

ARCHAEOLOGY PROGRAM

**CERTIFICATE IV in
ABORIGINAL CULTURAL
HERITAGE MANAGEMENT
22452VIC**

**Information for Students
2023**

Melbourne (Bundoora) Campus

Senior Educator:

Tya Lovett

M: 0417 848 407

E: t.lovett@latrobe.edu.au

latrobe.edu.au/archaeology

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CONTACTS

The course is delivered by La Trobe University, Registered Training Organisation No.3899.
All correspondence should be directed to Sharon Cleaves (see below).

PERSON	PHONE	EMAIL / ADDRESS
Tya Lovett Program Manager Senior Educator	0417 848 407	@latrobe.edu.au Archaeology Program La Trobe University Bundoora VIC 3083
Sharon Cleaves Community Agent	9479 2806 0407 758 611	s.cleaves@latrobe.edu.au Archaeology Program La Trobe University Bundoora VIC 3083
Indigenous Student Services		
Bundoora Ngarn-gi Bagora Renee Sleigh, Manager	(03) 9479 3464	r.sleigh@latrobe.edu.au
Albury-Wodonga To be confirmed	(02) 6024 9796	
Bendigo Jimbeyer Boondjhil Tashara Roberts, Indigenous Academic Enrichment Advisor	(03) 5444 7094	t.roberts@latrobe.edu.au
Mildura Sianlee Harris, Indigenous Academic Enrichment Advisor	(03) 5051 4046	sianlee.harris@latrobe.edu.au
Shepparton Ngarrapna Mishel McMahon, Indigenous Academic Enrichment Advisor	(03) 5820 8629	m.mcmahon@latrobe.edu.au
Equality and Diversity Unit	(03) 9479 2900	
LIBRARIES		
Bundoora (Melbourne)	(03) 9479 2922	
Albury-Wodonga	(02) 6024 9760	
Bendigo	(03) 5444 7451	
Mildura	(03) 5051 4026	
Shepparton	(03) 5833 2640	

2023 - IMPORTANT DATES*

DATE	TEACHING BLOCK	ASSESSMENT DUE
February 20-24	Week 1 - Melbourne	1A, 2A, 2B, 3A
March 27-31	Week 2 - Western Victoria	3B, 5A, 6A
May 1-5	Week 3 - Melbourne	6B, 6C, 7A
June 5-9	Week 4 - Regional Victoria	9A, 10A
July 10-14	Week 5 - Melbourne	7B, 7C, 8A
August 7-11	Week 6 - Regional Victoria	3C
September 4-8	Week 7 - North West Victoria	2C, 5B, 6D, 6E, 9B, 10B
October 9-13	Week 8 - Regional Victoria	11A, 11B
November 13-17	Week 9 - Melbourne	1B, 1C, 4, 8B, 12A, 12B, 12C
November 21	All assessments due	
December 8	Graduation Ceremony, Melbourne	

* Dates and locations may change prior to course commencement.

ABOUT THE COURSE

1 Course information

Course name:	Certificate IV in Aboriginal Cultural Heritage Management
Course code:	22452VIC
Course owner:	First Peoples - State Relations (curriculum manager: Christina Pavlides)
Registered under:	Victorian Registration and Qualifications Authority
Course type:	Accredited course (National)
Delivered by:	La Trobe University Registered Training Organisation 3899
Program Manager:	Tya Lovett
Centrelink approved courses code:	3P346

The Certificate IV in Aboriginal Cultural Heritage Management (22452VIC) is a nationally accredited qualification. It provides training in the skills and knowledge required to work in the cultural heritage industry. It also provides training in the skills and knowledge needed by Registered Aboriginal Parties and other land managers to meet their cultural heritage management obligations under the *Aboriginal Heritage Act 2006*. The course is delivered as a partnership between La Trobe University (TOID 3899) and First Peoples - State Relations.

Competency based training

This qualification is a *competency-based* training course. This means that we deliver and assess you on the skills and knowledge needed for you to do tasks at the standard required in a related job or industry. If you have already gained some of the skills and knowledge covered in this course through your previous work experience (paid or unpaid) you can be assessed through [Recognition of Prior Learning](#) (see page 14).

