students requiring assistance with course progress should contact the students support services as soon as possible.

Student Melbourne Study Centre (SMSC)

SMSC offers free support, information and contacts to help students to enjoy living and studying in Victoria. It provides information, referral and practical support for all international students in Victoria. For more details, please refer to <https://www.studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre>

[Address: 17 Hardware Lane, Melbourne, Victoria](#)
[Phone: 1800 056 449](#)

Disability Support

Australia has a law that protects individuals from discrimination in many areas of public life, including education. A person with disability has just as much right to study as any other student.

TEDI will apply reasonable adjustment for students with disability. However reasonable adjustment applied must not be detrimental for the students to achieve course outcomes. TEDI will apply reasonable adjustments to the level it can.

This means that the institute cannot and will not:

- Refuse admission based on disability.
- Accept a student with a disability on less favourable terms than other students (for example, asking for higher fees).
- Deny or limit access to a student with disability (for example, not allowing access to excursions, or having inaccessible student common- rooms or lecture facilities).

Student Welfare Services

TEDI has a designated Student Support Officer to provide basic counselling services to all students. This service assists the students experiencing difficulties in any aspect of their lives, including issues of academic or personal nature. The student support officer is available to students to help them to access study support and welfare- related services such as;

- **Legal Services** – TEDI can refer the student who requires legal advice to Legal Aid Victoria (free of cost usually) or a legal practitioner, the referral is at no cost to the student. Student will be responsible for any cost related to the legal advice charged by legal practitioner.
- **Accommodation** – Accommodation advice is available to all the international students from the point of application to the completion of their course. TEDI will provide up to date information on accommodation options and/or

accommodation providers available for students, this advice will be provided free of charge. The fees for external agencies will be at the cost of the student.

- **Emergency and Health Services** – During orientation, students will be advised regarding campus safety and how to access emergency and health services in Australia. For non-urgent services, students are encouraged to speak with the student services. For medical or other emergencies, students are instructed to contact the appropriate services, e.g., 000 and inform TEDI as soon as appropriate.
- **Facilities and Resources** – At orientation, students will be given a guided tour of the campus and all TEDI facilities. At this time, they will be explained all available resources.
- **Complaints and appeals processes** – The complaints and appeals policy and procedure is available in detail on the website www.tedi.vic.edu.au and can be made available from reception and from TEDI's website.

Students will be advised of their visa conditions relating to the course progress and or attendance as appropriate during the orientation so that students can continue to meet their visa conditions.

At TEDI, Intervention strategies are applied for students who are facing difficulties in achieving satisfactory course progress or are unable to attend classes due to problems or issues they may have.

TEDI can also refer students to external counselling services for various issues if necessary, however, each issue is dealt on a case-by-case basis. There is no fee attached to seek advice on welfare support and referral service.

Support Staff

Enrolment officer: Enrolment Officer handles all the admissions and enrolment related processes and queries.

Student Support Officers: provides academic and non-academic support to students which includes, providing counselling, coaching, mentoring, accommodation support, etc. and handles course related queries.

Health, Safety and Security Support, First Aid and Counselling: provides medical assistance, student safety, assistance and counselling support.

Administration Manager, Complaints Officer: Handles all general courses, enrolment, and administration queries and complaints process.

Trainers and Assessors handles all the specific course related queries and assessment issues.

Reception: Our reception is open to assist students from 9:00 am to 5:00 pm Monday to Sunday.

Fee Payment and Refunds

Initial payment of fees is payable when the student enrolls into a course. The student will be required to pay an application fee, material fee and initial tuition fee deposit prior to commencement. Please note that application fee is one-time fee to cover cost of administration related costs and a non-refundable fee. Fee has been scheduled to ensure that TEDI is not collecting more than the initial tuition fee amount as stated on student's offer letter and that TEDI will not receive more than 50% of the students' total fee for a course before the student has begun their course unless the course duration is 25 weeks or less. However, students, or the person responsible for paying tuition fees, may choose to pay more than 50 % of their tuition fees before they start their course.

Any amount of fees paid before the start of the course will be reflected on your Confirmation of Enrolment (COE).

Fee Schedule

Table below list a Schedule of Fees charged by TEDI to students where applicable.

