

LEARNER HANDBOOK

Chadstone

Corner Warrigal and Batesford Roads
Chadstone, Victoria 3148

Bourke Street

Level 3, 206-218 Bourke Street
Melbourne, Victoria 3000

Drummond Street

Corner Drummond and Rae Steets
Chadstone, Victoria 3148

Glen Waverley

595 Waverley Road
Glen Waverley, Victoria 3150

Moorabbin

488 South Road
Moorabbin, Victoria 3189

North Melbourne

Level 2, 200 Arden Street
North Melbourne, Victoria 3051

Holmesglen at Eildon

92 Moore Road
Eildon, Victoria 3713

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holmesglen.edu.au



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Welcome to Holmesglen

Congratulations. Your enrolment at Holmesglen Institute is the beginning of a great learning experience. It will provide you with the skills, knowledge and confidence to be a valued member of the workforce, to participate in the community and contribute to the ongoing sustainability of the Victorian economy

We at Holmesglen are committed to ensuring that you are valued as a member of our community and your experience with Holmesglen is positive and rewarding.

Our commitment to you is to ensure that we provide:

- **A safe learning environment**
- **Quality driven teaching**
- **A learner focussed culture**
- **An ethos that values and supports environmental sustainability**

I encourage you to make the most of your learning opportunity.

Best wishes



Mary Faraone
Chief Executive

Welcome to the Learner Handbook, a valuable resource designed to help you on your educational journey. This handbook will act as your compass. It will provide you with essential guidance and information to help you navigate the exciting and rewarding journey of student life.

You will find a wealth of information, insights, and resources to help guide you on your learning journey, enhance your Holmesglen experience, and address any questions or concerns you may have.

We encourage you to explore its contents thoroughly. Remember, your education is not just a destination but a lifelong journey, and this handbook will be your trusted guide along the way.

Acknowledgement of Country

In the spirit of reconciliation, Holmesglen recognises and celebrates the Traditional Owners of the lands throughout Victoria and beyond on which we educate and train. We pay our respects to Elders past and present and acknowledge our emerging leaders.



Learner Rights and Obligations

Rights and Obligations

All Holmesglen learners and employees have the right to be treated fairly and with dignity in an environment free from disruption, intimidation, harassment, victimisation, violence, aggression, and discrimination.

Holmesglen strives to be learner focused and ensures that learner experience is central to all processes and systems. As a learner at Holmesglen, you are part of Holmesglen's community and as such, have certain rights and obligations. These include your right to receive quality education and training, to be informed about personal information that is collected, and the right to review and amend this information to ensure its accuracy.

You are obliged, as part of your enrolment and admission, to read and comply with Holmesglen's Conduct and Discipline Policy (Learners) and its Learner Rights and Obligations, and all other standards of behaviour required by Holmesglen's policies and procedures.

Your teachers will talk to you about your rights and responsibilities at your induction sessions and in various other course specific forums. However, for your reference, please find below a set of links to important information that will assist with your understanding of your rights and obligations.

Important information that you need to be aware of is available on the Holmesglen website at [Current Students](#).

Complaints and Appeals

It is Holmesglen's policy to ensure that all learners are treated justly and respectfully and that no individual will be victimised or discriminated against or suffer disadvantage in their academic progress. Holmesglen [Complaints and Appeals](#) process is available on the website.

Privacy

Holmesglen abides by its obligations under the Information Privacy Act 2000 and the Health Records Act 2001, regarding the information it collects from learners and staff. The Institute complies with both Acts and provides processes to protect staff and learners' rights to privacy.

In our operation, Holmesglen is required to collect certain information by external agencies such as the National VET Regulator, funding bodies and other agencies in order to meet our compliance obligations. All information shared is kept strictly confidence by both parties.

Holmesglen's [Privacy Policy](#) is available on the website.

Information and Communication Technologies (ICT) Acceptable Use Policy for Students

Holmesglen provides ICT resources to all students to enable and enhance learning.

Brightspace is an online Learning Management System (LMS), that plays a crucial role throughout your training.

It serves as the central hub for accessing course materials, assessments, participating in discussions, and tracking your progress.

We encourage you to familiarise yourself with Brightspace, as it will enhance your learning experience and support your development throughout your training journey.

Access to the network (including Wi-Fi) and usage of ICT equipment must adhere to the principles of this Acceptable Use Policy as follows:

- To safeguard the integrity of Holmesglen's network and your account details, Holmesglen enforces access by means of password control. This means that:
 - Passwords must be unique, consists of a minimum of 8 characters; a minimum of one uppercase alpha character (A - Z); a minimum of one numerical character (0 - 9).
 - Passwords must not be disclosed to other people, including teaching staff and IT Support staff.
 - Students must setup the Microsoft Authenticator app on their mobile phone or tablet to manage their Holmesglen account password.
 - Students must not allow others to log in to their accounts on their behalf.
- Holmesglen recognises and respects the need of academic freedom, however, for the purpose of maintaining respect and ensuring acceptable usage, some internet sites and content are filtered and/or blocked.
- Comments made on social media must be considerate, respectful, and consistent with Holmesglen rules and student guidelines.
- Use of email, collaboration tools and other Institute communication channels must not be used for creation or distribution of spam, offensive or abusive messages. Holmesglen reserves the right to inspect, monitor and take possession of any communications or files using Holmesglen's ICT facilities. This information can be shared with external authorities.
- Holmesglen accepts no responsibility for loss or damage to data occurring from the use of Holmesglen's ICT facilities and services.
- It is not permitted to intentionally interfere with the normal operations of the Institute network, servers, services, data and other physical or digital assets or attempt to defeat the security measures or use ICT facilities to exploit third party facilities.
- It is not permitted to download, upload or otherwise transmit any copyrighted material (music, movies, software), or to perform any other inappropriate use as identified by the Technology Services Department.