Links to industry, licences and tickets

This course does not cover any external licence or tickets. You will, however, meet and learn from industry professionals and stakeholders throughout the course and through Work Integrated Learning opportunities. The course also has a strong link to the cultural heritage management industry through our Industry and Education Course Registration Reference Group.

This qualification by itself is not sufficient to register as a Heritage Advisor with First Peoples-State Relations.

Employability skills

This course also helps you to develop general work skills called *employability skills*. These are built in to the activities and assessments so that when you show competency in the skills and knowledge required of each unit, you are also showing general skills that are useful in a work place. These are:

- Communication and teamwork
- problem solving, initiative and enterprise
- planning and organising
- self-management
- learning
- technology

2 Course units and assessment

Course units

The Certificate IV in Aboriginal Cultural Heritage Management qualification requires the completion of 11 core units and 2 electives. The units are taught in an integrated way so that you have opportunities to develop and practice your knowledge and skills across the year.

CORE Unit Code	Unit Title
HLTAID003	Provide first aid
AHCLPW403	Inspect and monitor cultural places
AHCWHS201	Participate in work health and safety processes
CPPDSM4045	Facilitate meetings in the property industry
NWPGEN011	Use maps, plans, drawings and specifications
VU22264	Work effectively in the cultural heritage industry
VU22265	Investigate cultural heritage landscapes and environments
VU22266	Identify and describe cultural heritage materials
VU22267	Manage the discovery of human skeletal remains
VU22268	Review assessments for legislative compliance
VU22269	Contribute to the conservation of cultural heritage places
ELECTIVE Unit Code	Unit Title
CUACNM301	<i>Move and store collection material</i>
CUAPRE401	<i>Implement preventive conservation strategies</i>

Assessment

Assessment is continuous and tasks are set throughout the year. Most assessments are completed during the study week. You need to meet the critical aspects of assessment for each unit of competency by handing in all written work and completing all practical tasks, which includes a minimum attendance requirement (discussed below). Assessment methods include:

- Written answers to questions, reports and completion of forms
- Drawing maps and scaled plans
- Field work and practical demonstrations
- Verbal answers to questions and formal presentations to the class
- Professional work placement in the cultural heritage industry.

There are three possible assessment outcomes for each assessment task and unit of competency:

- Competent "C" (you have passed)
- Not yet Competent "NYC" (you have an opportunity to try again)
- Not competent "NC" (not competent, not handed in, or not fully completed)

Assessments are based on each person's demonstration of knowledge and skills and are not competitive. We will meet with you at regular intervals to talk about your progress. We will offer additional assistance to help you gain the skills required to achieve a competent result.

All assessments must be satisfactorily completed by **21st November 2023** in order to graduate in 2023. Any assessments handed in after this date will not be marked and will receive an outcome of Not Competent.

Core unit descriptions

Participate in work health and safety processes (AHCWHS201)

Description: This unit covers the process of following Occupational Health and Safety (OHS) policies and procedures in cultural heritage management. You will:

- recognise and report hazards in the workplace
- follow workplace safety procedures and directions; use personal protective equipment (PPE)
- carry out basic safety checks on equipment before use
- complete manual handling tasks using recommended techniques
- follow emergency procedures and warning signs.

This unit is NOT equivalent to the Construction Industry Induction course (white card).

Assessment:

- inspect a workplace and complete a check list
- write answers to questions
- assess risks
- demonstrate work health and safety compliance.

Use maps, plans, drawings and specifications (NWPGEN011)

Description: This unit covers the skills of reading and interpreting maps, plans, drawings and specifications; preparing a scaled plan and a section drawing; and using technology such as a compass and GPS.

Assessment:

- find and interpret information on maps, plans, drawing and specifications
- record and use grid references on a map and GPS
- write answers to questions
- prepare scaled plans and section drawings.

Provide first aid (HLTAID003, Level 2 first aid)

Description: This unit covers the skills and knowledge required to provide first aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical other assistance. Students may complete this unit at La Trobe University or with a registered provider of their choice.

