



NAIT

**INTERNATIONAL
STUDENT HANDBOOK
2023-24**

**NATIONAL
AUSTRALIAN
INSTITUTE OF TECHNOLOGY**

RTO 41530 CRICOS: 03743C

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WELCOME MESSAGE

Welcome to National Australian Institute of Technology (NAIT) and congratulations on your new journey with us. We pride ourselves not only in fostering academic excellence but also in making our students' educational experience satisfying such that students will only remember their time at NAIT for the rest of their lives.

On behalf of our staff and teachers, I warmly welcome you to NAIT.

This Student handbook has been developed to provide you with important information in order to make an informed decision about your future study plans. It contains information about courses we offer, fees and costs, admission procedures at NAIT 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 NAIT.

Rest assured that the NAIT Team is here to support you in order for you to have the best learning experience possible. We are committed to ensure that your time at NAIT is worthwhile, memorable and productive.

I look forward to seeing you at NAIT

Rakesh Bodat

CEO

National Australian Institute of Technology Pty Ltd | NAIT

ABOUT NAIT

The NAIT was established in May 2015 as National Australian Institute of Technology Pty Ltd with the intention to become a quality Information Technology training provider offering both accredited training and non-accredited IT vendor certifications to the Job seekers.

NAIT is specialized industry focused training provider delivering courses in IT and business areas with engagement of experienced industry professionals from IT and business industries. NAIT has structured its programs based on hands on practical training experience using technology and simulated environment where students will develop IT and Business skills in realistic environment conditions.



NAIT community of teachers and support staff offers a learning environment that pays close attention to each individual student needs and promotes equal opportunity education to all students.

Conveniently located in Richmond, Victoria, NAIT training location is accessible to all students by using public transport and in close proximity of Richmond Railway Station, Richmond library, shops and restaurants.

NAIT has partnered with Major IT vendors like Microsoft, Cisco VMware, CompTIA, Oracle, Adobe to deliver official IT curriculum helping students to learn latest technologies.

We are official authorized IT Academies for:

- VMware IT Academy
- Microsoft Imagines Academy
- RedHat Academy
- Cisco Partner

- Adobe Partner
- Oracle Academy
- CompTIA IT Academy
- CheckPoint IT Academy

AUTHORIZED TRAINING PARTNERS



NAIT delivers High Stake exams for more than 4,000 private/ public companies, government agencies located in worldwide and deliver 10,000 plus examinations per year in partnership with major examination companies like:

- Pearson VUE
- Certiport
- PSIOnline
- Castle Worldwide
- Kryterion Global Testing
- ANZTB - Australia & New Zealand Testing Board
- CPA Australia

AUTHORIZED TESTING PARTNERS



We work with more than sixty (60) Australian companies from diverse industries e.g. IT, Business, real estate, health providers companies to deliver our non- accredited IT vendor trainings. We have strong IT industry network of IT vendors and placement providers to organize student industry placement e.g. professional year, IT internships and work placements.

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

Address: 373-375 Bridge Road
 RICHMOND VIC 3121
 Phone: (+61) 3 9428 1615
 Email: info@nait.edu.au
 Website: <http://www.nait.edu.au/>



ENROLMENT INFORMATION

This Student handbook has been developed to provide students with important information in order to make an informed decision about your future study plans. It contains information about courses we offer, fees and costs, admission procedures at NAIT 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 NAIT.

Students must read this handbook carefully in full before making an application. Students are encouraged to contact NAIT if they are unsure about any information included in this handbook or have any questions.

Students must complete the student application form and send the completed form to the NAIT along with the Application fee. You can also submit your application through one of our authorised agents. A list of approved agents can be found on our website www.nait.edu.au/agents.

Once your form is received institute will conduct a pre-training review which aims to identify your training needs through questions on previous education or training, relevance of the courses to student, basic computing skills. Interview will be conducted by NAIT enrolment officer. Interview also aims to identify possible RPL opportunities, confirm oral communication skills. Through pre-training review, you will also demonstrate you have necessary skills to successfully complete the course.

Although NAIT expects you will provide evidence of your literacy and numeracy skill with IELTS /equivalent test score and secondary school certificate. However, to identify level of LLN and computer skills and support requirements, you will be sent NAIT LLN and Computer literacy test which you are required to complete by online. A link for test will be sent in your e-mail address to validate your identity and once test is completed, institute's enrolment officer will confirm authenticity of test by asking questions and confirming answers provided by you.

Institute will also identify any Recognition of prior learning (RPL) and credit opportunities during pre-training interview. If any RPL opportunities are indented students will be provided RPL form and NAIT enrolment officer will explain the RPL process and information kit will be sent. If any RPL is approved CoE length will be adjusted according to RPL and credit transfer approved for unit of competencies.

The Institute will assess completed student application forms based on the information supplied. Students for each course will be selected in a manner that reflects access and equity principles. Completion of the student application form does not imply that the Institute will make an offer to the prospective student.

NAIT will notify the outcome of your application in writing. The Institute will send successful applicants an offer letter, a written agreement and a request for payment. Written agreements must be completed in full, signed by the applicant, dated and returned to the Institute.

Applicants wishing to accept the offer, the student must complete the written agreement, pay the fee requested in the letter of offer and send it to the Institute. Institute will not accept the course fees without written agreement.

Once the completed written agreement and the fee is received (and cleared by the bank) NAIT will issue a confirmation of Enrolment (COE). The COE is required for prospective students to apply for their Australian student visa.

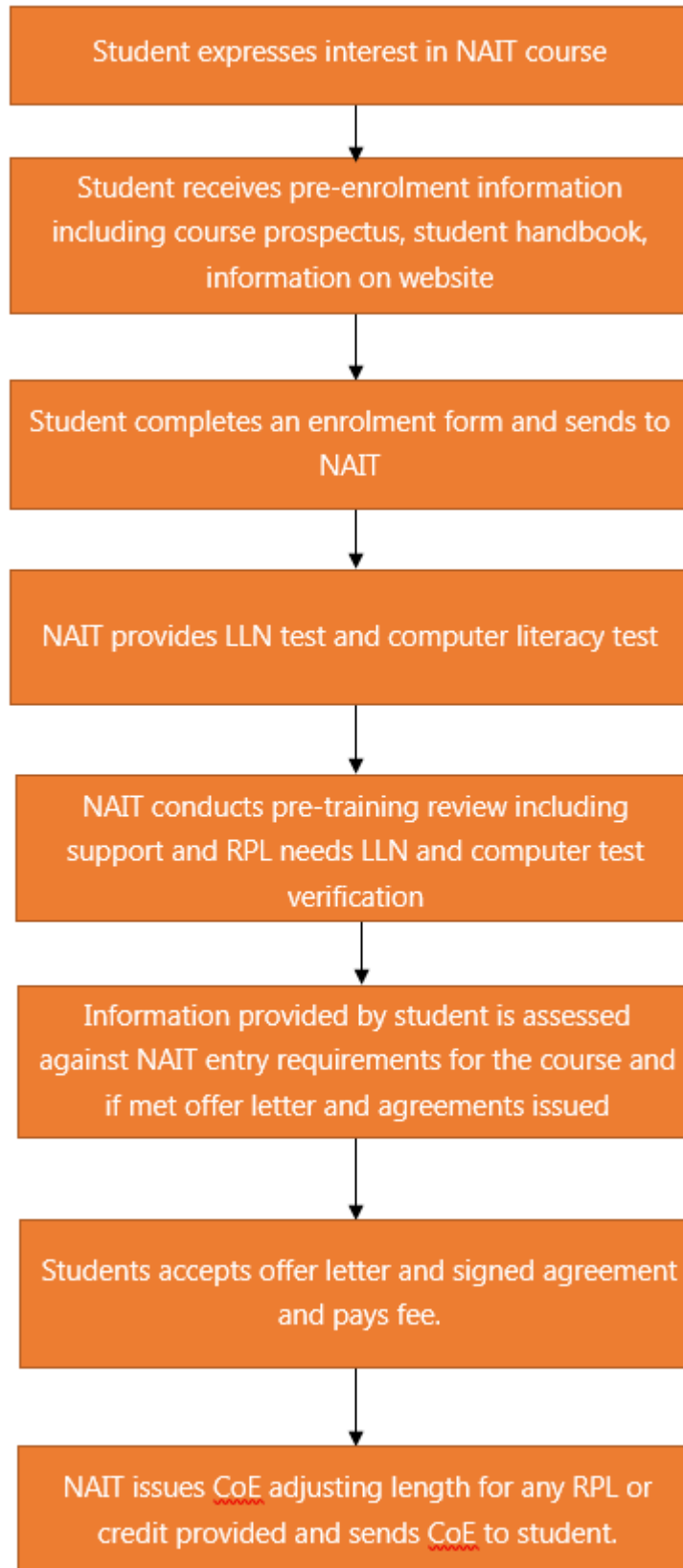
Applicants will also be notified if they do not meet the entry requirement.

Unique Student Identifier (USI)

All students undertaking vocational education and training must hold a Unique Student Identifier (USI) and provide it to the NAIT during the enrolment process. If students do not provide an USI, NAIT will not be able to issue a Certificate, Statement of Attainment or Transcript for the training. For details on USI, visit www.usi.gov.au. NAIT Student Services staff can assist you to obtain your USI on request.



NAIT ENROLMENT PROCESS



ENTRY REQUIREMENTS FOR INTERNATIONAL STUDENTS

All international students should meet following requirements in order to be accepted in to NAIT Diploma courses.