Occupational Health and Safety (OHS)

Safety Guidelines

Holmesglen takes its responsibilities seriously under the Victorian Occupational Health and Safety legislation.

Holmesglen's commitment to safety is set out in the Institute's [Occupational Health and Safety Policy](#), accessible from our website at [Policies.holmesglen.edu.au](#)

We are responsible for providing a safe working environment and trying to ensure that our facilities are safe for learners, employees and visitors. We strive to, so far as is reasonably practicable, to provide you with a happy, healthy and safe environment in which to learn.

In turn, we expect you to take reasonable care for the health and safety of yourself and others around you and to follow all rules and procedures as set out in the Student Safety Presentation.

Learner responsibilities

You also have a responsibility under OHS legislation. This includes taking reasonable care for the health and safety of yourself and others, cooperating with teachers/trainers and Institute employees and respecting any actions taken by Holmesglen to comply with OHS Legislation.

Any personal property brought onto Institute premises is your responsibility and Holmesglen does not accept any responsibility for the loss of or damage to your personal property.

Accidents, incidents and hazards

If you are involved in an accident or incident or on becoming aware of a hazard that could cause an injury or illness to yourself or others, you must report it to your teacher/trainer or Security Services as soon as possible.

In an emergency or other security concerns

Contact the Institute's Security Services immediately if you see an actual or imminent occurrence, which could endanger or threaten the safety or health of any person at Holmesglen or threatens to destroy or damage any property.

Holmesglen Security Services operations are 24/7 and you may contact Security Services employees at any time for support and advice or to make a report, including:

- Report criminal or suspicious behaviour
- Report an emergency, a hazard or a safety issue
- Request for first aid assistance
- Request for more information on general parking matters or for disabled parking access
- Request for form information on secure bicycle parking
- Seek help for all other security concerns while on campus or in learner accommodation

Bullying, harassment, discrimination and abuse

All learners, children and young people have a right to a safe physical and emotional environment where they are treated with fairness, equity, dignity, courtesy and respect and which is free from all forms of discrimination, bullying, harassment, emotional, physical and or sexual abuse.

- As a learner, you have an obligation to take reasonable care for your health and safety and that of others.
- All learners, employees and visitors have the right to work and learn in an environment free from bullying, harassment, discrimination, and abuse. Holmesglen has zero tolerance for these types of behaviours.
- If you feel you or others have been a victim of discrimination, bullying, harassment, or abuse of any kind you should report this to your teacher/trainer or Student Wellbeing.
- If you have any concerns regarding your safety and wellbeing, please report it to your teacher/trainer or to Security Services in an emergency.

Child abuse

Holmesglen is a child safe organisation and is passionate about the safety and wellbeing of all members of the Holmesglen community, especially children and young people. Holmesglen has zero tolerance of child abuse and any practices which place a child at risk. Child abuse includes, physical violence, sexual abuse, grooming, sexual misconduct, serious emotional or psychological abuse and neglect. More information can be downloaded [here](#), in the 'If you see something say something' poster.

Speak to your teacher, a counsellor or Student Wellbeing on 03 9564 1649 if you or someone else is experiencing any form of abuse or if you are concerned or suspect abuse may be occurring.

If you feel that you are threatened or feel unsafe, you must call Holmesglen Security Services on T: 03 9564 2000.

Visit our website for detailed information on our [Child Safety](#) approach.

Online Safety

As part of its commitment to your online safety Holmesglen blocks internet access for employees and learners to illegal, unethical and malicious content including child abuse, pornography, explicit violence, and discrimination. Learners are encouraged to follow some basic online safety tips when navigating the internet and using social media:

- Protect your personal information, avoid sharing sensitive information like your address or phone number.
- Be mindful of your social media posts and comments, consider the long-term impact of your actions, respect the privacy of others.
- Use strong password and Two-Factor Authentication (2FA) when possible.

- Make sure you backup your data and can restore it.
- When using email, do not click on links or download attachments from unknown or untrusted sources. Look for inconsistencies or signs of a scam.

The eSafety Commissioner provides information regarding keeping safe online including online hate, online gaming, cyberbullying and help dealing with violent and distressing content. Access their website at www.eSafety.gov.au

Student Wellbeing can provide counselling support if you have been impacted by harmful online content.

Learners are encouraged to follow some basic online safety tips when navigating social media sites, using gaming apps, or any other online or electronic service or platform. Download the 'online safety tips' poster [here](#).

Cyberbullying

Cyberbullying is when someone uses the internet to say inappropriate or unacceptable and mean things to another person that makes, they feel bad or upset.

This can happen on a social media site, gaming apps, or any other online or electronic service or platform. This can include posts, comments, texts, messages, chats, livestreams, memes, images, videos and emails. These are some examples of ways the internet can be used to make someone feel bad or upset:

- Sending hurtful messages about them.
- Sharing embarrassing photos or videos of them.
- Spreading nasty online gossip about them.
- Leaving them out online.
- Creating fake accounts in their name.
- Tricking them into believing you are someone else.