Assessment:

- write answers to questions
- demonstrate first aid skills and techniques

Investigate cultural heritage landscapes and environments (VU22265)

Description: This unit covers the basic principles of geology as they relate to formation processes in the archaeological record and to past and present cultural landscapes, sites and places within changing environments. It includes understanding rock and landscape formation over time in Victoria, basic geomorphology, site types in the landscape and threats to preservation.

Assessment:

- write answers to questions about geology, landscape and archaeological site formation over time
- identify landforms, cultural places and threats to cultural heritage places.
- complete First Peoples-State Relations environmental setting forms
- some assessments may be integrated with core units VU22266 and VU22269.

Identify and describe cultural heritage materials (VU22266)

Description: This unit covers the identification and recording of materials found at Aboriginal cultural heritage places such as stone artefacts, scarred trees, ecofacts and historic materials and special site types such as quarries, stone features, mounds, hearths, intangible places and rock art sites.

Assessment:

- write answers to questions about the identification and recording of cultural heritage places
- analyse shell and stone assemblages
- complete First Peoples - State Relations heritage register and component forms.

Manage the discovery of human skeletal remains (VU22267)

Description: This unit covers managing the discovery of human skeletal remains, with a focus on managing Aboriginal skeletal remains, in a cultural heritage management context. It includes the process of reporting discoveries and compliance with State and community protocols, which may involve the police, coroner, State Government agencies, physical anthropologists and the local Aboriginal community. Knowledge of the legal, reporting, consultation and repatriation processes required to manage the discovery of skeletal remains is included in the unit. An expected outcome will be the ability to identify some human and non-human remains and discovery contexts.

Assessment:

- demonstrate animal bone identification
- write answers to questions about the reporting process and legislation, traditional funerary practices, context of discovery and preservation, management options and knowledge of protocols.
- recording and reporting remains by completing First Peoples-State Relations component forms.

Contribute to the conservation of cultural heritage places (VU22269)

Description: This unit covers the skill and knowledge required to contribute to conservation planning for a cultural heritage place or area. Knowledge of cultural heritage significance assessment criteria, threats to cultural heritage significance and mitigation of threats are covered. This unit does not include the requirement to produce a complete conservation management plan, devise strategy/policy or lead community engagement activities.

Assessment:

- Write answers to questions about conservation principles and practices
- prepare a conservation activity plan outline for a cultural heritage place
- some assessment may be integrated with core unit AHCLPW403.

Inspect and monitor cultural heritage places (AHCLPW403)

Description: This unit covers inspecting and monitoring cultural places and includes preparing for inspection, inspecting a place to establish a schedule of maintenance and monitoring, and reporting.

Assessment:

- write answers to questions
- inspect and report on a cultural heritage place
- complete an First Peoples-State Relations Place Inspection Form
- assessment may be integrated with core units VU22265, VU22269.

Work effectively in the cultural heritage industry (VU22264)

Description: This unit covers the skills and knowledge required to work at an entry level in the cultural heritage industry in Australia. The unit covers industry structure, issues and priorities including the historical context of legislative developments. Skills are developed in following industry protocols, legislation and practices in performing cultural heritage work.

Assessment:

- write answer to questions about government policies, heritage legislation and industry organisations
- demonstrate workplace skills during Work Integrated Learning or employment.

Facilitate meetings in the property industry (CPPDSM4045)

Description: This unit covers the skills and knowledge required to organise and facilitate formal and informal meetings in a cultural heritage industry context.

Assessment:

- prepare for, facilitate and report on meetings
- write minutes and respond to questions about meeting organisation and process.

Review assessments for legislative compliance (VU22268)

Description: This unit covers the skills and knowledge required to review cultural heritage management assessments for legislative compliance relating to changes in land use. It requires skills in understanding Cultural Heritage Management Plan (CHMP) and other management plans, interpreting maps and archaeological data, communicating with stakeholders and knowledge of relevant Commonwealth and State legislation and regulations, and formats for reporting.

Assessment:

- write answers to questions about legislation, management tools, CHMPs, and cultural heritage conflict resolution
- evaluate a CHMP using industry tools
- communicate the outcome of evaluation to the Sponsor of a CHMP
- some assessments may be integrated with core unit NWPGEN011 specifications.