Enrolment information

National Australian Institute of Technology enrolment requirements for this course are:

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

English language requirements:

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

- 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 application 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 test providers	Minimum test score	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 (IELTS)	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
Pearson Test of English (PTE) Academic	42	36	30

The test must have been taken no more than two years before you apply for NAIT Courses.

Language, Literacy and Numeracy test (LLN)

Student undertaking this course must possess sound Numeracy skills since it requires them to do calculations, make reports and graphs.

All students are required to undertake a language, literacy and numeracy (LLN) test mapped at ACSF level 4 conducted by institute.

If students do not meet English and LLN requirements, students will be asked to take further Language, literacy and numeracy training e.g. English Language Intensive Course for Overseas Students (ELICOS) programs.

Academic requirement

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

Computer literacy requirement

All student enrolling in to Diploma programs must have basic computer skills and Student will be required to undertake NAIT's Computer skill test prior to course entry.

Students those who do not possess basic computing skills will be referred to take basic computer skills course e.g. International computer driving licence (ICDL) provided free of cost or COMPTIA Academy basic computer usage course (fee charged) which can be provided by NAIT or students can choose to take course with other institutes.

Minimum age requirement

National Australian Institute of Technology will only enrol students who are over 18 years of age at commencement of their course.

Pre-training Review

All student will undertake pre-training review which aims to identify their training needs through questions on previous education or training, relevance of the courses to student, basic computing skills and interview conducted by NAIT enrolment officer. Interview also aims to identify possible RPL opportunities, confirm oral communication skills. Through pre-training review student will demonstrate that they have necessary skills to successfully complete the course.

Materials and Equipment Requirement

Although NAIT will provide access to computers/laptops with required resources during classroom hours however to work on 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 applications such as Microsoft Word, and an email platform.

Course Information

Diploma of Leadership and Management

National Code: BSB50420

CRICOS CODE: 104383D

Duration: 52 Weeks (including holidays and breaks)

Tuition Fees: \$10,500

Material Fee: \$300

Enrolment Fee: \$200 (Non-refundable)

Location: 373-375 Bridge Road, Richmond, Victoria 3121

Mode of study: Face to face in classroom

Course Description

This course is designed for international students who will be involved in classroom training in a full-time capacity to gain the qualification. The qualification is designed for people who wish to work in a supervisory role and can be utilised in a variety of business environments. This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts.

Course Structure

In order to achieve qualification (BSB50420- Diploma of Leadership and Management), student must complete following 12 unit of competencies which includes 6 core units and 6 electives units

Code	Unit of Competency	Core/ Elective	Amount of training (Face to Face Training Hours)	Self- Study Hours	Total Volume of learning
BSBCMM511	Communicate with influence	Core	80	40	120
BSBCRT511	Develop critical thinking in others	Core	60	30	90
BSBLDR523	Lead and manage effective workplace relationships	Core	60	30	90
BSBOPS502	Manage business operational plan	Core	60	30	90
BSBPEF502	Develop and use emotional intelligence	Core	60	30	90
BSBTWK502	Manage team effectiveness	Core	80	40	120

BSBOPS505	Manage organisational customer service	Elective	60	30	90
BSBSTR502	Facilitate continuous improvement	Elective	60	30	90
BSBSUS511	Develop workplace policies and procedures for sustainability	Elective	60	30	90
BSBTWK501	Lead diversity and inclusion	Elective	60	30	90
BSBWHS521	Ensure a safe workplace for a work area	Elective	80	40	120
BSBOPS504	Manage business risk	Elective	80	40	120
	Total Volume of learning		800	400	1200

TRAINING AND ASSESSMENT

Competency based training and assessment

In vocational education and training, people are considered to be competent when they are able to 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. Both on the job and off the job training and assessment 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.

An individual can be assessed during their training, at the end of their training, or without even undertaking any training (for example if they believe they are already competent).

Those being assessed are often referred to as students, students or students. The method and timing of assessment will vary depending upon the assessor, the student and the competency being assessed.

Mode of Study and Delivery Approach

All courses at NAIT are delivered face to face in a classroom with access to simulated environment and IT lab for 20 hour a week over three days.

NAIT used a range of delivery approaches to ensure its courses are delivered at highest standards. Course delivery approaches includes: Class room lectures, use of simulated environment, workshops, presentations and learning management system, tutorials and self-study. During class time Students will be expected to participate by answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role-playing situations.

The training delivery includes but is not limited to:

- Power point presentation on topics discussed during session.
- Roleplay and case studies in the classroom to reinforce the required interpersonal skills for individual and group work.
- Context related training activities in the classroom involving individuals, pairs and small group activities.
- Student resource workbooks and access to e-books and power point presentations
- in Moodle to support training, independent reading and research projects.
- Within assessment, students will be required to participate in simulated case studies of "Biz Op business environment and NAIT LMS, study centre that includes templates, case studies and scenarios which closely reflect workplace processes and unexpected or contingency related activities.

Course Assessment and Methods:

All assignments will be in accordance with the principles of assessment and rules of evidence. Assessment approaches may be undertaken by observation of performance in class, practical demonstrations, workshops, case studies, projects, assignments,

presentations, simulations, role plays, written tests and exams.

Business and management students: For Diploma of leadership and management assessment methods will written exams and case study and projects in response to BIZ Op scenarios and also students are required to participate in role play to demonstrate communication and leading skills. Students will also require to presentation and reports in few units.

Simulated Business environment:

NAIT will simulate business environment to the standard of workplace providing access to business documents & templates, sample policies and procedures used in workplace, people, equipment and facilities as defined in conditions.

Workplace documentation

For each unit of competency there are case studies, scenarios related to Biz Operation which includes equipment, personal, case studies, scenarios, standard organisational policies and procedures. In addition to Biz operation NAIT will have access to Aspire learning resources.

Facilities and equipment

NAIT has allocated a dedicated simulated business/tutorial room at its campus with an access to standard office equipment, teleconferencing facilities, presentation aids additional resources and office environment for students.

People

Assessment includes case studies, roleplay where assessor and colleague students will play role of customer and stakeholders.

Students will be notified in advance of the time and form of assessment.

Assessment evidence: All assessment evidence submitted by students to complete assessment tasks for each unit of competency should meeting following rules of evidence.

Rules of Evidence

a) Validity

Evidence e.g. reports, answers, assignment are relevant to questions asked in the tasks and the assessor is assured that the learner has the skills, knowledge and attributes as described in the unit of competency and associated assessment requirements.

b) 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 competence which mean answers to assignments, questions, reports should be elaborate and student should complete all tasks required by unit and assessment.

c) Authenticity

The assessor is assured that the evidence presented for assessment is the learner's own work and student not plagiarised work from other students or other sources.

d) 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 past. Which means student must provide answers, report and assignments which reflect latest information e.g. latest legislation, work process or software etc.

To view the Assessment Policy and Procedure, please visit www.nait.edu.au/policies

Re-assessment

Students will be given 3 attempts (1 Original submission + 2 more attempts) to demonstrate competency at each assessment. If students are 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. This will incur a unit repeat fee of 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
- 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

To view the Assessment Policy and Procedure, please visit www.nait.edu.au/policies

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 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 assessor and discussing the matter with them. If students are dissatisfied with the outcome of such discussion, students can appeal further to either the course coordinator and/or head of department. If students are still dissatisfied, student can appeal formally and in writing to have the result reviewed. For more information, refer to the Assessment Policy and the Complaints and Appeals Policy and Procedures.

Qualifications to be Issued

Qualifications gained at NAIT are based on the principles, guidelines and standards set by the Australian Qualifications Framework (AQF) and VET Quality Framework and are recognized 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 outstanding fees have been paid in full. NAIT will issue certification in a timely manner, so students can provide proof of their competence to employers (or potential employers) and obtain any industry licences or accreditation. Providing all fees 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.

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

The following information is intended to provide guidance and prevent their occurrence.

Cheating

Actions that are defined as cheating during assessment:

- Referring to unauthorized information, phones and other electronic devices during a closed book assessment
- Gaining assistance from an unauthorised person during the assessment process
- Providing assistance to another person in an assessment (where this is not permitted)
- Falsifying documentation submitted to gain an unfair advantage e.g. in applications for Recognition of Prior Learning and or Credit Transfer
- Other people providing false Third-party reports for assessment purposes

Cheating in any form during assessments will result in the student's assessment being invalidated and will be deemed **Not Yet Competent**.

Plagiarism

Plagiarism is the submission of somebody else's work as your own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If a student fails to identify the original source of some or all of the submission this also constitutes plagiarism.

If a Student copies another Student's work and passes this off as their own then this is also a form of plagiarism and cheating.

During assessment you will read about ideas and gather information from many sources. When you use these ideas in assignments you must identify who produced them and in what publications they were found. If you do not do this, you are plagiarising. If students are including other people's work in submissions e.g. passages from books or websites, then reference should be made to the source.

For further information on what constitutes plagiarism please refer to: <http://www.plagiarism.org>

Submitting plagiarised work during assessments will result in the student's assessment submission being invalidated will be deemed **Not Yet Competent**.

Collusion

Collusion is the presentation by a student of an assignment as his or her own which is in fact the result in whole or in part of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism can occur in group work.

Unauthorised collusion during assessments will result in the student's assessment submission being invalidated.