Download the poster 'How to report serious cyberbullying' [here](#), for advice from the eSafety Commissioner. The poster outlines steps for 1. Collecting evidence, 2. Reporting to the online service www.eSafety.gov.au, 3. Preventing further contact from the person and 4. Getting more help by talking to a trusted adult or a counsellor.

Smoking and Vaping

Holmesglen is working towards a smoke and vape free environment. Some campuses will be smoke and vape free except for clearly designated smoking and vaping areas. Maps of designated smoking and vaping areas are displayed on learner notice boards throughout the Institute and are also available on the student intranet. These areas have been chosen to minimise the overall effects of second-hand smoke exposure to learners, employees and visitors while on Holmesglen's premises.

Bourke Street, North Melbourne and Drummond Street campuses are smoking and vaping free due to the working environment. Signage advising this is on the learner notice boards throughout the campus and available on the student intranet.

Drugs and alcohol

You must not attend Holmesglen while under the effect of alcohol or drugs as you will not be permitted to commence or continue classes.

Entry requirements for workshops and laboratory safety

Workshops and laboratories may be hazardous or dangerous places and great care must be observed when working in these areas.

A minimum requirement would be to wear enclosed footwear, overalls, long pants and shirts, uniforms, laboratory coats, hearing protections and safety glasses.

Observe the personal protective equipment (PPE) and clothing signs displayed on entry doors, walls and on equipment itself.

Chemicals

Many of the chemicals we work with can be harmful to our health if we are exposed to them. Some pose a risk of injury or an incident if not handled properly. Your teacher/trainer will provide you with all the necessary information and training that is required for you to use these substances safely.

Plant and equipment

There is a variety of plant and equipment used at Holmesglen. You may only use machinery and equipment that you have been instructed to use and are suitably trained in its operation. You must always follow safe work practices as provided by your teacher/trainer. At no time shall you operate any plant or equipment that you have NOT been trained in.

Ask for help if you are unsure about how to use a piece of equipment or undertake a task, particularly before carrying out new or unfamiliar work.

Restricted access areas

Certain areas of the Institute are restricted and accessible only to authorised personnel. You must obtain permission from Property Services or your teacher/trainer before entering these areas.

Learner Feedback or Complaints

All learners, children and young people have the right to voice their concerns or provide feedback through Holmesglen Complaints and Appeals process.

A formal complaint may be lodged to Holmesglen's Complaints and Appeals Coordinator, by email complaints@holmesglen.edu.au or T: 03 9564 2046.

For more information on Holmesglen's complaints and appeals process visit Holmesglen website at holmesglen.edu.au/Students/Student-resources/Complaints-and-appeals

If you feel that you are threatened or feel unsafe, you must call Holmesglen Security Services on T: 03 9564 2000.

Tell someone:

If you believe that you, a child, or a young person is at immediate risk of abuse or danger of sexual abuse, you should call Police on 000.

If you have any concerns regarding the wellbeing or safety of yourself or others, or if you or another person are experiencing any form of abuse, you must report to your teacher, course coordinator/course leader, head of department, or contact the following:

Student Wellbeing:

T: 03 9564 1649

Holmesglen Security:

Chadstone T: 03 9564 2000

Moorabbin T: 03 9209 5555

Glen Waverley T: 03 9564 2000

Drummond Street T: 03 9209 5400

Bourke Street T: 0478 853 410

North Melbourne T: 03 9564 4706

Associate Director Human Resources

T: 03 9564 2676

Any disclosure of safety concerns relating to a person under the age of 18 needs to be taken seriously and report to the appropriate authorities, due to legislation regarding 'Mandatory Reporting of Child Abuse and Neglect'.

Learner Administration

Enrolment and Account Restrictions

Access to the Institute's services may be restricted for a variety of reasons or because your enrolment is incomplete. This will restrict your access to the Holmesglen computer network, Learning Management System (BrightSpace), registration and will prevent you from obtaining your testamur and results.

Please contact the campus Information Office immediately to have the restrictions released from your account prior to attending class.

Check your account and ensure you don't have restrictions in the below categories:

- At registration: You will be asked to verify your identity through the Student Portal. If, for any reason, the documents you submit do not match, the Information Office will contact you to help finalise your enrolment.
- Outstanding Balance: Please arrange payment either online, over the phone or in person at the campus Information Office.
- USI: You will be asked to verify your USI at the time of registration through the [Student Portal](#). If the verification is unsuccessful, the Information Office will contact you to help complete the verification process and finalise your enrolment.

Training Plan

Once you are enrolled in a course at Holmesglen, you will have access to a Training Plan. The Training Plan outlines the training and assessment to be delivered for your enrolled course.

It provides a list of units/subjects you are required to complete, along with information about how the units/subjects will be delivered and assessed, the teacher/s assigned to the unit, and the unit results.

Your Training Plan is available to view online at the [Student Portal](#).

Your Training Plan is a 'live' document, and its details will be updated when there are any changes to your enrolment or as you complete a unit or units.

As a Holmesglen learner, you must access and view your Training Plan within four weeks of enrolment to ensure you have the required information for commencement.

Change to Personal Details

It is your responsibility to keep your contact details current at all times, otherwise you may not receive important information. You may change your address, email and phone number at any time through the [Student Portal](#).

