ORIENTATION DAY

DOMESTIC
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“I would like to firstly warmly welcome you and I wish you all the success in embracing excellence here at Baxter Institute!”

Leslie Howard
Student Life
Other Campuses

Kensington
350 Arden Street, Kensington

Main Road West
356 Main Road West, St. Albans

Henry Street
81-95 Henry Street, St. Albans

Dandenong
29/22 Dunn Crescent, Dandenong
Pre-Training Review
(Course Selection)

We would like to know...

- What do you hope to gain from undertaking this course?
- Do you know the employment pathways you can gain from undertaking this course?
- Do you know the competencies you will undertake as a part of this course?

Did you know that for government subsidised courses under the Victorian Training Guarantee have the following limitations:

- an individual is eligible to commence a maximum of two government subsidised courses in 2015
- an individual is eligible to undertake a maximum of two government subsidised courses at any one time in 2015
- an individual is eligible to commence a maximum of two government subsidised courses at the same level in a lifetime

This is your opportunity to gain more information about your training program before you commence!
Pre-Training Review (Special Needs)

We want you to have the greatest opportunity at successfully completing your training program.

Did you know we can customise your training plan to suit your learning needs?

- Do you have language, literacy or numeracy support needs?
- Do you have learning difficulties?
- Do you have any known disabilities that may affect your learning?
- Do you require guidance or welfare support services?
- Do you have a preferred learning method? As it could improve your learning!

If the answer is yes, WE CAN OFFER YOU ADDITIONAL LEARNING SUPPORT!

IF YOU FEEL YOU NEED ADDITIONAL HELP AFTER COMMENCING YOUR COURSE, PLEASE TALK TO A STUDENT SUPPORT OFFICER OR A TRAINER IN CHARGE AS SOON AS POSSIBLE.
LMS (Learning Management System)

Where can you find your student manual to book online test?
Student Support Office

What can you do on the LMS?
1. Access learning & training materials
2. Book and complete online assessments
Student Support

Visit the Student Support Hub:
Level 2, 228 Flinders Street for all your essential student support

Student ID Card:
All students are issued with a Baxter Institute Student ID card. This card will be required for several reasons such as access, borrowing equipment and resources.

Student Contact Officer (SCO):
Students are encouraged to contact the SCO at their respective campus as their initial point of contact. Your SCO will help you and or refer you to other sources of student support within the Institute, which may be at the Student Support Hub. SCOs are available during office hours (Mon – Fri 9am -5pm)
Distance of Public Transport

Domestic

**English Campus**
47-49 Alfreda St, St Albans
Distance: Less than 500m to Tram Stop
Operates: Monday to Friday 9am to 5pm