Course Fee	As per course offer and written agreement
Application Fee (Non-Refundable)	\$300
Material Fee	As per course offer and written agreement
Recognition of Prior Learning Fee	Subject to Qualification and Units
Credit transfer Fee	No charge
Repeat/Re-enrolling unit Fee	\$300
Re-assessment Fee (after 2 attempts)	\$300
Late payment Fee	\$50 per week
Deferral/Suspension Fees	\$300
Bank Transfer Fee	What the bank charges for the transfer
Credit Card Payment Surcharge	3% surcharge
Accommodation Services	Depends on Specific Arrangements
Airport pickup	\$100
OSHC (Overseas Student Health Cover)	Outsourced- contact TEDI for more details
Re-Issue of Certificates and transcript	\$100
Re-Issue of Student ID Card	\$50
Interim Academic Transcript	No charge
Change of COE Fee	\$300
COE Extension	Depends on course and duration extended

**material fee includes Handouts and printed material costs only.

** Application fee is one-time fee payable at the admission to cover administration cost associated with enrolment and its non-refundable fee in event of withdrawal.

Payment of Tuition Fees

- The initial tuition fee, application fee and material fee (if applicable) as stated in the offer letter must be paid in advance before the commencement of the course for confirmation of enrolment at the Institute.
- Students are not required to pay more than the initial tuition fee amount as stated on the offer letter (or 50% of the tuition fee) before the start of the course. However, students can pay more than 50% if they wish to do so. Any amount of fees paid before the start of the course will be reflected on the Confirmation of Enrolment (COE).
- Any remaining tuition fees can be paid through payment plan arrangements. All students are required to understand and sign the fees agreement which states the next instalments amount with the due dates. All due dates on the tuition fees are kept at standard 15th of every month.
- Student must pay full tuition fees for each term by the due date or as specified in the invoices unless any other payment plan/arrangement is agreed with the institute.
- Tuition fees will be payable to the institute by a bank draft or telegraphic transfer (or other approved payment options) in Australian dollars made payable to the institute.
- Student must pay their fee directly to Technical Education Development Institute (TEDI). Students should not pay the fees to an agent and/or third party in relation to the application for enrolment.
- In case the student's instalment falls on a particular month, a friendly email reminder along with the first warning letter will be issued to the student after 7 working days of the date when the student has missed the payment i.e. 7 working days after the "due date". Students may also be informed via phone call or post for initial reminder.
 After sending the first warning letter, if the student fails to make the payment again and does not communicate with the accounts department, a second warning letter will be issued to the student after 7 Working days of sending the first warning letter. Students will be provided with 7 more working days to make the payment or to request for an extension. Students must meet the Accounts Officer or call TEDI at 03 8725 2061 if they require any kind of support.
- If a student fails to make the payment and/or does not communicate with TEDI even after the second warning letter, a final notice i.e., "Intention to cancel Enrolment" will be issued to the student. Students will be provided with 20 working days to make complaints or lodge appeals.

If a student fails to make the payment of the outstanding fees after sending Intention to cancel enrolment and/or does not access the complaints and appeals procedures, Student's enrolment will be cancelled after 20 working days of the final notice.

The suspension of enrolment will cause following restrictions to apply:

- i. Loss of access to the Institute library service, classroom, computer system including internet and others.
- ii. Loss of access to enrolment records, results, and academic certificates.
- iii. Inability to attend any classes where this may result in students having to repeat missed work and/units.

The student has the right to appeal against the decision from the date of letter. Refer to complaints and appeal policy for information available on TEDI's website. If the student decides to appeal against the decision, his/her enrolment will be kept active until both internal and external appeal process is completed.

i. If students choose not to appeal against the institute's decision and makes no further payment or do not contact the institute concerning their debt, their enrolment may be cancelled, and the student will be reported to the Department of Home Affairs for non-payment of fees.

J. If student decides to not appeal against the decision and accepts to pay the fees, then students will be required to pay the full dues along with late fee of \$50 per week.

k. An additional fee for re-assessments will be applicable when:

- Students must undergo reassessment after two additional attempts.
(Re-assessment fee after 2 attempts - \$300), or
- Students must repeat a subject (Repeat unit fee- \$300).

l. Students who enrol in additional courses will be required to pay a separate tuition fee as specified for the course.

m. The tuition fee charged to the student will remain the same provided the student remains enrolled in the same course. If the student transfers the course, tuition fee for the transferred course will be applied.

