



WELCOME TO BENDIGO TAFE

Everything you need to know
about studying with us



**OUR HEROES ARE MADE
AT BENDIGO TAFE**

CEO WELCOME

We're really pleased that you've decided to join the Bendigo TAFE community.

As one of Victoria's largest TAFEs, Bendigo TAFE is widely regarded as a leader in practical education and training.

Whether you're after a new job, a study pathway or want to try something completely different, we have the courses, teachers and facilities to support you.

We provide an environment where you can be social and enjoy time with your peers, as well as offering practical student services to help you manage your study, work and family commitments.

At Bendigo TAFE, we place our students at the centre of everything that we do. We encourage the amplification of the student voice through the active engagement of students through an advisory group. Our student representatives have the opportunity to shape and enhance the student experience by working in collaboration and partnership with teachers and other representatives.

Of course there are many other benefits to being a Bendigo TAFE student. Take the time to look through this handbook and discover for yourself why thousands of others have made the choice to study at Bendigo TAFE.

We hope the year ahead offers many opportunities so that you reach your full potential. Don't forget to celebrate your achievements with us, no matter how small or big, throughout the year.

Good luck!

Sally Curtain
Chief Executive Officer



YOUR FIRST WEEK

Student identification (ID) card

Your name, photo and student number are printed on your student ID card and it's your main ID during your time with us. Use your student ID as a government agency issued Student Identification Card, as well as in the library or for printing and photocopying.

You must always carry your student ID card whilst on campus and present it upon request by a Bendigo TAFE staff member.

You should receive your ID card upon completing enrolment. If you haven't been issued a Student ID card, please go to the Enrolment Centre and request one.

If you lose or damage your ID card, you'll need to replace it. The Enrolment Centre will be able to issue a new one at a cost of \$15.

On-campus internet access

While on any campus, you can use the TAFE's free Wi-Fi. To access, simply search the Wi-Fi network and select "TAFE public", be mindful of using the Wi-Fi for appropriate activities as per the Information Technology Usage Policy - Student found [here](#).

Your Unique Student Identifier (USI)

A USI is a number unique to you, consisting of numbers and letters. Everyone in Australia undertaking a nationally recognised training course must have a USI issued by the Federal Government. If you're not sure, you can check to see if you already have one or apply to get one [here](#).

When applying for a job or enrolling in further study, you'll usually need your training records and results. You can access your training records and results online, anywhere, anytime throughout your life; just login into your USI account at usi.gov.au.

Course details

For details about particular course content, specific requirements, timetables, attendance, materials, or any other course or class specific information, please contact your teachers directly, or if in doubt speak to the Recruitment and Enrolment Officers on 13 TAFE (13 8233).

Student Portal

The Student Portal is the hub of student activity and information. It's your gateway to knowing what's happening on campus.

In the Student Portal, you'll find links, updates and contact details for Counselling Support, Indigenous Support, Policies and Procedures, Academic Support, Academic Results, Coronavirus Updates, Campus Updates, Social Events, Free Webinars, Student Satisfaction Surveys, Scholarships and much more.

You can login to the Student Portal from any campus desktop computer by clicking on the Student Portal icon on the Bendigo TAFE website home page.

To access the Student Portal from your own device (on or off campus), go to the [Bendigo TAFE homepage](#) and click on the Student Portal link on the top of the screen, then login using your student ID and your default password.

Your default password will be in the following format:

The capital letter of your first initial, lowercase letter of your surname, followed by your full date of birth (DDMMYYYY) 8 digits. e.g. Jane Smith, 7th March 1995. Password = Js07031995".

* Please approach the library staff either through LibChat or in person if you cannot get into the Student Portal.

The Student Portal is your access point to the following:

Student email account

Your student email account will be set up at the time of your enrolment. Click on the email link on the homepage of the Student Portal, then set up your login using your student ID number followed by @bendigotafe.edu.au. For example 123456789@students.bendigotafe.edu.au and then the same default password as the Student Portal.

* Please approach the library staff either through LibChat or in person if you cannot set up your email.

Learning support

For study learning support or Language Literacy and Numeracy (LLN) support and information click [here](#).

Bendigo TAFE acknowledges their campuses are located on the ancestral lands of the Djaara people of the Dja Dja Wurrung and Yorta Yorta Nation. We recognise their continuing connection to land, waters, and culture, and pay our respects to elders past present and emerging. The institute respects traditional custodians, elders and their cultural heritage.