Elective unit descriptions

Move and store collection material (CULCNM303A)

Implement preventive conservation activities (CULPRE401A)

Description: These two units have integrated delivery and cover skills and knowledge required to provide preventive care of collection material through knowledge of conservation principles, handling, packing and unpacking of collection material for movement and storage.

Assessment: These units are assessed together:

- write answers to questions and complete forms
- practical tasks involving the cleaning, preservation, moving and storage of a cultural heritage item.

3 How the course is delivered

In 2023 we aim to deliver the course in 9 face to face training weeks in various locations around Victoria. If COVID restrictions are reintroduced, online learning will be offered.

When and where

The course will be delivered in 9 five-day blocks, spaced about a month apart, at locations in Melbourne and around regional Victoria. The dates for 2023 are listed below. The locations will be finalised when we know who is going to be studying with us so we can try to visit your country during the year.

DATE	EVENT
February 20-24	Week 1 - Melbourne
March 27-31	Week 2 - Western Victoria
May 1-5	Week 3 - Melbourne
June 5-9	Week 4 - Regional Victoria
July 10-14	Week 5 - Melbourne
August 7-11	Week 6 - Regional Victoria
September 4-8	Week 7 - North West Victoria
October 9-13	Week 8 - Regional Victoria
November 13-17	Week 9 - Melbourne
November 21	All assessments due
December 8	Graduation Ceremony, Melbourne

Our teachers and presenters

Our trainers and assessors are highly qualified with experience in cultural heritage management and specialist fields and hold a Certificate IV in Training and Assessment or higher. You will also meet presenters from all sectors of the cultural heritage management industry, including staff from La Trobe University, First Peoples - State Relations, Traditional Owners, land managers and other specialists. All learning materials are provided.

The amount of time involved

Attendance face to face: About 390 hours

Work placement: 24 hours (3 days). If you are currently working in the cultural heritage management industry or have worked recently, you can apply for Recognition of Prior Learning.

Additional study between weeks: You are expected to read and review study materials between teaching weeks, and work on assessment tasks. The time taken depends on individuals but could be between 10-20 hours per month.

Travel: Most students will need to travel to our training location on the Sunday before each block. This includes travel to Melbourne and other regional locations across Victoria.

Attendance

You are expected to attend 100% of each training week. As the training is delivered in blocks, it can be difficult to catch up after an absence. The **training dates** are provided on **pages 4 and 10** of this handbook.

We understand that travelling away from home for five to seven nights and attending classes intensively throughout the day can be difficult for those students who also have employment, family and cultural or community responsibilities. We ask you to consider your responsibilities carefully before deciding to enrol in the course, however it is likely that some periods of absence may be unavoidable for some students. **Allowable absences** include:

- absence due to illness supported by evidence as deemed satisfactory by the Senior Educator;
- non-attendance because you have been given recognition for prior learning and skills;
- unexpected family, employment, cultural or community circumstances requiring immediate attention.

You should keep the training weeks clear of appointments and social events as the course might be held in remote locations on some training days.

You will need to complete missed activities and assessments between sessions with support from La Trobe University staff. In most cases you will NOT be able to attend a repeat session as this course is funded for single session specialised delivery blocks only. Contact us to discuss possible alternative course completion options.

If your attendance falls to 85% or below in any unit of competency you will be at risk of not being able to meet the critical aspects of assessment and may not be able to achieve the qualification in 2023.

Support travelling to, from and during teaching blocks

A unique feature of this course is the opportunity to travel away from home to other Traditional Owners country for many of the training weeks. You can meet and get to know people from across Victoria, build your professional networks and continue learning outside the scheduled learning activities. You will become part of a learning and professional community. We expect you to be able to organise your own travel. If you don't have a car then we will ask you to manage your own bookings or other travel arrangements. However if your place in the course is funded by First Peoples - State Relations you will be provided with meals, accommodation and reimbursement for transport costs when you are required to be away from your usual home (see Fees and Funding, Insurance sections for more details).

Full time enrolment only

Because of the integrated nature of course delivery and our funding arrangements the course is **only offered on a full-time basis**. If you complete the course requirements you can expect to graduate by the end of 2023.