**English, Hairdressing & Beauty Campus**
7 Warwick Ave, Springvale
Distance: Less than 500m to Tram Stop

Journey Planner
http://jp.metlinkmelbourne.com.au

Public Transport
www.metlinkmelbourne.com.au
<table>
<thead>
<tr>
<th>Campus</th>
<th>Courses</th>
<th>SCO</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>228 Flinders Street, Melbourne VIC 3000</td>
<td>Head Office, English, Accounting, Business and IT</td>
<td>Sophia Ng</td>
<td><a href="mailto:sophia.ng@baxter.vic.edu.au">sophia.ng@baxter.vic.edu.au</a></td>
<td>9650 0367</td>
</tr>
<tr>
<td>Ground Floor &amp; Level 2, 100 Flinders Street, Melbourne, VIC 3000</td>
<td>Hairdressing and Beauty</td>
<td>Tracey Nguyen</td>
<td><a href="mailto:tracey.nguyen@baxter.vic.edu.au">tracey.nguyen@baxter.vic.edu.au</a></td>
<td>9650 0369</td>
</tr>
<tr>
<td>Level 2, 3 &amp; 4, 134 Flinders Street, Melbourne, VIC 3000</td>
<td>Dental Technology</td>
<td>Freddy NG</td>
<td><a href="mailto:freddy.ng@baxter.vic.edu.au">freddy.ng@baxter.vic.edu.au</a></td>
<td>9654 5541</td>
</tr>
<tr>
<td>93 Queensbridge St, Southbank VIC 3000</td>
<td>Automotive &amp; Bakery</td>
<td>Andy Pho</td>
<td><a href="mailto:andy.pho@baxter.vic.edu.au">andy.pho@baxter.vic.edu.au</a></td>
<td>9699 2625</td>
</tr>
<tr>
<td>201 Arden St, North Melbourne, VIC 3051</td>
<td>Fabrication</td>
<td>Haoran Tan</td>
<td><a href="mailto:haoran.tan@baxter.vic.edu.au">haoran.tan@baxter.vic.edu.au</a></td>
<td>9329 4742</td>
</tr>
<tr>
<td>72 Langford St, North Melbourne, VIC 3051</td>
<td>Fabrication</td>
<td>Haoran Tan</td>
<td><a href="mailto:haoran.tan@baxter.vic.edu.au">haoran.tan@baxter.vic.edu.au</a></td>
<td>9329 4742</td>
</tr>
<tr>
<td>356 Main Road West, St Albans, VIC 3021</td>
<td>English</td>
<td>Hang Tran</td>
<td><a href="mailto:hang.tran@baxter.vic.edu.au">hang.tran@baxter.vic.edu.au</a></td>
<td>9364 1275</td>
</tr>
<tr>
<td>81 – 95 Henry St, St Albans, VIC 3021</td>
<td>Bakery</td>
<td>Hang Tran</td>
<td><a href="mailto:hang.tran@baxter.vic.edu.au">hang.tran@baxter.vic.edu.au</a></td>
<td>9364 1275</td>
</tr>
<tr>
<td>23 – 27 Rodeo Drive, Dandenong, VIC 3175</td>
<td>Fabrication</td>
<td>Keval Rai</td>
<td><a href="mailto:keval.rai@baxter.vic.edu.au">keval.rai@baxter.vic.edu.au</a></td>
<td>9794 9666</td>
</tr>
<tr>
<td>144 Thomas St, Dandenong, VIC 317</td>
<td>English</td>
<td>Keval Rai</td>
<td><a href="mailto:keval.rai@baxter.vic.edu.au">keval.rai@baxter.vic.edu.au</a></td>
<td>9791 1816</td>
</tr>
<tr>
<td>149 Anderson St, Sunshine, VIC 3020</td>
<td>English</td>
<td>Hang Tran</td>
<td><a href="mailto:hang.tran@baxter.vic.edu.au">hang.tran@baxter.vic.edu.au</a></td>
<td>9364 1275</td>
</tr>
<tr>
<td>748 – 760 High St, Epping, VIC 3076</td>
<td>English</td>
<td>Tony Le</td>
<td><a href="mailto:tony.le@baxter.vic.edu.au">tony.le@baxter.vic.edu.au</a></td>
<td>9408 3131</td>
</tr>
<tr>
<td>234 Broadway, Reservoir, VIC 3073</td>
<td>Hairdressing</td>
<td>Anna Ristevska</td>
<td><a href="mailto:anna.ristevska@baxter.vic.edu.au">anna.ristevska@baxter.vic.edu.au</a></td>
<td>0431937976</td>
</tr>
<tr>
<td>Ground floor, Suite 4, 38 – 40 Prospect Street, Box Hill, VIC 3128</td>
<td>English</td>
<td>Julia Zhao</td>
<td><a href="mailto:julia.zhao@baxter.vic.edu.au">julia.zhao@baxter.vic.edu.au</a></td>
<td>9899 3544</td>
</tr>
<tr>
<td>7 Warwick Ave, Springvale, VIC 3171</td>
<td>English, Beauty and Hairdressing</td>
<td>Trang Hoang</td>
<td><a href="mailto:trang.hoang@baxter.vic.edu.au">trang.hoang@baxter.vic.edu.au</a></td>
<td>8555 2671</td>
</tr>
<tr>
<td>9 Warwick Ave, Springvale, VIC 3171</td>
<td>Bakery</td>
<td>Trang Hoang</td>
<td><a href="mailto:trang.hoang@baxter.vic.edu.au">trang.hoang@baxter.vic.edu.au</a></td>
<td>8555 2671</td>
</tr>
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Student Support Services

- Career support
- Homework and academic support
- English as an additional Language
- Fully fitted Library and Learning Resource Centre
- Resume writing and Interview skills development
- Graduation Ceremony
- Student Ambassadorship Program
- English language difficulties
- Pathway to Higher Education
- Work Experience*
- Job placement*
- Orientation & Welfare Services
- Special assistance in dealing with issues of language and cultural differences
- Multicultural Support Staff