Please Note: Fees are subject to change over the duration of the course without prior notice. Students are advised to contact student administration for updated fees and charges.

n. If the student's visa status changes (e.g. becomes a temporary or permanent resident), the student will continue to pay full overseas student fees for the duration of the enrolled program.

o. TEDI reserves the right to engage in any third party to recover any outstanding fees payable to the institute. The cost incurred to the institute for engaging a third party to recover such outstanding fees will be charged to the student.

p. TEDI applies the following procedures to ensure all the students are treated fairly and with integrity when applying for refunds.

q. All refunds applications will be submitted to the student administration department and the following procedures will be followed in assessing the application.

r. All 'refunds' will be approved by the Accounts Officer and the applications will be processed within 10 working days of the application being placed.

Process for claiming Refund

A student who wishes to apply for a refund of tuition fees in accordance with this refund policy should do so by filling up a Refund Application form available at the TEDIs reception or on the TEDI website at www.tedi.vic.edu.au.

<https://tedi.vic.edu.au> and submit with other supporting documents at the reception:

Accounts Officer

True Education Pty Ltd Trading as Technical Education Development Institute and t/a Technical
Electronics Centre

Level 5, 123 Lonsdale Street, Melbourne, Victoria – 3000 Australia

or

Email at admissions@tedi.vic.edu.au

Refunds

All students' refunds are conditional on the following:

COURSE WITHDRAWAL

- i. Where a written notice of withdrawal is received by the Institute at least **12 full weeks or more before the agreed start date** of the course or term, the institute will refund 100% of the fee received except application fee.
- ii. Where a written notice of withdrawal is received by the institute within **6 to 11 full weeks before the agreed start date** of the course or term, the institute will refund 50% of the fee received except application fee.
- iii. Where a written notice of withdrawal is received by the institute within **5 full weeks or less before the agreed start date** of the course or term, no refund will be provided.
- iv. Where a written notice of withdrawal is received by the institute **after the start date** of the course or term, no refund will be provided.
- v. Where the student defaults, including withdrawing from a course, after the course/term start date, students will be liable to pay full tuition fee for that study period and there will be no refund of paid tuition fees.
- vi. It should also be noted that if the student's enrolment falls within no refund timelines before the agreed start date of the course, then there will be no refund.
For example: If a student enrolls in week 5 before the course start date, he/she will not be eligible for refund as the enrolment falls in no refund period of 5 full weeks prior to the agreed start date of the course.
- vii. If the refund application is approved, refund will be paid within the period of 20 working days after receiving a written notification/claim from the student and relevant forms duly signed by the student.
- viii. The institute must have received funds in order for any refunds to be made available (i.e., cheques are cleared, telegraphic transfers have been received).

B. STUDENT DEFAULTS

An overseas student or intending overseas student defaults, in relation to a course at the location, if the student himself/herself initiates termination of enrolment like:

The course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn).

or

a) the student withdraws from the course at the location (after the agreed starting day).

or

b) the institute refuses to provide, or continue providing, the course to the student at the location because of one or more of the followings:

- i. the student failed to pay an amount payable to the provider for the course;
- ii. the student breached a condition of his/her student's visa and his/her visa has been refused;
- iii. misbehavior by the student {Note: the student is entitled to natural justice under subsection 47A (3)}

Note: If students do not commence studies in a course (i.e. the student does not start the course on that day) or when they are due to commence and have not notified the institute in writing within 31 days of the course commencement, then student's enrolment will be cancelled on the basis of non-commencement of studies.

A student does not default for failing to start a course on the agreed starting day if he/she does not start that course because of the provider defaults in relation to the course at the institute.

TEDI will pay the refund to the following person:

- a. the student
- b. if a person (other than the student) is specified in this written agreement to receive any refund- the specified person.

TEDI will pay the refund within the period of 20 working days after receiving written claim from the student.

C) VISA REFUSAL

If a student's visa application or visa renewal is refused by the Australian Government, a refund of course fees will be made, and visa refusal refunds will be calculated in accordance with the legislative instrument under subsection 47E (2).