Modified delivery and/or assessment

The course involves both classroom and fieldwork. This could include walking on uneven and relatively steep land, or walking for some distance. If you have a condition that might affect your ability to participate, tell us when you apply and we will try to modify delivery or assessment to meet your needs.

4 Costs and funding

In 2023, this course will be delivered with Victorian Government funding from First Peoples - State Relations and with contributions from La Trobe University.

First Peoples - State Relations funded positions

If you have a First Peoples - State Relations funded place in the course **no fees are payable**. You will be provided with accommodation, meals and all learning materials. Your travel costs will be reimbursed each training week when you present receipts for fuel or public transport. Taxi and plane fares cannot be reimbursed without prior approval.

Who is eligible for First Peoples - State Relations funding?

In 2023, 14 positions will be funded by First Peoples - State Relations. You must meet **both** the First Peoples - State Relations criteria for funding eligibility and La Trobe University RTO entry requirements (see section 5).

- You must be Victorian Aboriginal Traditional Owner **or** other Indigenous Australian resident and/or working in Victorian cultural heritage management.
- You must have successfully completed the First Peoples - State Relations three day Introductory to Aboriginal Cultural Heritage Management '*Past and Present*' workshop. These workshops are held twice a year. If you have not completed a workshop, please contact Christina Pavlides on 0419 353 804 to enrol.

Fee-paying places

A small number of fee paying places are available in this course. In 2023 the fees are \$10,000 and include tuition, accommodation, meals, learning materials and reimbursement for transport costs within Victoria. For the full range of fees and charges see Schedule A in [section 23](#) of the handbook. Further information is also available here: <https://policies.latrobe.edu.au/>

ABSTUDY/Centrelink

This course is registered as an approved course with ABSTUDY and Centrelink. As all enrolments in this course are full time, you might be eligible for ABSTUDY payments. The Centrelink course registration code is 3P346.

Additional costs

You will need to provide your own clothing and footwear suitable for learning outdoors. This includes long sleeved top, long pants, warm clothing, rainwear and supportive boots. Closed toe boots are recommended but hard toe safety boots are not required.

Eligibility for future government training at Cert IV level

Please note that because of Victorian government VET funding rules, enrolling in this course **might** affect your eligibility for Victorian government-funded training at Certificate IV level in the future. You will be asked about your future training plans during the application process to make sure that this course is the right course for you at this time.

5 How to apply

Who can apply?

- You must be an Aboriginal or Torres Strait Islander and over 18 years of age before the course starts.
- You must be able to read, write and speak English to a level which will enable you to participate in and complete the course.
- For First Peoples - State Relations funded places, you must have successfully completed the First Peoples - State Relations three day Introductory to Aboriginal Cultural Heritage Management 'Past and Present' workshop. These workshops are held twice a year. If you have not completed a workshop, please contact Christina Pavlides on 0419 353 804 to enrol.

Application and pre-enrolment assessment:

- Submit an Expression of Interest form (download from <http://www.latrobe.edu.au/humanities/study/pathways/certificate-iv-in-aboriginal-cultural-heritage-management> or contact Sharon Cleaves on (03) 9479 2806 to be sent a copy).
- We will contact you for a pre-enrolment interview, including a language, literacy and numeracy assessment.
- First Peoples - State Relations and La Trobe University will meet to prioritise applicants based on their association with an Registered Aboriginal Party (RAP) and or RAP applicant groups. Applications from other Indigenous people involved in cultural heritage management and administration will also be considered.
- La Trobe University will send successful applicants an invitation to enrol and to apply for Skills Recognition (Recognition of Prior Learning and/or Credit Transfer - see section 6 below).
- Return the enrolment documents and Skills Recognition documents (if applicable) by the due date. Please note that due to high demand for places **if you do not return your documents to us by the due date your offer might be withdrawn** and offered to another applicant.
- After we receive your enrolment documents you will be sent a letter of confirmation, a training plan and details of the first training session. You will be issued with a La Trobe University student card and IT account in the first week of the course.

Note it is not possible to defer acceptance of your place to a future year. If you are not offered a place for 2023, you may choose to be placed on a waiting list if places become available.