Disciplinary Action

If students are being found to have cheated or plagiarised, there are penalties and processes that are followed. You may be penalised by any of the following ways as:

- be reprimanded
- be required to repeat the assessment or complete a new assessment task
- fail all or part of the assessment (ie NYC)
- be suspended from studies
- have your enrolment cancelled

To view the Plagiarism and Cheating Policy and Procedure, please visit www.nait.edu.au/policies

Credit Transfer

Students who have completed identical units from their course at other institutions can be given recognition/credit on presentation of a verified transcript, Award or Statement of Attainment. An application for credit transfer must be lodged in writing. Application forms for credit transfers are available on our website www.nait.edu.au/policies

Recognition of Prior Learning (RPL)

Students who believe they already have some of the competencies in the course they wish to study may apply for RPL. An essential requirement of RPL is proof of competency. This may involve providing copies of your resume and/or work performance appraisals, job position 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. Examples of other useful records include letters from employers and records of your professional development sessions. Length of CoE will be adjusted according to any RPL granted. Student must check with department of home affairs as it may affect their visa.

An application for RPL must be lodged in writing.

Application forms for RPL are available on our website www.nait.edu.au/policies

Currency of training

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

Pathways to Higher Education

Graduates of NAIT may seek credits to the relevant degree programs in Australian universities. The Institute has no special arrangements with any Australian university and there is no guaranteed entry into university programs. As a general rule student with high marks will have the best chance of being accepted by a university.

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.'

In practice, this can translate into:

- adjusting equipment or the physical environment.
- Providing specialized equipment.
- changing the format and layout of training materials, for example using black and white slides instead of colour, using visuals instead of dense text or providing audio instead of visual information.
- allowing breaks for fatigue, medication or toilet use.
- changing assessment procedures and timing.
- presenting work instructions in diagrammatic or pictorial form instead of words and sentences;
- simplifying the design of job tasks

TRAINING FACILITIES & RESOURCES

Training Location

NAIT has its training facility located, Richmond, Victoria VIC 3121, Australia. We are close to Bridge Road & Griffiths St intersections close to Thrifty car rental on Bridge Road.

National Australian Institute of Technology Pty Ltd (NAIT)
373-375 Bridge Road, Richmond, Melbourne, Victoria 3121, Australia
Phone: 03 9428 1615
Email: info@nait.edu.au
Website: www.nait.edu.au
Facebook www.facebook.com/NAIT.australia

How to reach us:

By Public Transport

By Tram

Tram No. 75 from Flinders Street - Stop 20

Tram No. 48 from Parliament, Collins Street - Stop 20

Nearest Train Stations:

Richmond Railway Station

East Richmond Railway Station

West Richmond Railway Station

Burney Railway Station

Hawthorn Railway station

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. Car parking details:

Full Day PAID Parking's
Coles Richmond Plaza Car Park
261 Bridge Road
Richmond VIC 3121
Distance :300m, 2 Minutes' Walk

ACE Parking Pty Ltd
1 Allowah Terrace
Richmond VIC 3121

Distance :650m, 5 Minutes' Walk

Modern Campus Facility

- Fully equipped classrooms
- Latest Intel i5 and i7 Desktops with 22" LED monitors
- Ergonomic Chairs with Large desks
- Quiet Study area
- Storage lockers for students with CCTV surveillance
- Climate control Air Conditioning
- High speed internet
- Access to many cafés and restaurants

Classrooms

All training rooms are modern, fitted with Wi-Fi enabled whiteboards to transfer trainers notes directly to your pc/laptop or mobile device, air-conditioned facilities that are well equipped including Projectors, Conferencing facilities and internet connection and computer. NAIT aims to provide inclusive learning environment for its learners.

Class times and reception hours

NAIT campus is open for classes from 8.30 am-9.15 pm all seven (7) days.

Reception will be open from 9.00 am- 5.00 pm from Monday to Friday.

There will be at least 1 student support officer during weekend class hours.

Classes will operate in three (3) shifts of 4 hours each, please find shift details below:

1. Morning shift: 8.30 am- 12.30 pm
2. Afternoon shift: 1 pm- 5.00 pm
3. Evening shift: 5.15 pm- 9.15 pm

Students will not be scheduled more than 8 hours class in a day.

Following will be typical schedule for classes:

Day1: 8 hours

Day2: 8 hours

Day3: 4 hours

Fully equipped IT labs

NAIT has fully equipped IT lab with access to facilities including, 75 servers, latest computers with Intel i5 and i7 Desktops with 22" LED monitors and printing and photocopying facility.

Student Online Resource facilities

Students will have access to computers in each room which allows students to access online NAIT LMS library including IT and business resources and access to "NAIT Simulated" Environment which

will include sample templates, policies and form typically found in any IT and business firm to provide learners real world experience and giving hands on training.

In addition, learners will have access to MS office suite and unit's relevant software's and tools.

In addition to online access learners will be provided a list of suggested IT and business books and e-books so that they can collect resources from trainers.

NAIT Learning Management System(LMS)

NAIT has Moodle LMS to ensure Student has access to learning resources and assessments.

Moodle will include webinars and discussion from fellow learners to make learning experience inclusive.



<http://lms.nait.edu.au>

NAIT LMS

Apple iPhone/iPad app and Android LMS app

Students can download from

Apple app store or Google play store.



LEARNING RESOURCES AND EQUIPMENT

NAIT supplies each Student with one complete set of learning materials including Workbooks, Assessment Records and Textbooks, as applicable. Material fees are applicable. Recommended learning resources are also communicated to Students by trainers. Students should obtain these resources at their own expense. Students must have an active email address for communication and must be contactable by phone (mobile or landline) and by mail (postal address).

All Students must have access to word processing application such as Microsoft Word and email platform, such as Microsoft Outlook and the Adobe PDF reader version 8 or higher.

Student recreational area and lunch room

NAIT campus has dedicated student lunch room and recreational area with access to kitchen facilities where students can relax and meet with others during breaks. A lunchroom is provided for students which has comfortable seating, a kitchenette, microwave, multimedia gaming projector and coffee-making facilities.

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.

Staffing

NAIT employs highly qualified trainers, assessors, administrative, and student support staff trainers who are experienced in providing education for students from diverse cultural backgrounds, and who can provide the support and counselling students need to succeed with their studies. We provide the learning support required to assist students with the challenges they may sometime experience when studying overseas, and in a second language - English.

Student Lockers

NAIT has on campus student lockers available for NAIT students. Student can use lockers by requesting a key from institute's reception. Lockers will be allocated for first come first serve basis and will be only issued for the day use. Students are required to empty the lockers end of the day.

STUDENT OBLIGATIONS

Overseas Student Health Cover

Overseas Student Health Cover (OSHC) is a health insurance that covers the cost of visits to the doctor, some hospital treatment, ambulance cover, and some pharmaceuticals. International students must have OSHC while in Australia for the duration of their course of study. The OSHC must be paid before a student visa is issued.

NAIT can organise cover for you through Allianz Global Assistance OSHC if you wish. Contact our Student Services. You can find out more about OSHC at www.health.gov.au www.study.vic.gov.au

Full Time Study

Australian law requires international students to undertake a full-time study load. A full-time study load is normally a minimum of 20 hours per week for at least 40 weeks each calendar year or continuous 12-month period.

Attendance

International students studying VET courses are expected to attend all classes to facilitate effective learning. However, students in VET courses at NAIT will be reported to the Department of Home affairs (DHA) only on the basis of unsatisfactory course progress (see Academic Progress).

Academic Progress

If students do not meet academic progress requirements they will be reported to the Department of Home affairs (DHA) which may lead to cancellation of their visa. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period. Study period for all NAIT courses defined for this purpose is 10 weeks (term).

A failure in more than 50% of units in one 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.

In order to have the best chance of maintaining satisfactory progress you must:

- Attend all theory and practical classes
- Pay attention to the work and activities undertaken in class
- Study the theory and practice the skills that are taught in class
- Ensure that you are present for all assessment activities scheduled by trainers
- Make an appointment with the Student Support 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 your teachers think you may be in danger of not meeting the requirements. Counselling and intervention may be conducted more frequently. If a student is

identified as not making satisfactory course progress in a **second consecutive compulsory** study period in a course, NAIT will notify the student of its intention to report the student to the Department of Home affairs (DHA) for unsatisfactory progress. The provider does this through the written notice.

The written notice (of intention to report the student for unsatisfactory progress) will inform the student that he or she is able to access the NAIT's complaints and appeals process and that the student has 20 working days in which to do so. A student may appeal on the following grounds:

- i. NAIT's failure to record or calculate a student's marks accurately,
- ii. compassionate or compelling circumstances, or
- iii. NAIT has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.

- i. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), NAIT does not report the student, and there is no requirement for intervention.
- ii. If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the student through the NAIT's intervention strategy, and the institute does not report the student.

Please refer course progress policy at www.nait.edu.au/policies

Change of Address

Upon arriving in Australia, you are required to advise the Institute of your residential address, email address, mobile phone number and emergency contact details. Any changes to these details must be notified to NAIT within 7 days of the change. It is extremely important that students notify the Institute of a change of address as, under Section 20 of the ESOS Act 2000, the Institute is obliged to serve a notice at your last known address if you breach a student visa condition relating to attendance or academic performance. The Institute may also send warning notices to you to help prevent breaches of your visa conditions. As per Tuition Protection Service (TPS) update, international students are required to update their current address at least every six months. It is your responsibility and in your own interests to ensure that your address details are always up-to-date at the Institute.

Additional information on student visa issues is available on the DHA web site at Department of Home Affairs www.homeaffairs.gov.au

IMPORTANT INFORMATION

Work while you study

Australian Immigration laws allow students to work for a limited number of hours while studying on a student visa in Australia. Students can currently work 40 hours per fortnight during the Institute's study periods and work full-time during breaks. However, work is not always easy to find and under no circumstances can students rely on income earned in Australia to pay tuition fees.