Library access and support

Whether you are on campus or learning remotely, the Bendigo TAFE Library has your study needs covered. With support and services including live chat, log-in assistance, password reset, access to databases, e-books, curated subject guides and much more. The library staff look forward to welcoming you into the library. To live chat, select the “chat with us” tab on the right side of the page [here](#).

MyLearning

MyLearning is our online teaching portal system, available 24 hours a day. This is where you access most if not all of the information, instructions and assessments for your course.

- To access MyLearning, you'll need a computer (with some minimum software requirements) and an internet connection.
- Your MyLearning account is created automatically when you enrol.
- If your teacher is using MyLearning, they will enrol you into a range of units within your course of study.
- You'll find a video [here](#) that will help you with navigating your way around the MyLearning portal. For further assistance, please speak to your teachers or the library staff, who can step you through what you need to know.
- Link for MyLearning manual [here](#).
- For MyLearning access issues or system problems, email MyLearning support [here](#) and the support team will get back to you.



CAMPUS INFORMATION AND MAPS

Campus Locations and maps

Bendigo City campus

154 Hargreaves Street, Bendigo

Varied time restricted metered street parking is available around the perimeter of the TAFE, and there are several all-day metered car parks nearby. Free all day street parking is available in Hargreaves Street, past Chapel Street intersection.

Bendigo Charleston Road campus

62-104 Charleston Road, Bendigo

Free parking is available in designated areas.

Castlemaine campus

65 Templeton Street, Castlemaine

All-day Street parking is available at the campus.

Echuca campus

Corner of Hare and Darling streets, Echuca

2-hour street parking is available at the campus, and all-day parking is available approximately a block south of the campus.

* Disabled access is available at each campus. For more information, refer to the relevant campus map links to view designated disabled parking spots and campus building access points.



Public transport

Bendigo, Castlemaine and Echuca campuses can all be accessed through Regional public transport. To find connecting regional routes and timetables, go to <http://ptv.vic.gov.au/> and under the heading “PLAN” select “journey planner” then pop in your starting place and destination, and the system will give you your options.

Travel Concession Cards

Full-time students are eligible for a Victorian Public Transport Concession Card and Student Pass. Apprentices and international students are not entitled to the concession card. The application form is available [here](#).

You can take your PTV application form to any campus Enrolment Centre to have it signed and stamped.



Lockers

Some campuses have lockers for your use. Please ask the administration staff in your area for further information about access to a locker. You may need to provide your own padlock for security and ensure that the locker is cleared at the end of your course.

Lost property

If you've lost something, contact the Bendigo TAFE Information Centre or your regional campus reception to see if the item may have been handed in. Lost property not claimed within three months is sent to the police (valuable items) or the St Vincent De Paul Opportunity Shop, Chapel Street, Bendigo (other items). Bendigo TAFE does not accept responsibility for the loss of personal possessions. You are therefore urged to take suitable precautions to protect your personal belongings. Report any stolen or missing items to a staff member.

On-campus security

If you are concerned about leaving the campus alone at night, speak to your teacher and arrange to leave the class in the company of others or, if available, a security guard. To contact security, please call 0419 749 271 for all Bendigo and Castlemaine campuses and 0428 973 523 for the Echuca campus.

Events

Refer to Student Portal for all upcoming events and updates. The Student Support team is here to enrich your learning experience during your time at Bendigo TAFE. Over the year, there are several planned free on-campus events where you can meet and socialise with other students and make some great friends.

Make sure to check the Student Portal regularly, to find out about upcoming events, and other important information.



WHAT TO EXPECT FROM US

Customer Service Charter

This is our commitment “to empower people and industry with the skills to create a bright future”. Our students are at the centre of this charter and the focus of what we do and how we do it. To see our Customer Service Charter please click [here](#).

Privacy and Freedom of Information

We respect the rights of our students to security, privacy and service. We wish them to have confidence that the personal and health information they supply to the Institute will be stored and used appropriately. For more information about our Privacy and Freedom of information Policy please click [here](#).

Personal support and study support are available

Library and Learning Centre

You can browse and borrow books and DVDs from all the libraries for study purposes and access computers and printing. Friendly staff are there to assist with IT troubleshooting, academic and study support and can assist with referral to other support services.

Study support

There are various study support avenues Bendigo TAFE offer, speak to the library staff or study support teams, so they can identify the support that suits your circumstances. Click [here](#) for study support contact details, or [here](#) to connect with library staff.

Counselling

Our counselling service team includes registered counsellors, psychologists and social workers, who can provide you with free and confidential counselling at our campuses across Bendigo TAFE. Counselling is available between business hours and can be face-to-face, over video chat, or via phone or email. The session is led by you and what you have on your mind. For appointments call 5434 1755 between 9am-5pm or email:

[Student Support Services](#).