6 Skills Recognition (RPL and Credit Transfer)

You might already have some of the competencies covered in the course as a result of previous learning, work and life experiences, employment experience and/or previous non-accredited education and training. You can apply for Recognition of Prior Learning (RPL) or Credit Transfer. There is currently no fee to apply for skills recognition.

RPL is an assessment process which helps you demonstrate that you have already attained some of the skills and knowledge relevant to this qualification. The RPL process starts at enrolment and needs to be completed before the first unit commences.

- Obtain a Skills Recognition kit and complete the self-assessment.
- Arrange an interview/practical assessment to discuss evidence with an RPL Assessor.
- Receive a Statement of Attainment for relevant units or undertake gap training.

Credit transfer is the process of gaining credit for any equivalent units of competency which you have previously completed through another Registered Training Organisation (RTO), and which are still current. You will need to provide an original or certified copy of your Certificate, Record of Results or Statement of Attainment indicating a competent level of attainment. You must do this before you start the unit. After we have verified your results with the issuing RTO, you will be granted credit for the units of competency previously completed and your student record will be updated. Where your previous qualification does not meet AQTF requirements, you will either be required to apply for Recognition of Prior Learning (RPL) or enrol in the unit.

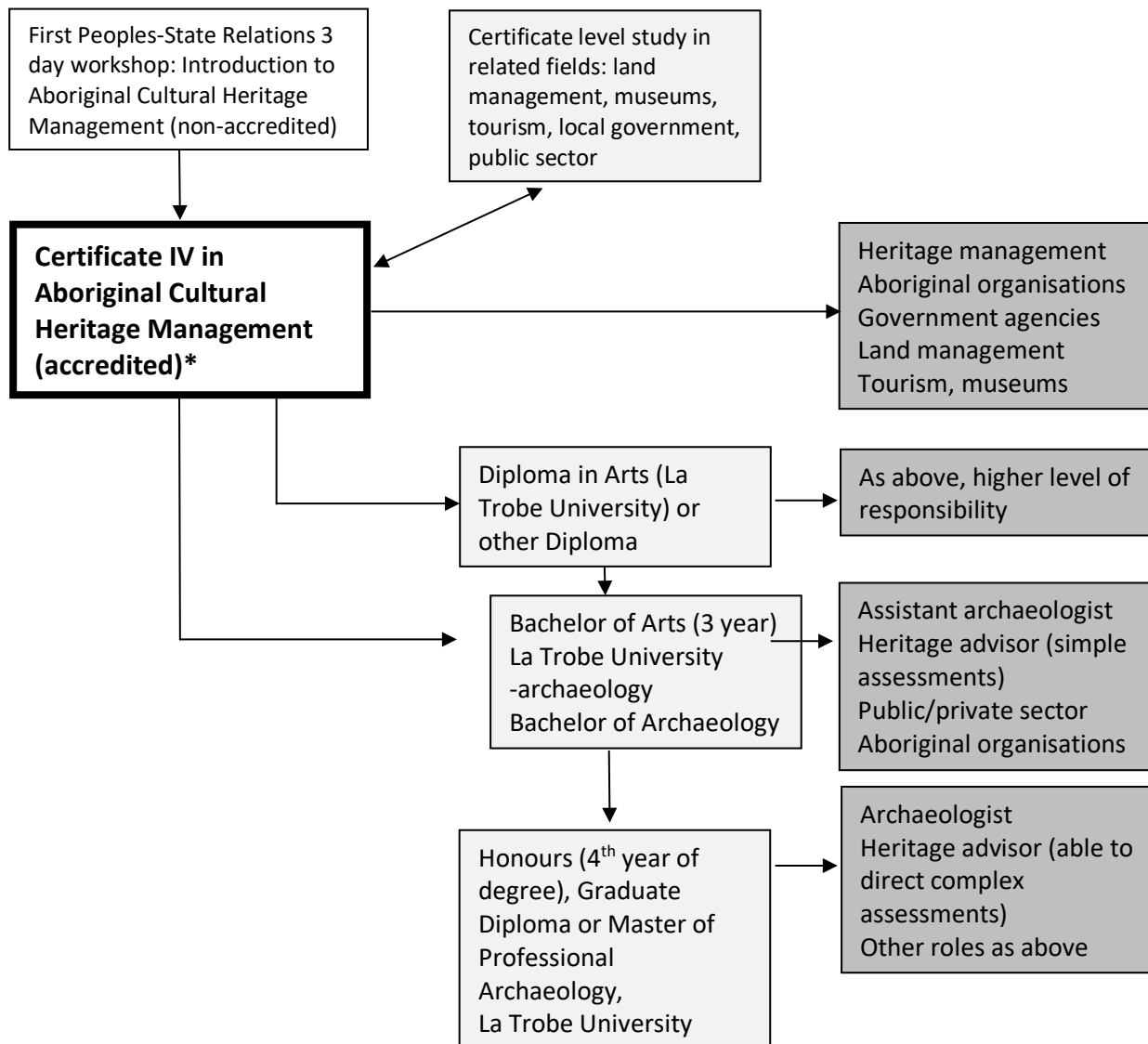
7 Pathways – what you can do with this course