You may also download the [Personal Details Amendment form](#) on the Holmesglen website, and email the completed form to registrars@holmesglen.edu.au or visit your campus Information Office.

For change of name, you must attach a certified copy of your Change of Name Registration or Marriage Certificate with your Personal Details Amendment form and submit to your campus Information Office.

Fees and Charges

Information about tuition fees and charges are documented clearly on each [course page](#) on the Holmesglen website or can be obtained by contacting your teaching department.

Payment Options:

Prior to enrolment, payment options will be discussed with you and/or the third party (such as an employer, school etc.) who will be paying the tuition fees.

Tuition fees may change every year and it is your responsibility to access the current tuition fees applicable for the course. In addition, information on [Fees](#) is also available on Holmesglen's website. Please ensure that you understand the [Fees and Refunds policy](#).

You are required to pay your fees or confirm a payment method before the commencement of your first class.

Fee Payment:

Holmesglen offers a variety of fee payment methods. These include:

- In person at any Holmesglen campus
- By cheque made payable to Holmesglen Institute, PO Box 42, HOLMESGLEN, 3148. Please include your Student ID on the back of the cheque
- Online payment via the Student Account section of the [Student Portal](#)
- Employer/Third Party Invoice requires the completion of an [Employer/Third Party Invoice Authorisation form](#)
- Payment Plan, a method by which the payment of fees is made in installments either fortnightly or monthly. There are no extra costs to set up a [payment plan](#) and payments can be made by BPAY, in person at the Information Office or over the phone by Credit Card.
- BPAY, please request an invoice containing your BPAY details by emailing registrars@holmesglen.edu.au; and
- HELP Loan - eligibility conditions are outlined below.

HELP Loans:

You may be eligible to receive a HELP Loan (including FEE-HELP, HECS-HELP, SA-HELP, or VET Student Loan) to assist you to pay your tuition fees. Such HELP Loans when granted remain your personal debt obligation until it is repaid to the Commonwealth Government.

FEE-HELP and HECS-HELP Student Loans:

Applicable for specific Bachelor level courses.

The [Department of Education](#) website contains information about the HECS-HELP Student Loans program. It is important that you read and understand the information in the Commonwealth supported places and [HELP – Information booklet](#) and Holmesglen's related policies and procedures before applying.

You are required to pay your fees or confirm a payment method before the commencement of your first class.

Go to [Loans for Higher Education](#) on the Holmesglen website for more information on Holmesglen policies and procedures.

VET Student Loans:

Applicable for specific Diploma level courses.

The [Department of Employment and Workplace Relations](#) website contains information about the VET Student Loans program. It is important that you read and understand the information in the [VET Student Loans Information Booklet](#) and Holmesglen's related policies and procedures before applying for a VET Student Loan.

Go to [VET Student Loans](#) on the Holmesglen website for more information on Holmesglen policies and procedures.

Withdrawals

If you wish to withdraw from a unit(s)/subject(s) or your course due to personal reasons or other issues, please contact your teaching department administrative office. Learners who are withdrawing from their course must return their Student ID card and Institute property.

For more information on the withdrawal and refund conditions refer to the [Withdrawal, Refund, and Re-credit](#) policy on Holmesglen website.

Refunds

You may be eligible for a refund of tuition fees if you officially withdraw from a unit(s)/subject(s) or your course within the approved timeframes. Refer to the [Withdrawal, Refund, and Re-credit](#) of HELP Loans policy on Holmesglen website for more information on the withdrawal and refund conditions.

To be eligible for a refund or re-credit of your HELP Loans balances, you must officially withdraw prior to the census date. Check the census dates that apply to the unit(s)/subject(s) that appear on the Fee Notice provided to you. The current year [Census Dates](#) are on the Holmesglen website.

All refund requests are conditional on the following:

- The funds for the refund must be available (cheques cleared, telegraphic transfers received etc.); and
- Any debts to Holmesglen must be paid in full or the outstanding amounts will be deducted from the refund.

Transition

From time to time, training packages and/or accredited courses delivered by training and higher education providers are updated by Skills Service Organisations or the developer of the accredited program.

Holmesglen is committed to ensuring that you are able to complete the most up-to-date version of any qualification it delivers. Holmesglen will phase-out older versions of qualifications within the specified transition timeframes. Impacted learners are kept informed by the relevant teaching department.

Where you are able to complete your course within the required transition period, you may continue to complete the course. Where you are not able to complete your course within the required transition period, your course will be mapped to the requirements of the new version of the qualification and transitioned to the replacement qualification.

Certificates and Awards

Upon successful completion of your course and with the authorisation from your teaching department, the Awards Department will issue your Academic Transcript and your Testamur (Certificate) via [My eEquals](#).

My eEquals is a certified digital documents provider, trusted and accepted worldwide as a simpler and more efficient way to view, share and verify your academic records.

My eEquals protects your credentials, guaranteeing the integrity and authenticity of your digital documents.

Holmesglen students will be automatically issued digital academic documents through the My eEquals portal.

These will include:

- Testamurs – for Vocational and Higher education (certificates)
- Official Academic Transcripts
- Statement of Attainment
- Statement of Results (available upon request)

Students will be notified by email when their documents are ready for viewing. Follow the instructions in the email to establish your account, and then proceed to view and share your documents.