* Conditions apply
## Emergency Contacts

**STUDENT HOTLINE**
24 HOUR/7 DAYS PER WEEK

Viet Nguyen (Deputy CEO): +61 413 862 319
Sophia NG (Student Support Manager): +61 403 364 999

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire, ambulance and police emergency</td>
<td>Ph: 000</td>
</tr>
<tr>
<td>Translating and Interpreting Service</td>
<td>Ph: 131 450</td>
</tr>
<tr>
<td>Victoria Police Centre</td>
<td>637 Flinders Street, Melbourne, VIC 3000, Ph: 9247 6666 / 000, <a href="http://www.police.vic.gov.au">www.police.vic.gov.au</a></td>
</tr>
</tbody>
</table>
Student Portal

It is a **mandatory** requirement that all Baxter Institute students access the student portal for communication purposes.

To access the portal:

1. Go to **baxter.vic.edu.au**

2. Under the **Current Students** tab, click on the **Student Portal** link.

3. Read the instructions.
Critical Incident Reporting

Baxter Institute’s staff have a duty of care to its students for managing critical incidents if and when they occur.

Critical incidents are not limited to, but could include:

- Missing students (absent for 28 days consecutively);
- Severe verbal or psychological aggression;
- Death, serious injury or any threat of these;
- Exhibiting physical violence
- Natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

IF YOU ARE IN DANGER OR KNOW ANOTHER STUDENT THAT IS, KINDLY NOTIFY THE INSTITUTE.
Student Code of Behaviour

There are consequences for non compliance with the Student code of Behaviour.

This includes:

- Immediate suspension in the case of severe breaches
  
  and/or
  
- Behaviour that may be construed as threatening to the safety of the student, other students or any person on the Baxter Institute premises.

- Baxter Institute have a responsibility of reporting attendance and academic performance to Government Departments. Hence, our student code of conduct ensures we assist you in meeting the Baxter Code of Conduct.

“Baxter Institute has 0% tolerance for misbehaviour.”

Students who failed to attend a scheduled counselling session or not agree to follow an improvement plan will automatically be sent a subsequent letter for their breach of the student code of behaviour which may lead to an earlier cancellation of enrolment.
Complaints and Appeals

Students may lodge a complaint, which is an informal or formal notification of a grievance. Students can also lodge an Appeal, which is a request to have a decision reviewed.

After completing internal processes, external appeals can be lodged at the ACPET (Australian Council for Private Education and Training)

National office

Suite 101, Level
1126 Wellington Parade,
East Melbourne Vic 3002

or PO Box 551
East Melbourne Vic 8002
1800 657 644 (toll-free in Victoria and Tasmania)
(03) 9412 5900
Fax: (03) 9416 1895
acpet@acpet.edu.au (National office)
Student Academic Progress

If you have unsatisfactory course progress, you are encouraged to seek assistance from your trainer, the head trainer, or the program course coordinator. If you need welfare services, or require any additional support outside the classroom you can speak to a student support officer within your Department. Every campus has designated student contact officers who can provide you with more information.

We also welcome you to visit the Head Office to see the student support hub, or student support department. We can offer you additional learning support or customise your training plan to meet your individual needs.

This includes but is not limited:
- One-on-one training timetable
- Homework
- Online support
- LLN training timetable
- Customised training methodology (e.g. Visual learner)
- Extension of training hours
- Reasonable adjustments to assessment (e.g. verbal questioning)

Note: If you fail to complete your course within the expected duration without any reasonable grounds, you may be liable to pay for an extension to complete your course.
Attendance Requirement

- for English students
- for vocational other

The Baxter Institute Student Code of Behaviour requires students to maintain at least satisfactory attendance. Therefore a student may attempt an assessment only if they achieve minimum 80% of attendance (for English and 70% of attendance for other vocational courses).

In the absence of reasonable explanation and supporting evidence for low attendance, the student will be required to repeat the unit (up to the discretion of the trainer).

Students who leave the class before the end will not be marked attendance for that particular session.