For more information, please visit www.studyinaustralia.gov.au/english/livein-australia/working/work-while-you-study

Change of Institution or Course

The National Code 2018 restricts the capacity of students to transfer to other providers prior to completing six months of their principal course.

If students wish to apply for a permission to transfer to another institute, they will need to complete the written request (e-mail is acceptable) or release form available from the Institute. There is no cost attached to applying for a release; however, students will need to contact the Department of Home Affairs (DHA) to seek advice on whether a new visa is required.

The reasons under which a student will be released are if:

- NAIT has cancelled/ceased to offer the students program (letter from NAIT supplied)
- The institute has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing their course with the institute.
- The overseas student is reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with Standard 8
- There is evidence of compassionate or compelling circumstances
- NAIT has failed to deliver the course as outlined in the written agreement
- There is evidence that the overseas student's reasonable expectations about their current course are not being met
- There is evidence that the overseas student was misled by NAIT or an education or migration agent, regarding NAIT or its course, and the course is therefore unsuitable to their needs and/or study objectives
- An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

NAIT will refuse a release to the student where there are factors that may be considered to the student's detriment.

Factor include:

- if the transfer may jeopardize the student's progression through a package of courses

- If the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student and
- if the student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements

All applications will be assessed on the basis of the Institute's Policy, Conditions of Enrolment, the Fee Payment and Refund Policy, the study plan and declaration submitted by the student in their application. Documented evidence supporting circumstances/reasons for seeking a release letter must be included with this application.

Please refer transfer between providers policy for more details available at www.nait.edu.au/policies

Deferred or Suspended Studies

(including leave of absence for any length greater than 5 days)

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 or suspend the commencement of studies must apply to do so in writing to the Institute.

NAIT will only defer or temporarily suspend the enrolment of the student on the grounds of:

- a. compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes),
- b. misbehaviour by the student.

If you know that you will not be attending classes during the study period you should contact the Institute 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 complete and submit an Application for Suspension or Cancellation of Enrolment form.

The Institute may decide to suspend or cancel a student's enrolment on its own initiative as a response to:

- Misbehaviour by student
- The student's failure to pay an amount he or she was required to pay to NAIT to undertake or continue the course as stated in the written agreement
- Breach of course progress requirements by the overseas student for failing to achieve more than 50% course progress for each study period (1 Term=10 weeks) for two consecutive study periods. (Please refer academic progress section)

NAIT may defer an enrolment where the course is not being offered at the proposed date, site, or other reasons where it is necessary to cancel the course. In such cases a refund shall be processed as required or alternative courses offered. Deferral of commencement, suspension of enrolment and

cancellation of enrolment has to be reported to the Department of Home Affairs (DHA) by the Institute and this may affect the status of a student visa.

NAIT will inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa, and notify the Secretary of DET via PRISMS as required under section 19 of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled

NAIT will inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access the registered NAIT's internal complaints and appeals process. If the student accesses the NAIT's internal complaints and appeals process, the suspension or cancellation of the student's enrolment will not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

Student initiated deferral or suspension of studies

Students are able to defer or suspend their studies only in certain limited circumstances. These include:

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

Please Note: The above is only some examples of what may be considered compassionate or compelling circumstances. The CEO will use its professional judgment to assess each case on its individual merit.

If at all possible, students are required to apply in writing to defer or suspend their studies, before discontinuing their studies.

National Australian Institute of Technology will assess the application and advise the student in writing of the outcome within 10 working days. When determining whether compassionate or compelling circumstances exist, National Australian Institute of Technology will consider documentary evidence provided to support the claim and will keep copies of these documents in the student's file.

National Australian Institute of Technology initiated suspension and/or cancellation of enrolment

National Australian Institute of Technology may suspend or cancel a student's enrolment on the following grounds:

- Misbehaviour by the student
- Non-payment of fees by the due date.
- Failure to commence studies within five (5) working days of the commencement of each term.

National Australian Institute of Technology may suspend a student's enrolment on the grounds of misbehaviour and severe misbehaviour. Severe misbehaviour is defined but not limited to any actions resulting in a police report, for example actions causing grief or harm to another person or police prosecution. Other misbehaviour may include but is not limited to acts of discrimination, sexual harassment, and vilification or bullying as well as acts of cheating or plagiarism. Such acts of misbehaviour will be classified into one of two categories.

Academic Misconduct

The following gives an indication to the types of behaviour that constitute 'Academic Misconduct' within the National Australian Institute of Technology:

Summative Assessments

- Students must not help or receive assistance from other students during the completion of a summative assessment
- Students must not request the loan of or lend materials or devices to other students
- Students must not bring any materials into the assessment room other than those specified for that assessment
- Students must not use computer software or other devices during a summative assessment other than those specified.

A student may be excluded from a final assessment in a unit for any of the following reasons:

- unauthorized absence from class
- failure to meet unit requirements in accordance with National Australian Institute of Technology's Monitoring Course Progress policy; For example, non-submission of assignments or failure to complete other
- Tests in that unit of competency
- -General misbehaviour (see below)
- Other assessment tasks (cheating or plagiarism)
- Students must not copy or paraphrase any document, audio visual material, computer-based material or artistic piece from another person, source, except in accordance with the conventions of the field of study
- Students must not use another person's concepts, results or conclusions and pass them off as their own

- In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- Students must not ask another person to produce an assessable item for them.

Intervention strategies

- Not attending an intervention meeting is a serious academic breach as it adversely affects the student's ability to attain satisfactory course progress.
- Failing to comply with the intervention strategy can lead to cancellation of the student's enrolment

General Misconduct

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals National Australian Institute of Technology's property or the property of others; alters/defaces National Australian Institute of Technology documents or records; prejudices the good name of National Australian Institute of Technology, or otherwise acts in an improper manner.

The following examples indicate the kinds of behaviour which constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student:

- contravenes any rules or acts;
- prejudices the good name or reputation of the National Australian Institute of Technology;
- prejudices the good order and governance of the National Australian Institute of Technology or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of the National Australian Institute of Technology;
- fails to comply with conditions agreed in the contract;
- wilfully disobeys or disregards any lawful order or direction from National Australian Institute of Technology personnel;
- refuses to identify him or herself when lawfully asked to do so by an officer of the National Australian Institute of Technology;
- 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 National Australian Institute of Technology, or on National Australian Institute of Technology premises or other premises to which the student has access as a student of the National Australian Institute of Technology;
- obstructs any member of staff in the performance of their duties;

- acts dishonestly in relation to admission to the National Australian Institute of Technology;
- knowingly makes any false or misleading representation about things that concern the student as a student of the National Australian Institute of Technology or breaches any of National Australian Institute of Technology rules;
- alters any documents or records;
- harasses or intimidates another student, a member of staff, a visitor to the National Australian Institute of Technology, or any other person while the student is engaged in study or other activity as a 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;
- breaches any confidence of the National Australian Institute of Technology;
- 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 National Australian Institute of Technology premises while acting as NAIT student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- steals, destroys or damages a facility or property of the National Australian Institute of Technology or for which the National Australian Institute of Technology is responsible; or
- Is guilty of any improper conduct.
- fails to reconcile tuition fees (non-payment of fees)
- Engages in cheating or plagiarism

National Australian Institute of Technology will issue the student with a written warning before taking any actions.

National Australian Institute of Technology 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 by National Australian Institute of Technology to defer, suspend or cancel their studies and have 20 working days to access National Australian Institute of Technology's complaints and appeals process prior to National Australian Institute of Technology taking action to suspend or cancel the student's enrolment. If a student accesses National Australian Institute of Technology's internal complaints and appeals processes, the proposed suspension and/or cancellation will not take effect until the internal process is complete, unless extenuating circumstances relating to the welfare of the student and other students of the Institute apply.

Student Initiated Deferral, Suspension or Cancellation of Enrolment Procedure

Student initiated deferral

A student wishing to defer an enrolment must do so prior to the commencement of the course. Students must complete an 'Application to defer, suspend or cancel enrolment' and submit to the Student Administrations Department. Applications are assessed by the Admissions Manager.

A decision will be made within 10 working days. Students are advised of the decision in writing. If approved, a student course variation is reported in PRISMS. All relevant documentation will be kept on the student's file.

Student initiated suspension

Students who wish to suspend their studies must first speak to a staff member in the Administration Department to gain an application form and to ensure they understand the reasons that suspension may be granted.

The application form must be completed and submitted to the Student Administration Department together with evidence of the compassionate or compelling circumstances in their application (i.e. a medical certificate or police report, etc.). Applications are assessed and approved by the Admissions Manager.

Where a suspension of enrolment is granted, National Australian Institute of Technology will suspend the student's enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has expired.

Students will be informed in writing of the outcome of their application for suspension and advised that it may affect their student visa. A student course variation is recorded in PRISMS. All relevant documentation for the suspension will be kept on the student's file.

Student initiated cancellation

Students wishing to cancel their enrolment should advise National Australian Institute of Technology as soon as possible and complete wherever possible an 'Application to defer, suspend or cancel enrolment' and submit to the Administration Department.

Students wishing to cancel their enrolment prior to completing 6 months of study in their principal course must provide a letter of offer from an alternative provider. This is required under Standard 7 of the National Code and further information can be gained from the 'Transfer between Providers Policy / Procedure'.

Upon receipt of an application to cancel, a student course variation is noted in PRISMS without delay. All relevant documentation for the cancellation will be kept on the students file.