To ensure you receive communications from the Institute, please verify that your email address is current by reviewing your information on my.holmesglen.edu.au

Academic Graduation Ceremonies for Diploma level and above qualifications is held in early May. If you plan to attend a Holmesglen graduation ceremony, you will receive both a printed copy of your qualification and access to My eEquals.

Details about administrative charges can be found on Holmesglen's website page, [My eEquals](#).

Parking

Parking at Chadstone, Glen Waverley and Moorabbin campuses are all equipped with easy-to-use contactless payment and pay by app facilities.

Parking via the EasyPark app is \$4 per day after registering with the app (The non-discounted rate is \$6). To get the discounted rate on your parking, download the [EasyPark Guide](#) or visit the Holmesglen [EasyPark Permit website](#).

Disabled parking is free across all campuses. If a disabled parking space is occupied, please park in a nearby bay and display your disabled parking permit as usual.

If you need assistance contact:

E: enquiries@carepark.com.au

T: 1300 73 40 70

Attendance and Assessments

Attendance Requirements

Attendance and progress is closely monitored throughout the duration of your course. You are expected to attend all classes and you should notify your teacher if you are unable to attend due to illness or other special circumstances.

You are not permitted to attend classes in which you are not enrolled. If you wish to enrol in a course or unit/subject or change from one class to another, you must seek permission from your teaching department within four weeks of the start of classes, complete the appropriate forms and pay any required fees.

Note:

- Centrelink monitors enrolment status and attendance patterns for Centrelink benefit recipients. If your attendance is poor or your status changes to part-time, your benefits will be affected.
- Attendance is closely monitored for all international learners. International learners who are not achieving satisfactory attendance could be reported to the Department of Immigration and Citizenship.

Credit Transfer/Exemptions

Credit may be granted on the basis of previous completion of the same or equivalent units of competency or subjects at Holmesglen, other TAFE Institutions, other registered training organisations or higher education providers.

You should inform the pre-training review's interviewer or, once enrolled, the course coordinator/ course leader that you want to apply for credits, so your request can be processed in a timely manner.

You are not required to pay for units of competency/ subjects where credits/exemptions are granted. More information on [credits and exemptions](#) are available on the Holmesglen website.

Exemptions may be granted when undertaking study in a degree program. You should seek advice on exemptions from your course leader prior to census date for the subject(s).

To apply for a credit/exemption, complete the [Application for Credit form](#) available on the Holmesglen website or obtain this form from your teaching department and follow the instructions.

Recognition of Prior Learning

Recognition of prior learning (RPL) is an assessment process that assesses learner competency(s) acquired through work, life experiences, and/or previous study.

You should inform the pre-training review's interviewer at enrolment if you intend to seek RPL or notify the course coordinator/course leader upon commencement of study in the semester.

Your RPL assessor will give you an indication of the likely outcome of an RPL application and what evidence is required to support your application.

If applying for RPL, you will be assigned an assessor who will contact and support you through the process. More information on [RPL](#) is available on Holmesglen's website.

Assessment Tasks

Assessment tasks are designed using a variety of methods. Your teachers will provide you with detailed information about all assessment tasks and how the tasks will be assessed/graded. All assessment tasks are important and must be submitted by the due date.

If you do not achieve a satisfactory outcome in any assessment task, you may have further opportunities to re-submit work or re-attempt the tasks in accordance with Holmesglen's assessment policies and procedures. Alternative tasks may be provided where reasonable adjustment or special consideration applies.

More details on the Holmesglen's [Assessment Policies](#) are available on the website. You can also speak to your teaching department for more information about our assessment policies.

You must demonstrate competence in or have successfully completed all required units/subjects of the course to be able to apply for your award.

Assessment Submission and Due Date

You are expected to submit assessment tasks by the due date as specified on the unit outline/subject guide and/or assessment task information. Course coordinator/course leaders, teachers, Student Wellbeing Officers and staff in the Learning Skills Centre can assist if you experience difficulty managing academic requirements and workload. Assistance should be sought as soon as possible and well before the assessment due date.

For each assessment task submission, you are required to acknowledge that your submission is your own work. You should keep copies (soft copy or hard copy) of all work submitted.

Your teacher will advise you where electronic submission is available (e.g. via Brightspace) and where hardcopy submission is required with a signed assessment cover sheet (that includes your name, Student ID number, unit code and name, teacher's name and submission date).

Practical Placement

If your course requires a practical placement activity to be undertaken, a comprehensive explanation of practical placement requirements and responsibilities will be provided during orientation and in placement briefings prior to placement commencing.

You are required to attend an appointment with a placement officer and complete the appropriate documentation prior to commencing your placement.

Examinations

An assessment period in June/July and November/December is set aside for some courses for formal examinations. Some departments have ongoing examinations. See your teacher, course coordinator/course leader for further information.

Exam timetables will be displayed on noticeboards throughout the Institute and on Brightspace approximately four weeks before the examinations period commences. You must check examination information and must not rely on verbal advice on when and where examinations are to be held.

Room allocation for each on-campus examination will be posted on the Institute examination noticeboards and online on the day of the examination. More information for examination details is available at the Campus Information Office.

Academic Integrity

Academic integrity involves using, generating and communicating information in an ethical, honest and responsible manner. It involves honesty, responsibility and maintenance of academic standards. Honesty in this context means that all work results from an individual's own efforts and that credit is given to other peoples' ideas, including ideas generated by generative artificial intelligence.