The Certificate IV in Aboriginal Cultural Heritage Management provides a pathway to further education and employment opportunities as shown in the picture below. Graduates may be offered a place in the Bachelor of Arts at La Trobe University. For information about undergraduate courses in 2023 see the following guide: [2023 Course Guide La Trobe University](#)

PATHWAYS

Further Learning

Employment



*Please note:

- This qualification does NOT provide credit for subjects at undergraduate level at La Trobe University.
- This qualification on its own is NOT enough to register as a Heritage Advisor with First Peoples - State Relations.

8 Orientation to the University

La Trobe University student opened in 1967 and now teaches around 28,000 students. Campuses are located at Bundoora (Melbourne), Melbourne CBD, Bendigo, Albury-Wodonga, Shepparton and Mildura. La Trobe University is also a Registered Training Organisation (3899). The first week of the course will be held at the Bundoora campus. You will be given an orientation to the course and will be shown the location of key services and student facilities. You will be issued with a student ID card which is used for identification, library borrowing, photocopying and printing. If you lose your card you should report it to stop people using services in your name or incurring library fees. Contact lost-stolencards@latrobe.edu.au. There is a charge to replace cards unless you can present a police stolen property report. Order a replacement card here: <http://www.latrobe.edu.au/students/card>

9 Working together

Students can expect La Trobe University as a training organisation, its trainers and staff to

- come prepared and be on time
- provide a high standard of training delivery
- provide a safe learning environment and communicate with everyone in a respectful way
- offer assistance with problems which are affecting your ability to complete the course
- respond to enquiries and provide constructive feedback as soon as possible
- keep accurate records and respect your privacy
- ensure that our training, assessment and certification complies with ASQA and AQF Standards
- keep you informed if there are any circumstances that will affect your enrolment or training, including a change of ownership of the RTO or registration of the course
- ensure that you can complete your course if the RTO ceases to offer the course or ceases operation
- finalise any complaints you might have within 60 days.

We expect our students to:

- attend all sessions and be on time, and notify if you will not be attending
- notify staff of any changes in contact details straight away
- respond to written communications or verbal messages as soon as possible
- come prepared with appropriate gear or training materials as requested by trainers
- complete all assessment tasks without copying others' work or ideas (no plagiarism)
- communicate with everyone in a respectful way and respect their privacy
- show respectful and appropriate behaviour while staying at shared accommodation
- contribute to a safe learning environment
- only use mobile phones outside of the training room or away from the group
- not smoke at cultural places, in non-smoking areas, or near other students during outdoor work
- provide honest and constructive feedback
- manage alcohol responsibly
- not bring or use illegal drugs during the training sessions
- work as part of a professional learning team, ask questions and tell trainers if there is a problem.

The full Charter of Student Rights and Responsibilities can be found here: [Charter of Student Rights and Responsibilities](#)

10 Work standards - Plagiarism or cheating

We expect you to do your own work so that we know you have met the skills and knowledge requirements of the certificate. You must ensure your work is your own or that you have contributed independently to group work. Plagiarism means using someone else's words, ideas or findings and presenting them as your own without proper acknowledgment and includes:

- copying or paraphrasing from someone else's published work without acknowledging the source;
- using facts, information and ideas derived from a source without acknowledgement;
- producing "independent" assignments with and/or using the work of other people; and
- helping someone else to plagiarise.