Morning Session _________ 9am
(latest arrival time 9:30am)

Afternoon Session _______ 1pm
(latest arrival time 1:30pm)

Evening Session _________ 5pm
(latest arrival time 5:30pm)
Letters relating to Unsatisfactory Performance

By email and post:

The Institute’s progress support and legislative require letters via Australian post (Australian post quote “2 working days for delivery”) and email.

Example:

- 28 consecutive days of non-attendance
- Unsatisfactory course progress
Rules to Remember

Wearing Uniform
It is important that students abide by the uniform policy. Failure to do so may result in being sent home.

Plagiarism / Cheating
Is defined as “the presentation of work, idea or creation of another person as though it is your own”. This is unacceptable. Academic practice and severe penalties including but not limited to repetition of unit and re-assessment will apply to students who are proven guilty.
Defer, Suspend or Cancel your Enrolment

If students choose to defer, suspend or cancel their course they need to download and complete the appropriate form.

Which is on the website or can be collected from a student support officer.

SS117 Student Leave Application Form

A student’s enrolment may be suspended or cancelled as an initiative by the Institute as a response to misbehaviour.

Deferral, suspension and cancellation of an enrolment may impact your government subsidy and is reported to the Victorian Government.

All applications will be processed in accordance to the Institute’s policy.
**Credit Transfer & Recognition of Prior Learning**

Prior to signing your training plan please consider the following:

- **Credit transfer (CT)** - If you have completed units of competency equivalent to those required for the completion of this course, then you may be able to be given credit for those units in your chosen course.

- **Recognition of Prior Learning (RPL)**
  If you do not hold this qualification, yet you have acquired relevant knowledge and skills, then consider RPL as a pathway. Your prior learning and experience will be assessed against the competencies required for the completion of this qualification.

CT & RPL may shorten the duration of your course, ask for an application form and submit this to a student support officer.

**NOTE:** When a student is seeking RPL or credit transfer, evidence (such as statements of attainment or copies of certificates) should be provided with your application. If you apply for CT or RPL after you have received an outcome for those units of competency for which RPL or CT is being sought, then your application will be considered invalid.
Payment Schedule Agreement (PSA) / Student Agreement

For all tuition fees and other finance related issues, please arrange an appointment at reception to meet with the Finance Department.

The PSA you have signed is offered only as flexibility, therefore if you are in breach of your plan, the Institute has the right to cancel the agreement and invoice the entire amount as presently owed.

The Institute reserves the right to initiate a suspension of studies for the non payment of tuition fees, as this is a breach of your student code of behaviour. Further non compliance could lead to the cancellation of your enrolment.
Baxter’s Policies and Procedures

Please be advised that policies and procedures are subject to change.

It is the student’s responsibility to keep abreast at all times by REGULARLY accessing the Institute’s official website: www.baxter.vic.edu.au

Student Written Agreement

It is the student’s responsibility to keep a copy of their student agreement. Students who have signed their agreement thereby confirm they have read and fully understood the agreement. Compliance that is required under Victorian Training Guarantee is reflected in your agreement.
Australian Quality Training Framework (AQTF) Quality Indicator Surveys

During your studies you will receive surveys, please complete these to the best of your knowledge. This helps the institute towards continuously improving our training services and reporting our quality to the regulators. Remember to include your best aspects of your training too, so we can keep doing what works!

For students who enrol under the Victorian Training Guarantee, please advise your students that may receive an invitation to participate in a Department endorsed project and/or being contacted by the Department (or persons authorised by the Department) for audit or review purposes. As a staff member of Baxter Institute participating in the implementation and delivery of the Victorian Training Guarantee, you too may be contacted by the auditors contracted by the HESG (Victorian Government) as a part of the audit process.

CRICOS Provider Code: 02233M | National Provider Number 7030
Sheila Baxter Training Centre Pty Ltd | Trading as Baxter Institute
Seeking Further Details

Student Handbook*
Please refer to your handbook, an electronic version is accessible via baxter.vic.edu.au
(If you do not have internet access please use our computer labs)

*Hardcopies are available upon request.

Important Links
(students should access regularly)

Baxter Institute’s Policy & Procedures:
baxter.vic.edu.au > policies
Remember to stay safe, enjoy and study hard

You should seek information from a Student Support Officer or the Marketing Department at the start of your study if any information is still unclear.

By signing the participation sheet at orientation day, you have agreed that you fully understood the content.