Academic misconduct is where a person seeks to gain for themselves or another person an unfair or unjustified advantage including cheating, collusion, plagiarism, copyright infringement, falsification of information, bribery and unacknowledged use of generative artificial intelligence.

In your assessments, it is essential, when referring to the work of other people, or sources, to acknowledge those people and sources, including generative artificial intelligence (if permissible). Where material is a direct quote, quotation marks should be placed around the material and the reference must be given. When the work or ideas of others are paraphrased, the source must be acknowledged by a reference. A Library staff member can assist you with academic referencing requirements.

All acts of academic misconduct will be managed in accordance with Holmesglen's Academic Integrity Policy. More details on the Holmesglen's [Academic Integrity Policy](#) are available on the Holmesglen website.

Results and Academic Result Codes

Learner results are entered into the Student Portal on completion of study. Learners must log into the [Student Portal](#) to access their results. A list of the current [Academic Result Codes](#) and the descriptions/meanings can be found on the Holmesglen website.

Learners may also request a Statement of Results at any time. These may be collected from your campus Information Office, once results are processed into the Student Portal.

Past Statement of Results may be obtained by contacting the Awards Department 9564 2059 and are issued via [My eEquals](#).

An Academic Transcript is issued to you via My eEquals upon successful completion of your course showing results for all years.

Re-mark or Re-appraisal

If you believe that you have been unfairly marked/assessed on an assessment or in an exam or test, you may be able to seek a review of the result. Speak to your teacher first and if necessary, contact your course coordinator/course leader who will advise you of the correct procedure and the timelines to follow. You may also wish to contact Student Wellbeing, who may be able to assist you in this process.

More information on learner eligibility to apply for a re-mark or re-appraisal of an assessment/examination is available on the application form. The [Application for Re-mark or Re-appraisal](#) form is available on Holmesglen website. A fee of \$75 will apply for each re-mark of an assessment, exam or test.

Special Consideration

Application for Special Consideration can be made in consultation with the teaching department and/or Student Wellbeing. The teaching department and/or Student Wellbeing will advise you of the eligibility criteria for Special Consideration. The application can only be initiated by a teaching employee and/or Student Wellbeing. An application for Special Consideration must be lodged prior to, and up to within five (5) working days after, the completed assessment. This [process](#) applies to both VET and Higher Education students.

Deferred Assessment

Application for Deferred Assessment can be made in consultation with the teaching department and/or Student Wellbeing. The teaching department and/or Student Wellbeing will advise you of the eligibility criteria for Deferred Assessment. The application can only be initiated by a teaching employee and/or Student Wellbeing. An application for Deferred Assessment must be lodged prior to the due date of the assessment. This [process](#) applies to both VET and Higher Education students.

Support Services and Communication

Apprentice Central

Telephone: 03 9564 1888

An apprenticeship is an important part of your journey from a learner to professional worker. We want to support you to complete your training successfully and also make sure your apprenticeship is enjoyable, rewarding and stress-free - that's where **Apprentice Central** comes in.

When issues arise during your apprenticeship, our Apprentice Central services can support you with advice on:

- Employment issues (E.g. wages, awards, entitlements, OHS)
- Training and careers
- Personal/family matters
- Financial stress or hardship
- Legal issues
- Housing and accommodation support
- Learning support
- Mentoring and guidance
- Employability skills
- Applying for a free Trade Paper on completion of the apprenticeship. For more information on Trade Papers, refer to the Victorian Registration and Qualifications Authority website.

Our experienced staff assist you with:

- Confidential one-on-one support
- Decision-making tactics/conflict resolution
- Life skills, budgeting and finances
- Mentoring and guidance, general advice
- Referrals to supporting services

Student Recruitment

Telephone: 1300 639 888 (Monday to Friday, 8am - 5pm)

Student Recruitment provides a consistently high standard of customer engagement to potential and new learners. We 'own' your enquiry until it is satisfactorily addressed.

For potential and new learners, we can:

- Provide you with a discovery service to determine the appropriate course, career pathway, course information, pre-requisites, timetables and fees
- Book you into an Open Day
- Assist you with a course application over the phone
- Send you information on your area of study/interest
- Follow up on your application and assist through the enrolment process.

While we are a new learner enquiry line, we can also help current learners with:

- Advice on pathways;
- Advice on support services; and
- Alternate contacts to the Faculties.

Information Office

Telephone: 03 9564 1846

Holmesglen Assist is located at the **Information Office** on each of our campuses. Holmesglen Assist provides ongoing support and assistance for local and international students. We assist you throughout the enrolment process: including obtaining government funding, paying fees, amending learner and academic records, maintaining study conditions, and providing certificates and results. Also, for international students, there is support for settling into life in Australia, student visas, accommodations, and international health insurance.

The Information Office is where you go to finalise your enrolments and make payments before attending your classes.

Services provided include:

- Learner record enquiries
- Refund enquiries
- Personal detail updates
- Access to Government funding
- Student ID cards
- Payment plan options and HECS help/HELP loan enquiries
- Lost property
- Parking information

It is also where you go, when you have completed your studies, to collect your Certificate and Testamur.