The calculation under subsection 47E (2) is as follows:

The amount of unspent pre-paid fees that the provider must refund the student for the purpose of

Subsection 47E (2) of the Act is the total amount of the pre-paid fees that the provider received for the course in respect of the student less the following amount (the lesser of):

- a) 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or
- b) the sum of \$500.

Students must provide the Institute with substantiated evidence of their student visa refusal.

If an international student currently in Australia has their student visa application refused by the Department of Home Affairs (DHA) after the commencement of their studies; refund will be calculated as follows:

The refund amount = weekly tuition fee x the number of weeks in the default period

a. The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar.

b. Weeks in default period: number of calendar days from the default day to the end of the period to which the payment relates/7
or

The number of weeks in the default period = the number of weeks (i.e., calendar days divided by 7, rounded up to the nearest whole number) in the unexpired portion of the course after the default day, in relation to which TEDI has received tuition fees.

If TEDI has only received an installment of tuition fees for part of the course, the weeks in default period would be the number of weeks between the default day and the end of the part of the course to which the installment relates.

If the number of weeks calculated is not a whole number, round the number up to the nearest whole number.

No refunds will be granted where an international student currently in Australia has their student visa cancelled by the Department of Home Affairs (DHA) for a breach of visa conditions.

C. PROVIDER DEFAULT

- I. In the unlikely event that the institute is unable to start or deliver the course (known as provider default), the student can choose to accept either:
 - i. A refund of course fees, which will be issued to the student within 14 days.
 - ii. Or be placed in an alternative course with the institute or another provider. If the student chooses this option, they must sign a new written agreement to indicate that they have accepted the placement.
- II. If the student chooses to receive a refund of course fees, the institute will calculate the unspent portion of tuition fees paid to date (i.e., tuition fees the student has paid for, but which has not been delivered by the institute). The refund will be paid within 14 working days after the cessation of the course.
- III. If the institute is unable to provide a refund or place the student in an alternative course, the TPS will provide the student with options for suitable alternative courses (if any such courses are available), or if this is not possible, the student will be eligible for a refund as calculated by the TPS Director.

D. SPECIAL CIRCUMSTANCES

Where a student withdraws from the course and returns home because of exceptional and extenuating circumstances of a compassionate nature, such as a death or severe illness in the immediate family, 100% of all the unspent fees paid, less any application fees, will be refunded.

I. REFUND PROCESS

- a. The student must apply for refund using the *Refund Form* available on the website or from the reception, along with the evidence and supporting documents. Such documents may include:
 - i. a completed refund application form provided by the institute.
 - ii. a letter from DHA advising of a rejection of the student visa application or a refusal to extend a student visa,
 - iii. Proof of extenuating circumstances of a compassionate nature.
- b. Refunds will be made within 20 working days of the receipt of completed refund application form along with the supporting documents by the institute (*in case of student's default*).
- c. Refunds will be made within 14 working days of the receipt of completed refund application form along with supporting documents by the institute (*in case of TEDI default*).
- d. Students can nominate a person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act.

II. PAYMENT OF REFUNDS

- a. Refunds will be paid in Australian dollars via bank transfer to the bank account number nominated by the student on the refund application form.
- b. Refund to International banks will be made in the Australian currency whereby the student will receive refund amount equivalent to Australian dollar exchange rate on the date of transfer.

Note: Timeline for refund

It is to be noted that refund will be made available to students differently based on the student's default and providers (TEDI) default.

- i. **In case of Student default:** Refund will be paid within the period of 20 working days after receiving written notification/claim from student and relevant forms duly signed by the student.
- ii. **In case of Provider's (TEDI) default:** Refund will be paid within the period of 14 days after cessation of the course.

Students are required to read the "Fee payment and Refund Policy" for detailed information available on TEDI's website and the policy can also be made available at reception.