Provider Initiated Deferral, Suspension or Cancellation of Enrolment

Provider Deferral

National Australian Institute of Technology may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason the National Australian Institute of Technology deems necessary.

In this unlikely event, the refund provisions for provider default apply.

Provider Suspension

Where a student has been identified as having breached National Australian Institute of Technology's code of conduct, the CEO shall be informed as soon as practicable. All of the facts and evidence associated with the alleged misdemeanour or misbehaviour must be presented to the CEO for due consideration.

The CEO is responsible for deciding whether there has been a breach on the basis of the evidence presented and for deciding the ensuing penalty (ie. suspension or cancellation of enrolment). The CEO may take into account the type of misconduct that has occurred and the level of misconduct that occurred when deciding penalties.

Students will be advised in writing of the decision. The letter should also advise students that before the decision to suspend enrolment is implemented, they have 20 working days to access National Australian Institute of Technology's Complaints and Appeals procedure if they feel that the decision is unfair, or they have other grounds to appeal the decision. A student course variation must be notified in PRISMS. All relevant documentation must be retained securely and confidentially on the student's file.

Provider Cancellation

In some cases where the student's misconduct is severe (as defined in the policy above), National Australian Institute of Technology has the right to cancel the student's enrolment.

Where the CEO has decided the misconduct is severe enough for cancellation the following must occur:

The student must be informed in person (where possible), and in writing of the decision of the National Australian Institute of Technology to cancel the student's enrolment

They must be informed of the fact they have the right to appeal the decision by accessing the relevant procedures and completing this appeal within 20 working days of the written notification

No action will be taken until the internal appeals process has been finalized or if the student has failed to initiate an appeal within 20 working days.

Students must also be informed that if National Australian Institute of Technology notifies DIBP of the cancellation, their student visa may be affected.

Once the appeals processes are finalized and the decision to cancel is upheld, National Australian Institute of Technology must inform DHA through PRISMS of the intention to cancel the student's enrolment.

All copies of relevant documentation must be retained securely on the student's file. Please refer to our Deferral Suspension and Cancellation Policy at www.nait.edu.au/policies for details.

Student complaints and appeals

NAIT has a Student Complaints and Appeals Policy and Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. After completing NAIT's informal and formal complaints processes, a student dissatisfied with the outcome may launch an internal appeal. If dissatisfied with the outcome, the student may request mediation through the Overseas Student Ombudsman. Please refer to a detailed complaints and appeals procedure in this handbook. Alternatively, it can be obtained from Student Administration or viewed at www.nait.edu.au/policies

Provider default on delivery of qualification

In the unlikely event that the Institute is unable to deliver your course in full, you will be offered a refund of all fees paid to date. The refund will be paid to you within 14 days of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by the Institute at no extra cost. You have the right to choose whether you would prefer a full refund, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If the Institute is unable to provide a refund or place you in an alternative course, the Tuition Protection Service (TPS) will place you in a suitable alternative course at no extra cost to you. Please refer to our Fee Payments and Refund policy and Tuition Protection Service policy for details at www.nait.edu.au/policies

School-aged dependents

There are requirements for compulsory school attendance for dependents of international students. In Victoria 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 at any school, institute or university in which they enrol while in Australia.

Access and equity policy

The Institute Code of Practice includes an Access and Equity policy. It is the responsibility of all Institute staff to ensure the requirements of the Access and Equity policy are met at all times. You can review the policy at www.nait.edu.au/policies

ESOS Framework

The Australian Government wants overseas students to have a safe, enjoyable and rewarding study experience and has put in place laws which promote quality education and consumer protection for

overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018.

NAIT is governed by the ESOS Framework and is committed to fulfil its obligations under the act. For full description of ESOS Framework refer to: <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

Relevant legislations

A range of legislation is applicable to all staff and students of NAIT. Information on relevant legislation can be found at the following websites.

- The Victorian Equal Opportunity & Human Rights Commission www.humanrightscommission.vic.gov.au/index.php/the-workplace
- Equal Opportunity Tasmania www.equalopportunity.tas.gov.au
- VET Quality Framework www.asqa.gov.au
- Education Services for Overseas Students Act 2000 www.nait.edu.au/esos-framework
- Department of Home Affairs www.homeaffairs.gov.au
- Education and Training Reform Act www.education.vic.gov.au/about/department/legislation/Pages/act2006.aspx

There may be additional, course-specific, legislation that is relevant. Information about this legislation will be provided during the course.

Use of personal information

Information is collected during your enrolment in order to meet the Institute obligations under the ESOS Act 2000 and the National Code 2018 and to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws. The authority to collect this information is contained in the ESOS Act 2000, the ESOS Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

Information collected about you during your enrolment can 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 your enrolment cannot be disclosed without your consent where authorized 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. Apply in writing to the Student Administration Manager if you wish to view your own records.

NAIT also collects student information for various marketing purposes. NAIT will always seek consent from the student before gathering and using such information and students always have a right to

decline such requests. Your enrolment form contains a statement regarding Media Consent. You can review the Privacy Policy and Procedure at www.nait.edu.au/policies

Please also refer to the NAIT Privacy Statement in this handbook.

FEES AND PAYMENT

Payment of Tuition Fees

- a. The initial tuition fee, enrolment fee, textbook 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 Institute.
- b. Institute may require students to pay up to 50% of the student's total tuition fee for a course before the student begins the course unless the course duration is 25 weeks or less.
- c. Any remaining tuition fees can be paid through payment plan arrangements and monthly invoice every 30 day will be issued to students.
- d. Student must pay full tuition for each term by due date or as specified in the invoices unless any other payment plan/arrangement is agreed with the institute.
- e. Students who wish to apply for
- f. A late fee of \$100 will be applicable to students who do not pay the tuition fee by due date or as specified in the invoice.
- g. Tuition fees are payable to Institute by a bank draft or telegraphic transfer (or other approved payment options) in Australian dollars made payable to Institute.
- h. Student must pay their fee directly to the institute and NAIT does not accept liability for any fees paid to an agent or third party in relation to an application for enrolment and tuition fees.
- i. If the student tuition fee is outstanding after the due date or any date mentioned in the invoice, a Final Notice and/or email will be issued within two weeks of the original invoice due date.
- j. If a student fails to make the payment of the outstanding fees even after a final notice and/or email, their enrolment will be suspended. The suspension of Enrolment will cause following restrictions to apply:
 - i. Loss of access to the institute library service, learning management system, 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.
- k. If Student with suspended enrolment make no further payment or do not contact the institute concerning their debt, their enrolment may be cancelled.
- l. An additional fee is applicable when:
 - i. students have to undergo reassessment after two additional attempts. (reassessment fee)
 - ii. students have to repeat a subject (unit fee)
- m. Students who enrol in additional courses will be required to pay a separate Tuition fee as specified for the course.

- n. 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 a tuition fee for the transferred course will apply.
- o. 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.
- p. The Institute reserves the right to engage any third party to recover any outstanding fees payable to the Institute. The cost to the Institute of engaging a third party to recover such outstanding fees will be charged to the student.

Fee Schedule

The table below lists a Schedule of Fees charged by NAIT to students where applicable.

Fee type	Amount*
Enrolment fees (non-refundable)	A\$200
Course Material fee	A\$300
Overseas Student Health Cover (OSHC)	A\$ 544 per annum (for singles)
Unit Repeat fee ²	A\$300
RPL Fee ²	Subject to qualifications and units
Bank Transfer Fee	A\$30
Airport pickup	A\$100
Reassessment Fee ²	\$100
Late payment fee	\$100

*Fees are subject to change without notice. Please contact student administration for updated fees and charges. For all courses, course material fees include textbook and printed material costs only.

FEES REFUND

I. Refund

All student's refunds are conditional on the following:

a. Course Withdrawal

- i. Where written notice of withdrawal is received by the Institute at least **8 weeks before the agreed start date** of the course or term, the Institute will refund the fees and **full refund** will be provided.
- ii. Where written notice of withdrawal is received by the Institute at less than **8 weeks before the start agreed start date** of the course or term, the Institute will refund the 80% of fee paid will be provided.
- iii. Where the student defaults, including withdrawing from a course, after the course/term start date, student are liable to pay full tuition fee and there will be no refund of paid tuition fees.
- iv. Any debts to the Institute must be paid in full or the outstanding amounts will be deducted from the refund.
- v. If the refund application is approved, refunds will be made available within 28 days (20 working days) of written notification and relevant forms duly signed by the student being received by the Institute.
- vi. 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 a location, if:

- a) 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
- b) the student withdraws from the course at the location (after the agreed starting day); or
- c) the College 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 visa;
 - III. misbehaviour by the student (Note: the student is entitled to natural justice under subsection 47A (3))

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 the provider defaults in relation to the course at the institute. No refund is payable for student default.

c. Visa Refusal

If a student visa application or visa renewal is refused by the Australian Government, a refund of course fees, less enrolment, will be made and visa refusal refunds are calculated in accordance with the legislative instrument under subsection 47 E(4).

The calculation under subsection 47 E (4) is as follows:

The amount of unspent pre-paid fees that the provider must refund the student for the purpose of subsection 47 E (2) of the Act is the total amount of the pre-paid fees 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.

An international student currently in Australia has their student visa extension application refused by the Department of Home Affairs (DHA) after the commencement of their studies no refund will be paid for ongoing study period at the time of decision; however student will be paid refund of unused tuition fee for future terms.