Information Office locations and hours:

- Chadstone: Building 1, Level 1 8am - 5pm
- Bourke Street: Lv 3, 206-218 Bourke St 8am - 4.30pm
- Drummond Street: Building 1, Level 1 8am - 4.30pm
- Glen Waverley: Building 12, Level 1 8am - 5pm
- Moorabbin: Building 4, Level 1 8am - 5pm

Email: assist@holmesglen.edu.au

T: 03 9564 1846

IT Help Desk

Telephone: 03 9564 1625

Students can contact the IT Help Desk to report a technology issue:

- Monday to Friday (during term) 8am - 6pm
- Monday to Friday (out of term) 8am - 5pm

Holmesglen also has an online IT Help Desk where students can go to get additional IT support and **help**. It is called My Service Desk. You will need your Holmesglen student email address and password to login to My Service Desk.

Your student email address is your Holmesglen username, followed by @student.holmesglen.edu.au. For example: username23@student.holmesglen.edu.au

Once you are logged in you will be able to:

- Report an IT issue or fault that you are experiencing with Holmesglen systems or devices by logging a job
- Browse or search the Knowledge Base for IT Help articles

More information about the IT Help Desk, related support information and remote learning is available [here](#).

You can find a helpful video summary of essential IT information [here](#).

Student ICT Help and Support
Service Help: 03 9564 1625
Online Service Desk at:
myservicedesk.holmesglen.edu.au
holmesglen.edu.au/Students/Student-resources

Learning Skills Centre

Telephone: 03 9564 1880

The **Learning Skills Centre** (LSC) at Holmesglen helps learners with their studies. The team of support teachers are focused on providing you with the type of skills needed to succeed in your course.

These skills may be reading and researching, writing and formatting assessment tasks, learning new concepts, terminology and new words, oral communication and presentations, numeracy and subject specific maths, basic computer and study skills. This is a free service provided by Holmesglen.

In Class Support:

Most of the support that Learning Skills Centre provides is to learners in class. The LSC teacher attends the class and provides specific support as part of the unit/subject you are studying. The LSC teacher works closely with your teacher and may deliver skill sessions, provide learner support resources and assist you one-on-one throughout the class time. You can also request additional individual support sessions with the LSC teacher outside of class.

Drop-in Sessions:

Learning Skills Centre also provides a drop-in service for learners at Chadstone, Moorabbin and Glen Waverley campuses. A support teacher is located in the campus library, and you can drop-in (no appointment necessary) and request personalised learning support. You can use this service as many times as required during your studies at Holmesglen. Learners need to check the website for campus library locations, days and times. Drop-in times are also listed on the LSC poster at the entrance of each campus Library.

Appointments:

If you prefer to schedule an appointment with a Learning Skills Centre support teacher, you can go to the website and book online. You can meet with the LSC support teacher on campus or online.

Learner Referrals for additional support:

Some Holmesglen learners may need or request regular support appointments with a support teacher. You can be referred to LSC for up to five 1-hour sessions of support. LSC will contact you and organise an introduction meeting with the support teacher.

The support teacher will chat with you to identify your needs and then create a learning plan. This support is designed to provide improved skills and learning strategies to use throughout your studies at Holmesglen. If you would like a referral to LSC, please speak to your teacher.

You can contact Learning Skills Centre via email at: learningskills@holmesglen.edu.au

Library

The Library provides learners with free access to a range of resources, facilities and expert librarians help to support study success.

The **Library website** is the access point for information about using the Library services and resources. It is also where you will find:

- Library Search – catalogue of books, journals, DVDs and online items available through the Library
- Subscribed databases – standards, streaming videos, company reports, ebooks, ejournals, emagazines and more
- Guides and tools for subjects, research and study skills, and referencing
- How to book and contact librarians for subject knowledge and expertise in helping to use our resources

Library Support for Studies:

Librarians can provide assistance with:

- Using Library Search to find books, articles, ebooks and ejournals
- Searching Holmesglen databases and Google Scholar for articles, newspapers, reports and more
- Helping with referencing and citing resources and using the online referencing guides

The **Ask A Librarian** service gives you the flexibility to get support online or in person, including live chat, in person or Webex appointments, and drop in help at any campus Library service desk.

Borrowing and Returning Library items:

Your student ID card is your Library card to borrow resources. Check the website for [borrowing limits](#) and log in to your [My Library Account](#) to view your loan due dates and status of holds.

- **Hold:** Place up to five items on hold that can be borrowed from any branch. Holds can be placed when viewing results in Library Search.
- **Renew:** Borrowed items are automatically renewed and an email is sent on the due date. If they cannot be renewed (e.g., a hold has been placed on the item), items must be returned on the due date or fines will accrue.
- **Return:** The items can be returned to any Library branches during opening hours. After hours external return boxes are available at Chadstone and Glen Waverley Library branches.
- **Overdue:** Fines may be incurred for overdue and lost items. A replacement fee is also charged for lost and damaged items. Learners with accumulated fines may have computer privileges suspended, including BrightSpace access and results.

Study Spaces and Facilities:

- Discussion or quiet rooms available for group or personal study. Some rooms have whiteboards, computers, screens with DVD players, or recording equipment. These can be booked up to a week in advance.
- Flexible/open study spaces including desks, couches, booths and more
- Computers, WiFi and charging spots for your own devices. Charging cables for mobiles and tablets also available for loan.
- Printing, photocopying, and scanning to email facilities available. Add credit via the Holmesglen [Papercut](#) website.