Please refer to the course refund table below for details:

TEDI COURSE FEE REFUND TABLE			
Refund Circumstances	Refund of Tuition Fees Paid	Refund of Material Fees	Application Fee
Withdrawal at least 12 full weeks or more prior to agreed start date.	100%	100%	No refund
Withdrawal between 6 to 11 full weeks prior to the agreed Start date.	50%	100%	No refund
Withdrawal in 5 full weeks or less	No refund	No refund	No refund

Withdrawal after the course start date	No refund	No refund	No refund
Course withdrawn by the Institute	100%		
Application rejected by the Institute	100%	100%	No Refund
The course is not provided fully to the student because the Institute has a sanction imposed by a government regulator.	Refund of unused portion of tuition fees for future terms	No refund	No refund
Visa refused prior to the course commencement	Total amount of the pre-paid fees received by TEDI for the course in respect of the student course less the following amount. (a) 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or (b) a maximum sum of \$500 whichever is lesser		
Visa is refused after the commencement of the studies due to not meeting visa requirements.	<p>The refund amount = weekly tuition fee x the number of weeks in the default period</p> <p>a. The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar.</p> <p>b. The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates/7</p>	No Refund	No refund
RPL fee	No refund if the 'Statement of Attainment' is provided	No refund	No refund
Visa refused due to submission of the fraudulent documents by or on behalf of the student	No refund	No refund	No refund
Withdrawal from the course without notification or breaching their visa conditions	No refund	No refund	No refund
Visa cancelled due to actions of the student	No refund	No refund	No refund
Student abandons the course	No refund	No refund	No refund
The Institute cancels an enrolment due to serious student misconduct	No refund	No refund	No refund
<p>Note: If a student's enrolment falls within no refund timelines before the agreed start date of the course and the student decides to withdraw from the course, then there will be no refund.</p> <p>For example: If a student enrolls in week 5 before course start date, he/she will not be eligible for refund if student withdraws from the course as enrolment falls within no refund time period of 5 weeks prior to the agreed start date of the course.</p>			

COOLING OFF PERIOD

TEDI will provide applicants a 7-day cooling off period. This means that if a student accepts the offer letter to study at TEDI and pays TEDI relevant course fees as per the signed agreement. If the student changes their mind (for any reason), a full refund of course fees paid till date will be provided. Students must notify TEDI in writing within 7 days of the signed agreement date.

Note: Timeline for refund

It is to be noted that refund will be made available to students differently based on the student's default and providers (TEDI) default.

In case of Student default: Refund will be paid within the period of 20 working days after receiving written notification/claim from student and relevant forms duly signed by the student.

In case of Provider's (TEDI) default: Refund will be paid within the period of 14 days after cessation of the course.

STUDENT'S RIGHTS TO APPEAL

- a. Any student who is refused a refund by the institute may appeal within 20 working days in writing to the student Administration Officer and follow the complaints and appeal process of TEDI.
- b. The institute's appeal process does not restrict the student's right to pursue other legal avenues.
- c. The written agreement and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to act under the Australian Consumer Law if the Australian Consumer Law applies.

Tuition Protection Services

Protection of tuition fees paid in advance by student visa holders is undertaken in accordance with ESOS requirements and the Tuition Protection Service Framework. The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students can either:

- Complete their studies in another course or with another education provider or
- Receive a refund of their unspent tuition fees.

TEDI is compliant with the ESOS requirements of the Tuition Protection Service (TPS), which is a replacement and refund service for international students.

It is an unlikely event that TEDI is unable to deliver a course that you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is

called a provider default obligations), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

For more information on Tuition Protection Service visit: <https://tps.gov.au>

Critical Incident

As per standard 6.8 of the National Code 2018, TEDI has its critical incident policy in place.

The policy ensures that critical incidents or potential critical incidents that could affect student's ability to undertake or complete the course in which they are enrolled are mitigated if possible or monitored so that support can be arranged if appropriate. The policy ensures that critical incidents and the actions taken are recorded in writing and are kept for a period of not less than two years after the student's enrolment has expired.

A Critical incident is defined as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. Critical incidents that may cause physical or psychological harm could include, events such as:

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2. Technical Electronics Centre

Student Handbook

ABN: 63 135 095 957|Version no: 24.01

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

It is Technical Education Development Institute's intention to provide students with a safe environment on campus and advise students and staff of how they can enhance their personal safety and security.

Critical incident officer: Manpreet Oberoi
 Phone no: 0411 952 222 (available 24 hours) or
 03 8725 2061 (available 9:00-5:00-Monday to Sunday)
 By email: admissions@tedi.vic.edu.au

For detailed information, students can refer to Critical Incident Policy available on the website and can also be made available from TEDI's reception.