TalkCampus

Bendigo TAFE also has a peer-to-peer mental health support app available to all enrolled Bendigo TAFE students. This is an anonymous platform that allows students to connect with other students worldwide to discuss any issues they may be experiencing, ranging from study pressures to mental health experiences. Click [here](#) for instructions on how to download and use TalkCampus.

Welfare and scholarships

Our welfare team can assist you with budgeting skills, Centrelink advice and assistance, housing advice and referrals. We also have emergency relief for our currently enrolled students who may be experiencing financial stress. The welfare team also assist with helping you apply for our many scholarships available to you as a Bendigo TAFE student. For appointments call 5434 1755 between 9am-5pm or email: [Student Support Services](#).

Accessibility support

Available to any student identifying as having barriers to education due to a disability. Ranging from in-class support to technological solutions, emergency medical plans and inclusive community activities, our Disability Liaison Officer is here to improve your access and enjoyment while studying. For appointments please call 5434 1755 between 9am-5pm, or email disabilityofficer@bendigotafe.edu.au.

Aboriginal and Torres Strait Islander Student Support

Bendigo TAFE's Indigenous Education Centre (IEC) has Indigenous mentoring and support staff that nurture and develop our Indigenous students while they study. We have dedicated Koorie Liaison Officers, Koorie Student Support Officers and an Indigenous Engagement Mentor to work with students to access the support services the Institute offers, as well as assisting with navigating external support services, through government agencies and other relevant organisations. To contact the IEC, email iec@kangan.edu.au or phone 1300 328 329.

International student support

In addition to our free student support services, our International Student Liaison Officers attend to your welfare needs. When you first arrive to study, your needs may vary widely and may include: accommodation assistance, personal safety advice, grocery shopping advice, using public transport, understanding Australian customs or coping with loneliness and homesickness. To contact the International Student Liaison Officer call: 0481 930 931 between 9am-5pm, or email: [international student support](#).

Apprenticeship Support Officers

The Apprenticeship Support Officer (ASO) Program provides support for apprentices, aged 15 to 24, in the first year of their apprenticeship. The ASOs provide advice and assistance on personal and workplace issues and work collaboratively with employers and stakeholders. For more information, please click [here](#).

Child safety

As a Child Safe Organisation Bendigo TAFE has a strong commitment to child safety and maintains robust policies and procedures which allow us to demonstrate and act on this commitment. Bendigo TAFE has a Child Safety Officer who can assist those reporting behaviour or incidents that may amount to child abuse risks or incidents. To contact the Child Safety Officer via student support counselling call 5434 1755 between 9am - 5pm or email Child Safety Officer directly. The Child Safety policy can be accessed [here](#).

Occupational Health Safety and Wellbeing (OHSW)

Bendigo TAFE is committed to providing a safe and healthy environment for all students. If you have any concerns that you want to report, please let a staff member know immediately and they will inform the HSW team. To view the Occupational Health Safety and Wellbeing policy, please click [here](#).

Practical placements

Many courses at Bendigo TAFE require students to do industry based practical placement. We have an amazing placement team who support students to find the placement opportunities needed to complete the course. Please be aware that some courses require you to do significant amount of industry related practical placement to successfully complete your training and become qualified. If you have any concerns or barriers around completing placement, please reach out to your teachers or the placement team as soon as possible so they can assist.

Skills and Jobs Centres and Employment Centre

These centres provide students with advice on:

- Pathways - A one-stop-shop for anyone wanting to look at their options for study, training, job and career opportunities.
- Employment assistance - offering support with resume writing, interview skills and much more through workshops and one on one support.
- Employment centre - we have an employment centre that can assist with finding job opportunities and guide you through the application process.

Visit: [The Employment Centre](#) or call: 1300 484 335.

Visit: [Skills and Job Centre](#) or call: 1300 100 606.

Reconnect

Reconnect is a free service that can provide personalised support and course related financial assistance to disengaged, high needs learners. This service works with your strengths and your individual learning goals to help you successfully return to education, training and/or employment.

To be eligible for the Reconnect program you must be:

Young people

Aged 17-19: Not engaged in education or training for six months or more (less than 8 hours per week).

Mature participants

Aged 20-64: Unemployed for six months or more (less than 8 hours per week) and not engaged in education or training for six months or more (less than 8 hours a week).

Young people impacted by justice system

Young people aged 17-24 who have been or are currently on, Youth Justice Orders.