Borrowing from other Academic Libraries:

Holmesglen is a member of the CAVAL Reciprocal Borrowing Scheme. Staff and learners have access to books from other public Victorian academic libraries. A current Holmesglen student ID card must be shown to enrol at any CAVAL member library. Find out more at www.caval.edu.au.

Library Locations:

- Chadstone: Building 8, Level 1 T: 03 9564 1621
- Glen Waverley: Building 1, Level 1 T: 03 9564 6215
- Moorabbin: Building 4, Level 1 T: 03 9209 5725

See the [Library website](#) for current opening hours and more information about the Library.

For your Library questions answered, visit the [Library Help and Support FAQ and Library Chat](#).

Holmesglen Employment Centre

Telephone: 03 9564 2030

The [Holmesglen Employment Centre](#) can offer you career advice, pre-employment workshops and tailored learning and employment plans through the Skills and Job Centre and Skills First Reconnect Program.

Location: Chadstone campus
Building 6, ground level
Corner Batesford and Warrigal Roads
Chadstone VIC 3148

Skills and Jobs Centre

Telephone: 03 9564 2755

Through the support of the Victorian Government, we are able to give our learners a hand in finding employment – while helping businesses source the best employees for their workforces. Services and resources are available for both individuals and businesses by contacting the Holmesglen Skills and Jobs Centre directly.

The [Skills and Jobs Centre](#) provides expert advice on training and employment opportunities, including:

- Careers advice
- Help with job searching
- Assistance preparing resumes
- Apprenticeship and traineeship advice
- Assistance using the Victorian Skills Gateway
- Referral to welfare support and financial advice
- Assistance in using your existing skills to align to a new job or to undertake new training (Recognition of Prior Learning (RPL))
- Information on employment trends, areas with a shortage in skills and employment opportunities.
- Assistance with career and training plans, identifying training qualifications that could be undertaken to make a successful career transition.
- The Centre also engages with a broad range of local industries, ensuring its services are tailored to meet the needs of their local communities and industries.

You can email the Skills and Jobs Centre at: hec@holmesglen.edu.au

Self-Employment Assistance

Telephone: 1300 634 748

Self-Employment Assistance at Holmesglen is a government-funded initiative designed to assist aspiring entrepreneurs learners achieve their dream of starting their own business.

Our service provides support to existing small business owners and helps new participants develop their business ideas by providing comprehensive business training, coaching, mentoring, health-checks and advisory services.

You can email Self-Employment Assistance at: selfemploymentassistance@holmesglen.edu.au

Student Wellbeing

Student Wellbeing at Holmesglen is here to help you achieve your educational, career and personal goals. Our qualified and experienced team can respond to you quickly and effectively and adheres to a strict code of ethics at all times. You have the right to access welfare services for the duration of your study.

These services include:

- Counselling and welfare
- Careers and vocational counselling
- Disability support
- Learner health and accommodation
- Recreation and activities
- Indigenous education.

Student Wellbeing locations:

- | | |
|--|--------------|
| • Chadstone: Building 7, Level 1 | T: 9564 1649 |
| • Bourke Street: Lv 3, 206-218 Bourke St | T: 9209 5680 |
| • Drummond Street: Building 4 | T: 9564 1649 |
| • Glen Waverley: Building 1, Level 1 | T: 9564 6317 |
| • Moorabbin: Building 4, Level 1 | T: 9209 5680 |

Student Association

Student voice is an integral part of everything we do. Our students are empowered to work in partnership with the Institute creating a robust student experience at Holmesglen while strengthening the Holmesglen community.

The Holmesglen Student Association ensures the voice of the student body is heard and contributes meaningfully to things that matter most to our students, including:

- Academic matters, such as course design and delivery
- Facilities and services
- Recreation and social engagement programs and much more.

Email student.association@holmesglen.edu.au for more information or express your interest here: holmesglen.edu.au/Student-Association

Holmesglen Alumni

When you complete your Holmesglen qualification, you join our global Alumni Community of more than 140,000 alumni around the world. Don't wait until after you graduate - you can get involved as a student.

The Alumni Community offers opportunities for current students as well as alumni to build professional networks, maintain your connection to Holmesglen, and position yourself for ongoing career success. Take advantage of career resources and professional development opportunities offered to alumni and current students, such as workshops and webinars, network events, and more.

Join the Holmesglen alumni group on LinkedIn: linkedin.com/school/holmesglen

Scholarships

Holmesglen has a comprehensive awards and scholarships program available to students. The scholarship programs are aimed at fostering the core values of the Institute - ASPIRE - Ambition; Scholarship; Passion; Integrity; Respect and Excellence.

There are several different scholarships available, these are awarded based on area of study, financial need, and performance.

For more information:

- [Holmesglen Foundation](#)
- [Scholarships](#)
- [Student Wellbeing](#)

Whether you want to launch into a new career, upskill to advance your current career, or return to the workforce, our study pathways are designed to help you achieve your goals.



holmesglen

If you have a dream, we'll help you reach it. With our great teachers and strong links to industry, you'll learn more and do more at Holmesglen.

We offer certificates, diplomas and degrees; life-changing qualifications that help you get the skills you need and the job you want in the industry you love.

#1 in Customer Service

When you enrol with Holmesglen, our support team will guide you to your dream course and help you get your life-changing story started.

From application and enrolment through to study, graduation and beyond, Holmesglen is with you every step of the way.



TAFE VICTORIA