Emergency Contact List

EMERGENCY SERVICE	CONTACT NUMBER
Emergency Fire Police Ambulance	000 (zero, zero, zero)
State Emergency Services (SES)	132 500
Non-Emergency Police	131 444, 9247 6666
Poisons Information Centre: [24 hours]	131 126
Care Ring: 24 hour counselling service	136 169
Life Line: 24 hour service	131 114
Public transport & timetables	131 638
Accident Towing	131 176
Dentists: Dental Hospital Service [Emergency Only]	9341 1040
Search and rescue-Australian Maritime Safety Authority	Within Australia - 1800 627 484 Outside Australia - +61 2 6279 5000
Nurse On Call: AMA Victoria's Doctor Search	1300 606024

External Services

Fire, ambulance, police (life-threatening emergencies): Ring 000

Hospitals and Medical Issues (Melbourne, Victoria):

The Alfred: (03) 9076 2000

Austin Hospital: (03) 9496 5000

Royal Children's Hospital: (03) 9345 5522

Royal Women's Hospital: (03) 8345 2000

Royal Melbourne Hospital: (03) 9342 7000

St Vincent's Hospital: (03) 9411 7111

Refer to www.yellowpages.com.au for services near you.

The National Translating and Interpreting Service: 131 450

Lifeline 24-hour Counselling Services: 131 114

Solicitors/ Lawyer:

The Institute of Arbitrators Mediators Australia: Free call 1800 651 650

Victoria Legal Aid: www.legalaid.vic.gov.au

Study in Australia: www.studyinaustralia.gov.au

Youth Central: www.youthcentral.vic.gov.au

Places of Worship

Churches: www.australianchurches.net

Mosques: <http://www.islamiccouncilwa.com.au/mosque/>

Temples Australia: www.hindu council.com.au

Sikh Temple: <http://www.sikhyouthaustralia.com/>

Other Support Services

The following support services are free. They are able to provide you with referrals to help you deal with the issue you are facing.

Lifeline: 13 11 14 (24-hour counselling service)

Men's line Australia: 1300 78 99 78

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1. Technical Education Development Institute
2. Technical Electronics Centre

Student Handbook

ABN: 63 135 095 957|Version no: 24.01



Grief line (Telephone Counselling Service): 1300 845 745 (12 noon - 3 am, 7 days a week, all year)

Direct Line (Drug and alcohol service): 1800 888 236

Crisis Help: 1800 627 727

Domestic Violence Resource Centre Victoria: 1800 737 732

Direct Line (Drug and alcohol service): 1800 888 236

Crisis Accommodation Information (Homelessness Help Services): 1800 627 727

The Gambling Help Line: 1800 858 858

Safety and Security

At TEDI, the senior staffs are instructed to 'notice' any safety or security issue during their daily work routines. All staff are instructed on general workplace safety issues and how to manage them.

Students leaving late in evening from the institute are advised to leave the building accompanied by one or more fellow student(s) or advise their trainer or administrative staff on duty that they are leaving, and request accompanied to their mode of transport if necessary. Students and staff are advised to travel on main streets where other members of the public are present rather than side streets or alleyways.

When less number or single staff is on site after normal business hours, they are advised to lock the doors for security.

Any incidents or student welfare issues are recorded on the critical incident record and a critical issue report is compiled describing the issue, the people involved, action taken, and follow-up required or planned. When the issue is closed, the report and record are stored in TEDI's files for a period of not less than two years from the conclusion of the student's enrolment or the staff member's tenure.

TEDI will provide staff and students with access to information on general safety and security whilst on campus and advise them of the actions they can take to enhance their personal security and safety. Information is summarised during orientation of students and induction of staff. Information will be available on TEDI's website with links to other organisations that supply additional information.

Information provided to staff and students on seeking assistance for, and reporting an incident or a matter concerning their wellbeing is contained amongst the information provided in this handbook and also during orientation. Information also includes general information relevant to safety awareness for general life in Australia.

TEDI and its staff may be trained and experience to manage minor incidents, such as basic first aid, minor harassment or minor risks discovered within the premises. However, TEDI is not equipped to manage major incidents and has a Support policy of requesting assistance from appropriate emergency services or specialists. Staff members are instructed to call in external assistance when they feel it is required. They do not need permission from senior management to engage external assistance.