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.

d. Institute Default

- I. In the unlikely event that the Institute is unable to start or deliver the course (known as Institute 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 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 the student has paid for, but which has not been delivered by the Institute). The refund will be paid within 14 days after 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.

e. 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 administration fees, will be refunded.

II. Refund Process

- a. The Student must apply Application Form along with evidence and supporting documents. Such documents may include, but are not limited to:
 - i. a completed Course Withdrawal 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 28 days (20 working days) of the receipt of completed refund application form along with a full supporting document by the Institute.
- c. Student can nominate the 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

III. 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. Refunds to International banks are made in the Australian currency where the student will receive a refund amount equivalent to Australian Dollar exchange rate on the date of transfer.

Please refer course refund table below for details:

NAIT Course fee refund table			
Refund circumstances	Refund of Tuition fees paid	Refund of material fees	Enrolment fee
Withdrawal at least 8 weeks prior to agreed start date	100%	100%	No refund
Withdrawal less than 8 week prior to the agreed Start Date	80%	100%	No refund
Withdrawal after course start date	No refund	No refund	No refund
Course withdrawn by Institute	100%	100%	100%
Application rejected by NAIT	100%	100%	100%
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 course commencement	Total amount of the pre-paid fees the NAIT received for the	100%	100%

NAIT Course fee refund table			
Refund circumstances	Refund of Tuition fees paid	Refund of material fees	Enrolment fee
	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.		
Visa Extension is refused after commencement of studies due to not meeting visa requirement	Refund of unused portion of tuition fees for future terms	No refund	No refund
RPL fee	No refund if 'Statement of Attainment' is provided	No refund	No refund
Visa refused due to submission of fraudulent documents by or on behalf of the student	No refund	No refund	No refund
Withdraws from the course without notification or breaches their Visa conditions	No refund	No refund	No refund
Withdrawal after the agreed start date	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

TUITION PROTECTION SERVICES

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 are able to either:
complete their studies in another course or with another education provider or
receive a refund of their unspent tuition fees.

In the unlikely event your education provider is unable to deliver a course 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's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

Please find more information about TPS at <https://tps.gov.au>

STUDENT SUPPORT SERVICES

A student Services Officer will provide details about all our services during the orientation program. Additionally, there are staff available during office hours to help Students with any queries they may have.

Orientation

Orientation is conducted prior to the commencement of all courses. The objective is to fully inform new students of all aspects of life at the Institute. It also provides an introduction to studying at NAIT, local costs of living, transportation, facilities, banking and accommodation. It is a good opportunity to ask questions, meet fellow students and institute staff.



Arrival Assistance

The Student Welcome Desk at Melbourne airport, run by the government, is open at key student arrival times and offers information, advice and a Welcome Pack when you arrive. For Welcome Desk opening hours, visit studymelbourne.vic.gov.au.

Alternatively, the institute can arrange airport pickups at minimal cost.

Study Melbourne Student Centre (SMSC)

The SMSC offers a wide range of free support services and referrals for international students on health matters, general wellbeing, legal services, accommodation, financial management and safety issues. Interpreters are available on request. SMSC can assist students through personal difficulties by providing emotional and practical support that is sensitive to their circumstances. Support staff can be contacted via a 24-hour free phone line. Open: Monday-Friday 9:00am to 5:00pm, 599 Little Bourke St, Melbourne, 1800 056 449

Support Staff

Admission & Enrolment officer: Handle all admissions and enrolment related issues specific course related queries.

Student Support Officers: Provide academic and non-academic counselling to Students and handle course related queries.

Accommodation and Health support officer: Handle all student accommodations and health related queries.

Admin / First AID / Student safety officer: Handle all general course, enrolment, Medical, Student Safety and administration queries.

Trainers and Assessors: Handle all specific course related queries and assessment issues.

LMS / IT support: Handle all IT issues related to classrooms or IT Labs, Remote Lab access issues, LMS related issues.

Reception

Our reception is open to assist Students from 9am to 5:00pm Monday to Friday.

Induction

Induction is conducted prior to the commencement of the course. Its purpose is to fully inform new learners of most aspects of life at the NAIT and to provide an introduction about their course requirements and obligations and expectations. In addition, you will be introduced to the NAIT staff and overview of Student support. There are also plenty of opportunities to ask questions.

Student and Study Support

Stress, financial difficulties, health, family, relationship issues and social issues can all affect your ability to settle into study. If your studies are being affected by these kinds of issues, please speak with your trainer or any of our staff members, so that we can assist you. External counselling will be available for Students seeking further assistance. Counselling support services with external counsellor will be at no cost to students as NAIT MOU with IISAC.

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

Where a Student has been identified as not attending consecutive classes and has not satisfactorily completed assessments, they will be contacted for support needs or any barriers to learning and meetings will be conducted where necessary. Intervention strategies are then put in place to assist Students to achieve the study goal they initially set out to attain. If you are having any difficulties, we ask that you contact student services at the earliest opportunity so that we can support you in the best way possible.

If you would like information on any of the following areas or issues, ask at reception and our staff or your trainer will assist where they can or refer you to an appropriate staff member for:

- Learning pathways and possible RPL opportunities
- Access and equity issues
- Language, Literacy and Numeracy (LLN) support
- Complaints and appeals
- Course progress and attendance
- Appeals /conflict resolution
- Provision for special learning needs
- Provision for special cultural and religious needs
- Emergency and health services
- Education and career counselling
- Assistance when applying for credit transfer and RPL
- Stress management
- Any other issues

Critical Incidents

NAIT has a documented Critical Incident Policy and Procedure that covers the actions to be taken in the event of a critical incident, required follow up to the incident and records of the incident and action taken.

Students will be advised of emergency and evacuation procedures during their orientation program. At least one trainer and/or administration staff member who has up-to-date training in first aid and has the knowledge and authority to manage an environmental emergency and critical incident will be on the premises.

Students will be provided with relevant and current information about security issues and how to reduce the risks to their personal safety in Australia generally and in Richmond where the main campus is located. Information will include the contact numbers for emergency services and a senior staff member.

Students will be informed of safety measures and processes through the student orientation process, including a safety presentation where questions can be discussed. For the latest Critical Incident Policy and Procedure please email to info@nait.edu.au

Please contact our Critical Incident Officer, **Rakesh Bodat on (03) 9428 1615** from 8:30 am to 5:30 pm (Business Hours) OR Call 0430 901 577 for after hour emergencies.

HELPFUL CONTACTS NUMBERS

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

Hospitals and Medical Issues:

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

Life Line 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: www.living-in-melbourne.com/muslims-mosques-in-melbourne.html

Temples Australia: www.hinducouncil.com.au

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

Grief line (Telephone Counselling Service): 1300

USEFUL NAIT CONTACTS

Staff	Contact details	What assistance they can provide
Student Administration and student support	studentsupport@nait.edu.au Ph: 03 94281615	<p>Reception is the first point of contact for all students and customers. Student administration and support officer is responsible for providing exceptional service at first point of contact either by phone or in person for all students and customers.</p> <p>Following are the some of the key responsibilities</p> <ul style="list-style-type: none"> ● Pre-enrolment & post enrolment activities. ● Manage all Student Registration / Enrolment Academic & graduation records ● Attending to student enquiries and client services ● Provide support and relief for students ● Course orientation information and timetables ● Student attendance monitoring and reporting ● Reception & General Administration Support ● Request Library resources ● Provide support regrading academic. Personal or any other support assistance. ● Arrange professional counselling and other external services requested for support. ● Complaints and appeals ● Suspension deferment or cancellation requests ● Transfer requests ● Legal assistance ● Airport pick assistance

		<ul style="list-style-type: none"> ● Finding Accommodation assistance
Admin Manager/ WHS / Complaint and Appeal Officer	Ph: 03 94281615	To assist students with all complaints and appeals Refer to CEO for any appeal against decision made by himself/herself
Counselling support officer	Ph: 03 94281615	To arrange counselling service for students Assist to find right help for any personal issues e.g. stress, anxiety etc.
Marketing officer	Ph: 03 94281615	Will provide support and assistance with marketing and agent related queries.
Admission & Enrolment Officer	Ph: 03 94281615	To provide assistance with all enrolment and admission related issues.
Academic Support Officer	Ph: 03 94281615	Will provide assistance related to course progress, interventions and academic support related issues.
LLN Support Officer	Ph: 03 94281615	LLN assistance
Critical incident officer	Rakesh Kumar ceo@nait.edu.au/ rakesh@nait.edu.au Ph:0430901577 Ph: 03 94281615	Assistance during critical incidents, any traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury e.g. missing students severe verbal or psychological aggression, death, serious injury or any threat of these, natural disaster; and issues such as domestic violence, sexual assault, drug or alcohol abuse.
First Aid, student safety officer	Ph: 03 94281615	First aid assistance Student safety concern

		Reporting any hazards or incidents
Accommodation and health support officer	Ph: 03 94281615	Assistance in findings accommodation Medical assistance
LMS/ IT Support Officer	Ph: 03 94281615	Can assist with IT support services including Learning management system(LMS) support, basic computer skills, skills, computer troubleshooting, internet connectivity, and printing assistance.
Accounts Officer & HR Coordinator	Ph: 03 94281615	Queries regrading fees and payment terms. Refund assistance
Trainers / Assessors	Ph: 03 94281615	Point of contact for training Assessment information Course progress and intervention Access to academic records First point of contact for academic complaints and appeals

COMPLAINTS AND APPEALS PROCEDURE

The Institute has a Student Complaints and Appeals Policy and Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. After completing NAIT's informal and formal complaints processes, a student dissatisfied with the outcome may launch an internal appeal. If dissatisfied with this outcome, the student may request mediation through the Overseas Student Ombudsman.