Asylum seekers

A person without citizenship but holds a valid: Bridging Visa Class E (BVE), Safe Haven Enterprise VISA (SHEV), Temporary Protection Visa (TPV) or Humanitarian Stay (Temporary) (Subclass 449) Visa (449 visa).

Out of home care

Aged 17-64: A person that has a current or previous experience with Child Protection.

With locations in Echuca, Bendigo, Castlemaine, Maryborough, Wedderburn and Macedon Ranges contact us on 1300 327 328 to find out how we can help you or go to info.bendigotafe.edu.au/reconnectprogram.

Student voice / representation

The student voice is important to Bendigo TAFE. There are a number of ways for student voices to be heard and elevated. One such way is through the Student Working Group. Join together with likeminded peers to boost your skills, project participation and social impact.

Find out how you can build your leadership skills and enhance the student experience. To find out more, send an email [here](#).

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

If you have current, relevant and sound work experience in a unit that you're studying, or if you have previously successfully completed study in the same area, please speak to your teachers, as you can potentially apply for a RPL or CT and reduce the amount of study required to complete your course.

Academic appeals

If you are not satisfied with an outcome of an assessment, you can appeal the decision. Within five working days of receiving the assessment result, you need to discuss with the subject teacher and notify the teaching areas Lead Educator. If you're still dissatisfied, you can escalate by completing an "Application for a Formal Review", with the assistance from the student support team. View the Assessment Appeals policy [here](#).

Feedback and complaints

If you have anything you want to bring to our attention, positive or negative feedback, suggestions for improvements or innovation, please let us know by completing the feedback form. You can find the link [here](#). We are keen to hear how we can make your experience at Bendigo TAFE better.

Fee Refunds

The following fee refund procedures apply to government-subsidised and full fee paying students (excluding students on a study visa):
If Bendigo TAFE cancels your course, you are entitled to a 100% refund.

Short courses:

If you provide formal notification of withdrawal five business days or more prior to the scheduled start date of your short course, you are entitled to a refund of your enrolment fees (less an administrative fee of \$40). You are not entitled to any refund if you withdraw less than five business days prior to the scheduled start date of your short course.

Non-VET Student Loans courses (Certificates I, II, III and IV):

If you provide formal notification of withdrawal prior to the commencement of your course or within 28 days of your non-VET Student Loans course commencing, you are entitled to a refund of your tuition fees (less an administrative fee of \$80). You will not be refunded for units where a final result (either pass or fail) has been recorded. You are not entitled to any refund if you withdraw later than 28 days after the commencement of your non-VET Student Loans course. Refunds for non-tuition fees will be assessed on a case-by-case basis.

VET Student Loans courses (approved diplomas and above):

If you have a VET Student Loan you must advise us that you want to withdraw on or before the published census date for that unit, so that you do not have a debt for your tuition fees reported to the Commonwealth Government. If you withdraw after the census date for that unit of study, you will incur a debt for those tuition Fee. In some special circumstances, you may be entitled to a remission of that debt. Refunds for non-tuition fees will be assessed on a case-by-case basis (less an administrative fee of \$80).

If you do not have a VET Student Loan for a Diploma or above, you must advise us that you wish to withdraw before or on the census date to receive a full tuition fee refund. Refunds for non-tuition fees will be assessed on a case-by-case basis (less an administrative fee of \$80).

Withdrawal and refund application forms are available at the Enrolment Centre or by calling 13 TAFE (13 8233).

Most refunds will be processed within four weeks of application. To view the Fees, Charges and Refund Policy click [here](#).

WHAT WE EXPECT FROM YOU

Respectful behaviour and our Student Code of Conduct Policy

The Student Code of Conduct Policy can be found [here](#).

Bendigo TAFE encourages and supports the participation of students from all backgrounds and we expect all students to demonstrate the same level of respect and support of all people from diverse backgrounds.

We provide a friendly culture where we can trust one another and build each other's confidence, where everyone has the right to value new and different ideas, thoughts and beliefs that are respected by staff and fellow students.

If you need assistance and you're not sure where to start, please call the Recruitment and Enrolment Centre on 13 TAFE (13 8233).





BENDIGO TAFE CAMPUSES

Bendigo City

154 Hargreaves Street
Bendigo VIC 3550

Bendigo Charleston Road

62-104 Charleston Road
Bendigo VIC 3550

Castlemaine

65-67 Templeton Street
Castlemaine VIC 3450

Echuca

Corner Hare and Darling Streets
Echuca VIC 3564



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