Staff members are instructed through the Critical Incident policy that they are to never speak with the media about any issue or incident, unless instructed to by the TEDI's CEO and they are accompanied by the TEDI's legal representative.

TEDI POLICIES AND PROCEDURES

Students have access to all relevant administrative and academic policy and procedures. They are published on our website www.tedi.vic.edu.au and can be made available from the Student Administration or reception.

Student Rights as a Consumer

As a consumer, a student has the right to receive current, factual and accurate information about the courses offered by TEDI before making an enrolment decision. To ensure this, TEDI has stringent policies and procedures in place.

It is very important that you read this Handbook carefully before enrolling with TEDI to ensure that the course meets your requirements and that you fully understand the fees and your obligations as a student.

The written agreement and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the students to act under the Australian Consumer Law if the Australian Law applies.

TEDI will notify the learners when any change occurs that may affect the services that TEDI is providing. This includes:

- a change in ownership of the RTO, and/or
- any changes to, or new third-party arrangements TEDI puts in place, for the delivery of services to the learners.

Media Consent

The Application form gives you the opportunity to decline permission for TEDI to use any representation of your time here for promotional purposes.

From time to time, TEDI staff may request to take photographs/videos or verbal/written interviews/testimonials of students at TEDI or at places where the student is involved in an activity. These creations may be used in a classroom, or work activities or could be published by TEDI in print, digital or broadcast media such as documents, the student magazine, website, television, YouTube, social media platforms, newsletters, displays, journals, professional development materials for trainers and marketing collateral. Staff may also at times request that students provide any of the above of the students' own creation for the same purposes. You have a right to refuse use of your image or work for such creations. Students may also reverse their decision to decline Media Consent by signing a Media Consent Form at the time of any such request and withdraw any time by sending a mail or contacting TEDI's student administration.

Access, correction and complaints

You have the right to seek access to or correct your own personal information. You may also complain if you believe your privacy has been breached.

Please refer to TEDI privacy policy for more information and/or visit office of the Australian Information Commissioner (Oaic) at <https://www.oaic.gov.au/> for more information.

PRIVACY STATEMENT

Your privacy is important to us, and all the personal & private information collected about you will be treated as confidential. Information collected during your enrolment is done in order to meet our obligations under the ESOS Act 2000, and the National Code 2018, to ensure student's compliance with the conditions of their visa and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the ESOS Act 2000, the ESOS Regulations 2019 and the National Code 2018. Information collected about you during your enrolment will be provided, in certain circumstances, to the Australian Government and designated authorities and

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1. Technical Education Development Institute
2. Technical Electronics Centre

Student Handbook

ABN: 63 135 095 957|Version no: 24.01

Tuition Protection Service (TPS) director. In other instances, information collected during your enrolment can be disclosed without your consent where the institute is authorised or required to do so by the law.

You can access information collected from you on the application form and during your enrolment by contacting Student Administration at the institute.

Under National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020, TEDI is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this letter of offer, your training activity data) may be used or disclosed by TEDI for statistical, regulatory and research purposes. TEDI may disclose your personal information for these purposes to third parties, including:

- Employer – if you are enrolled in training for industry placement Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

If there are any queries about our institute and courses, please feel free to contact us via phone, email or visit our Institute. The contact details are listed below:

Address

Level 5, 123 Lonsdale Street, Melbourne, Victoria – 3000 Australia

Phone

03 8725 2061

Email

Admissions@tedi.vic.edu.au

Website

www.tedi.vic.edu.au

Disclaimer: Information contained in this Student handbook is current at the time of printing and is subject to change. Please refer to information published on website www.tedi.vic.edu.au for the most current information or speak to TEDI's student's administration. Students are encouraged to get more information from the National Training Register at www.training.gov.au or speak to TEDI staff member for further details.

TEDI handles all superseded qualifications as per our Course Transition Policy and Procedures available from www.tedi.vic.edu.au. Information contained in this handbook should be read in conjunction with website information. For more information, please speak to student's Administration Manager at the reception of Technical Education Development Institute.

**“An investment in knowledge pays the best interest” – Benjamin Franklin
Don’t forget to contact us for any kind of support or help that you may need.
We are always there to provide support wherever required.**

Find us on



<https://m.facebook.com/tedi.vic.edu.au/>