Informal Complaint Process

Any student with a complaint may first raise the issue informally with the Student Support Officer, Trainer or other relevant staff member and attempt an informal resolution of the complaint.

Complaints dealt with in this way do not become part of the formal complaint process and will not be documented, recorded or reported on unless the Institute staff involved determines that the issue in question or complaint is relevant to the wider operation of National Australian Institute of Technology (NAIT). Students who are not satisfied with the outcome of the complaint will be advised to register a formal complaint.

Formal Complaint Process

Students not satisfied with the outcome of the informal process can register a formal complaint in writing.

To register a formal complaint a student must complete and lodge a Student Complaints Form with Student Services providing:

- a. a clear statement of the complaint, including the parties involved
- b. 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).

The resolution phase will commence within 10 working days of the complaint being lodged in writing.

The Student Services officer or nominee will determine whether the subject matter falls within the definition of a complaint. This period is called the resolution phase.

Where it is determined that the subject matter falls within the definition, the Student Services officer or nominee will:

- a. gathers such information as required to assist with the settlement of the complaint, including providing the respondent with the statement of the complaint and giving them the opportunity to respond
- b. Attempt to resolve the complaint by using the process outlined by the student for settlement (if appropriate) or through meeting, mediation and/or conciliation.

Where it is determined that the subject matter of the complaint falls outside the definition of a complaint, the Student Services officer or nominee will advise the student accordingly. Student services or nominee may dismiss a complaint if, in their view, the complaint is ill-advised, misguided, frivolous, malicious or vexatious.

At the conclusion of the resolution phase, the Student Services officer or nominee will write to both the student and respondent indicating the outcome of the process and specifying any action that has been agreed upon by the parties as part of that process.

The Institute decision and reasons for the decision will be documented by the Student Services officer, or nominee, and placed in the student's file.

If a student is dissatisfied with the outcome of the formal complaint process, they may initiate an internal appeal process by completing an Appeal Form from the website or student administration.

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

Where the NAIT 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 why more than 60 calendar days are required, and will regularly update the complainant or appellant on the progress of the matter

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 a student to reconsider a decision made by National Australian Institute of Technology (NAIT)

An Internal Appeal Process is initiated by a student by lodging an Appeal Form with Student Services.

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

- a. notification of an intention to report the student to the Department home affairs or Unsatisfactory Course Progress
- b. Notification of an intention to suspend or cancel a student's enrolment due to misbehaviour, or other extenuating circumstances (ref. Student Code of Behaviour and Discipline Procedures for details).

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

- a. meets with the student (and support person, if present) and provide the student with the opportunity to present their case and any supporting evidence they bring to the meeting
- b. at the conclusion of the meeting, will inform the student of 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 make a decision.

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 suitable external appeal bodies will be made available to the student.

The outcome of the internal appeals process and reasons for the outcome will be recorded in writing and signed and dated by the student and the Institute and placed in the student's file.

External Appeals Process

If the matter is still unresolved after the above procedures have been implemented and the internal appeals process exhausted, and If the student is not successful in the NAIT's internal complaints handling and appeals process, the institute will advise the overseas student of their right to access an external complaint handling and appeals process at no cost. NAIT, will refer the student to Overseas Students Ombudsman to lodge an external appeal or complain about the decision. This advice will be given to the overseas student

within 10 working days of the completion of the internal complaints handling and appeals process.

The Overseas Students Ombudsman offers a 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 has followed its policies and procedures, rather than make a decision in place of the institution.

For example, if an overseas student appeals against his or her subject results and goes through the Institute's internal appeals process, 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.

The Overseas Students Ombudsman (OSO)

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

The Ombudsman(OSO) also:

- (a)** Provides information about best practice complaints handling to help private education providers manage internal complaints effectively.
- (b)** Publishes reports on problems and broader issues in international education that OSO identifies through investigations. For further information, please visit www.oso.gov.au or You can contact the overseas student 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

Where a student has decided to access the appeals process in relation to deferment, suspension or cancellation of their enrolment, National Australian Institute of Technology will not update the student's status via PRISMS until the appeals process is completed.

NAIT 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; or the overseas student withdraws from the internal or external appeals process, by notifying the institute in writing.

PRIVACY STATEMENT

Your privacy is important to us and all the personal & private information collected about you will be treated as confidential. Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act 2000, and the National Code 2018, and to ensure student 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 2001 and the National Code 2018. Information collected about you on this form and during your enrolment will be provided, in certain circumstances, to the Australian Government and designated authorities and the Tuition Protection Service (TPS) director. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where the Institute is authorised or required by law to do so. You can access information collected from you on this form and during your enrolment by contacting Student Administration at the Institute.

Under the Data Provision Requirements 2012, NAIT 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 during enrolment, USI and your training activity data) may be used or disclosed by NAIT for statistical, regulatory and research purposes. NAIT 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).

Access, correction and complaints

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

Please refer NAIT privacy policy for more information and visit information on The Office of the Australian Information Commissioner (OAIC) at: <https://www.oaic.gov.au/>

NAIT POLICIES AND PROCEDURES

Students have access to all relevant administrative and academic policy and procedures. They are published on our website www.nait.edu.au/policies or they are available from the Student Administration.

Student Rights as a Consumer

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

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

The availability of the Fees Payment and Refund Policy and the Complaints and Appeals Policy and Procedure does not remove the right of students to take action under Australia's consumer protection laws.

Media Consent

The Enrolment Form gives you the opportunity to decline permission for NAIT to use any representation of your time here for promotional purposes. Please be sure to read this section of the Enrolment Form.

From time to time, NAIT staff may request to take photographs/videos or verbal/written interviews/testimonials of students at NAIT or at places where the student is involved in an activity. These creations may be used in a classroom, or at on-the-job work activities or could be published by NAIT 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 NAIT student administration.

LIVING IN AUSTRALIA

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 campuses and communities. NAIT 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. While there are some minor differences in accent between the cities and country areas, the differences are much less than those found in America, Britain and Canada. As you improve your English, you will learn some of Australia's colourful and often humorous slang, 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 and synagogues are located 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 (See, 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 sample 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. The adventurous might want to sample Australia's bush tucker and national specialties like Kangaroo (available in supermarkets) and Crocodile (available in some restaurants)

Sports and recreation

Australians are very keen on sport and outdoor activities and have gained a worldwide reputation as tough competitors in individual and team sporting events. Australia has more than 120 national sporting organizations and thousands of state and regional sporting bodies. Australians are also enthusiastic about bushwalking, fishing, boating and water sports.

Electricity

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three-pin plug is absolutely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if students bring an appliance from overseas that operates on a different voltage

Transport

Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. See Living in Melbourne below for more details.

Driving

Tourist students may drive in Australia on a valid Overseas Driver's License, but if the document is not in English, the visitor must carry a translation with the permit. An International Driver's License alone is not sufficient.

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 indicates 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 service is also available at the airport and there is designated pick up place available outside the airport for Uber customers.

Telephones

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are run by Australia's largest telecommunications company, Telstra, and are available at all post offices, shopping centres and are often situated on street corners. Telstra public pay phones accept a variety of coins and Telstra phonecards. Phonecards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets such as post offices and newsagents in denominations of \$A5, \$A10, \$A20 and \$A50. Credit phones take most major credit cards such as Visa and Mastercard and can be found at international and domestic airports, central city locations and hotels. Mobile phones are very popular and can be purchased from a number of retailers including Vodafone, Optus, Virgin mobile. A local call from a payphone costs \$0.50c. Calls interstate (STD) cost between \$0.50c and \$0.75c per minute. Calls to mobiles cost \$1.00 per minute.

Budgeting

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

Travel

During 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, 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 in virtually any currency. Major hotels and some shops, depending on individual store policy, will 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 Monday to Thursday - 9.30 am – 4.00 pm Friday - 9.30 am – 5.00 pm Some banks are open Saturday mornings.

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. In good quality restaurants however, it is usual to tip food and drink waiters up to 10% of the bill for good service. Porters have set charges at railway terminals, but not at hotels. However, tipping is a matter of individual choice.

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 meal times are in relation to your studies and other commitments. You may also want

to consider how the other people will feel about your friends visiting, your music and the hours that you keep. There are different types of home stay arrangements:

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

Full Board

Usually includes a furnished room (bed, desk, lamp, 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, 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\$ 70.00 - A\$ 100.00 per week

Board in Exchange

Usually means free, or low cost, accommodation (including bills), in return for household duties such as cleaning, or childcare.

Cost: Free or low cost (below A\$70.00)

Lease/Rent

Renting an apartment or house is done through a real estate agent. You must sign a contract called a "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 water and 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\$100.00 - A\$400.00 (unfurnished)

Useful internet sites for student housing are:

<http://www.s-h-a.com.au>

<http://www.lestudent8.com>
<http://www.find-studentaccommodation.com>
<http://www.youthcentral.vic.gov.au>
<http://homestaydirect.com.au>
<http://gumtree.com.au>
<http://flatmatefinders.com.au>
<http://www.studymelbourne.vic.gov.au>
<http://studyinaustralia.gov.au>

Useful rental accommodation websites are:

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

Cost of Living

Australia is a sophisticated, friendly country that enjoys one of the highest standards of living in the world. Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia (all costs are in Australian dollars).

The costs below are an approximate guide only. Students should be aware that these costs can vary depending on your study location in Australia.

Accommodation

- **Hostels and Guesthouses** - \$90 to \$150 per week
- **Shared Rental** - \$85 to \$215 per week
- **On campus** - \$90 to \$280 per week
- **Homestay** - \$235 to \$325 per week
- **Rental** - \$165 to \$440 per week
- **Boarding schools** - \$11,000 to \$22,000 a year

Other living expenses

- **Groceries and eating out** - \$80 to \$280 per week
- **Gas, electricity** - \$35 to \$140 per week
- **Phone and Internet** - \$20 to \$55 per week
- **Public transport** - \$15 to \$55 per week
- **Car (after purchase)** - \$150 to \$260 per week

- **Entertainment** - \$80 to \$150 per week

Minimum cost of living

The [Department of Home Affairs](#) (opens in a new window) has financial requirements you must meet in order to receive a student visa for Australia. From 1st February 2018 the 12-month living cost is:

- **You** - \$20,290
- **Partner or spouse** - \$7,100
- **Child** - \$3,040

All costs are per year in Australian dollars. To convert to your own currency, visit <http://www.xe.com/> (opens in a new window).

The Australian Government provides information and guidance on managing your finances. You can read more at www.moneysmart.gov.au (opens in a new window)

If you experience financial trouble while in Australia, talk institution's student support staff for assistance.



LIVING IN MELBOURNE

Melbourne

Melbourne is the capital city of the State of Victoria. It is situated on the banks of Yarra River and around the beautiful beaches of Port Phillip Bay. It is an attractive, spacious city with an abundance of parks, gardens, sporting venues and scenic places. Melbourne is also a sprawling city with suburbs extending up to 60km from the city center.

Melbourne is a truly multicultural city. The population is approximately 4 million. There are now people from over 140 nations living harmoniously together. This broad ethnic mix has brought many benefits to the city including a wide range of cuisines and more than 2,300 elegant and cosmopolitan restaurants, bistros and cafés.

Melbourne is considered to be the fashion (and shopping) capital of Australia and offers some of Australia's biggest shopping complexes as well as sophisticated, exclusive boutiques and a host of lively and popular markets.

Melbourne has an excellent public transport system with trams, trains and buses providing an extensive network throughout the city and suburbs. For more information please visit www.studymelbourne.vic.gov.au.

Climate

Melbourne enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Below is a guide to average daily temperatures: Spring - September to November - 12-22C Summer - December to February - 28-32C Autumn - March to May - 12 - 20C Winter - June to August - 10 - 15C.

Melbourne does not have a specific wet season; it can rain at any time of the year.

Festival City

Known as Australia's festival city, Melbourne provides lively festival entertainment every month. Major festivals include: Melbourne International Comedy Festival, Chinese New Year Parade, Moomba Parade, Melbourne International Arts Festival, Melbourne Food and Wine Festival, Melbourne International Film Festival, Spring Fashion Week and the Melbourne Fringe Festival.

Melbourne's primary community venue, Federation Square, hosts a great many multicultural festivals throughout the year such as the Indian Film Festival, Diwali Indian Festival of Light, Buddha's Day, Nepal Festival, Thai Culture and Food Festival and Fiesta Malaysia.

Melbourne's music festivals are many ranging from indie music events that attract popular international acts to jazz festivals. Some of the International sporting events include Spring Racing Carnival (Melbourne Cup), Australian Open (Grand Slam tennis), Grand Prix Motor Racing, World Series and Test cricket and Bells Beach Surf Classic

Entertainment

Being located close to Melbourne's Central Business District (CBD), Richmond campus is close to a great array of entertainment options from ten-pin bowling, cinemas and karaoke, to sophisticated art galleries, theatre and dance events, as well the usual bars and clubs. Melbourne is Australia's festival capital, with free events held in city and community venues each month. The city's beautiful green and spacious surrounds 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.

Public transport tickets

Tickets for Melbourne's Myki public transport ticketing system, which covers trams, trains and buses, must be purchased prior to travel at train stations, some tram stops or retail outlets such as 7Eleven. Tickets are not available on public transport. For more information, visit: www.myki.com.au. Fare evasion attracts steep fines. Melbourne is divided into travel zones and your ticket type and cost depends on which zone you are going to travel in and for how long. There is free tram zone in the CBD area (effective 1 Jan 2015). If your tram journey starts or finishes outside the Free Tram Zone, you need to touch on to ensure you have a valid ticket. Visit www.myki.com.au and Public Transport Victoria at <http://ptv.vic.gov.au/> for more details. Cost: approximately \$25- \$38 a week.

Cost of Living

See 'Living in Australia'.

NON-ACCREDITED TRAINING (Vendor Certifications)

Apart from Nationally recognized training (VET & CRICOS courses) NAIT works with Australian companies from diverse industries e.g. IT, Business, real estate, health provider's companies to deliver our non-accredited IT vendor trainings online..

NAIT clearly distinguishes between nationally recognized training and assessment leading to the issuance of AQF Australian Qualifications Framework certification documentation from its non-accredited training delivered. NAIT has created a separate section on its website to ensure students understand the difference.

Difference between non-accredited training and courses for international students (CRICOS registered courses)

NAIT Non -accredited courses

Non- accredited training is training that does not lead to nationally recognised certification. NAIT Non-accredited courses are certification course or called “vendor certification” which are usually short courses of 1-2 days prescribed by industry e.g., Microsoft certification. These courses are not part of recognized training and they are not VET or CRICOS registered courses which mean students can't apply for student visa on basis of the courses and student will not get any nationally recognized certification.

These courses are separate from the courses offered to international students

CRICOS courses

CRICOS registered courses are courses registered on commonwealth register which are usually more than 3 months in duration of the course.

Please refer CRICOS website for course which are registered on CRICOS

<http://cricos.education.gov.au/Course/CourseSearch.aspx>

NAIT has its CRICOS course listed on CRICOS register and details can be found on register by following link:

<https://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=03743C>

Frequently asked questions:

What is nationally recognized training?

These are programs of training leading to vocational qualifications and credentials that are recognised across Australia delivered by registered training organisations (RTOs). They include:

- industry training package qualifications and units of competency as listed on the national register, <training.gov.au> (TGA), or
- courses that have been accredited by a vocational education and training (VET) regulator, which includes:
 - Australian Skills Quality Authority (ASQA)
 - Victorian Registration and Qualifications Authority
 - Western Australia’s Training Accreditation Council.

Is non-accredited courses offered by NAIT part of CRICOS course?

Non-accredited courses are certification course or called “vendor certification” which are usually short courses of 1-2 days prescribed by industry e.g. Microsoft certification. These courses are not part of recognized training and they are not CRICOS registered courses.

Can I apply for a student visa based on non-accredited course?

Non-accredited courses are certification course or called “vendor certification” which are usually short courses of 1-2 days prescribed by industry e.g. Microsoft certification. These courses are not part of recognized training and they are not CRICOS registered courses which means students can’t apply for student visa on basis of these courses.

Overseas students are required to take full time study load of 20 hours per week and must take CRICOS registered courses only for obtaining a student visa.

Is fee paid for CRICOS course includes non-accredited certificates

Non-accredited course are entirely separate courses and they have separate fee structure.

Fee paid by students is only for CRICOS/VET course they are intending to study. e.g. Fee paid to Diploma of Leadership Management only covers Diploma of Leadership and Management, it **doesn’t** entitle students entry and fee to any other course or certification.

Please enquire with NAIT administration for fee for non-accredited courses.

Is CRICOS course I am enrolled will be delivered in partnership with any other organization

NAIT **doesn’t have** any delivery arrangement for VET or CRICOS courses with any other organization e.g. Microsoft, CISCO etc. Courses for domestic and international students are

delivered by National Australian Institute of Technology.

Where can I see which course are registered on NAIT scope and offered to international students by NAIT

NAIT will have its CRICOS course listed on CRICOS register and details can be found on register by following link:

<http://cricos.education.gov.au/Course/CourseSearch.aspx>

- NAIT only offers one nationally recognized course to overseas students-
· **BSB50420** Diploma of Leadership and Management
- Currently NAIT is delivering one course to domestic students-
BSB50420 Diploma of leadership and management.
- All prospective students are required to enquire separately about Non-accredited training and short course separately and must make an inquiry about fees and course length involved with NAIT administration staff.
- Students must not misunderstand non-accredited training to delivered automatically or vice versa in relation to Nationally recognized training offered by NAIT

You must contact student administration if you need any further clarification on non-accredited training.

For purpose of non-accredited courses and certificates, we are official authorized IT Academies for:

- VMware IT Academy
- Microsoft Imagines Academy
- Oracle Academy
- Cisco Partner
- RedHat Academy
- Adobe Partner
- CompTIA IT Academy
- CheckPoint IT Academy

AUTHORIZED TRAINING PARTNERS



AUTHORIZED TESTING PARTNERS



NOTE- NAIT delivers industry certification courses for Industry organizations listed below for only for non-accredited courses/ vendor certification course.

NAIT doesn't not have any partnership with any third party for delivery of its VET courses. All VET courses will be delivered by NAIT only.

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

Address: 373-375 Bridge Road
RICHMOND VIC 3121

Phone: (+61) 3 9428 1615

Email: info@nait.edu.au

Website: <http://www.nait.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 <http://www.nait.edu.au/> for the most current information or speak to NAIT student administration. Learners are encouraged to get more information from the National Training Register at www.training.gov.au or speak to a NAIT staff member for details. NAIT handles all superseded qualifications as per our Course Transition Policy and Procedures available from <http://www.nait.edu.au/>*