If you plagiarise or "cheat" you may be subject to student discipline processes outlined here:

<http://www.latrobe.edu.au/policy/documents/academic-integrity-schedule-of-responses-and-penalties-for-academic-misconduct.pdf>

11 Student feedback

We need to know about your experience as a student in the course and are keen to hear your opinions about what is working well and what doesn't work for you. The information you give us helps us to provide the most appropriate kind of training for you. It is also an opportunity for us to review our practices for future courses. Evaluation is therefore a very important part of the course, and you will be asked to participate in evaluation activities during each week of the course. At the end of the course you will be asked to participate in an evaluation activity conducted by an external consultant. You will also be asked to complete Quality Indicator questionnaires in order to meet our legal obligation as a Registered Training Organisation under ASQA. You may be contacted by the National Centre for Vocational Education Research (NCVER) to participate in a research survey. These surveys are not part of La Trobe University's course delivery.

12 Student support

La Trobe University offers several avenues of support while you are learning with us. **Certificate IV staff** will do our best to provide the assistance you need or to put you in touch with appropriate people or services. We will make reasonable adjustments to the course and assessment to make sure that you are able to participate.

Indigenous Student Services provide academic advice and advocacy, student networks, computers, photocopying, scanning and fax services, and a gathering place. Contact the Ngarn-gi Bagora Centre at the Bundoora campus for more information. You can also access Indigenous Services at other campuses – see Contacts page for contact details.

Tutorial Assistance You are eligible for two hours a week (for 34 weeks) of tutoring. Our staff member Sharon Cleaves can help you arrange (s.cleaves@latrobe.edu.au).

Counselling Service offers free confidential counselling support. Bryan Fricker is the Indigenous counsellor at the Bundoora Campus. Phone (03) 9479 2956 to browse the full range of support services go to: <http://www.latrobe.edu.au/students/support>

13 Computers and internet

Computing and printing facilities are available to students for official activity on campus. Students must abide by the University's Internet Code of Practice. Student computers can be found in the libraries and Indigenous student services on all campuses. You will be issued with a username and password. This will let you use student email, library systems, and computer/wireless access on campus and access digital resources from your own device away from campus.

WiFi access: Wireless computer access is available at various locations throughout La Trobe University. Information on how to access the wireless network along with details of locations where wireless access is available can be found here: <http://www.latrobe.edu.au/students/it/connecting/eduroam>

In addition to the expectations in the Charter of Student Rights and Responsibilities, please be familiar with guidelines covering the use of computing facilities at La Trobe University, found here: <http://www.latrobe.edu.au/students/support/it/terms>

14 Libraries

You can borrow or use online books, journals, DVDs and other resources at all La Trobe University campus libraries. The main physical collection is held at the Borchardt Library at the Melbourne (Bundoora) campus. Extensive collections are also held at the David Mann Library at Albury-Wodonga and the Heyward Library at Bendigo. All three libraries have group study areas, a large number of computer workstations, wireless network access, group study and training rooms, printing and photocopying facilities. The libraries at Mildura and Shepparton have strong collections of resources to support courses taught at those campuses, and provide access to inter-campus loans and electronic resources, computer workstations and training and study facilities.

15 Student Union

The La Trobe University Student Union provides students with a range of services, programs, activities and facilities on campus as well as on campus and online discounts. Student Union membership costs \$40 and is not compulsory. Union membership also gives you a say in how your university operates, and what services are provided to students. For further information on the Union or to join, visit the website: <http://www.latrobesu.org.au> or phone (03) 9479 2314 (Melbourne Bundoora Campus).

16 Certificates and Statements

When you successfully complete all the required units you will be issued with a nationally recognised Certificate and associated Record of Results at the Graduation Ceremony. If you do not attend the ceremony they will be sent to you at your nominated address within 30 days of your results being confirmed by the University's Academic Board. If you do not complete the full requirements of the course a Statement of Attainment for the individual units successfully completed will be issued. To obtain additional copies of your Record of Results or Statement of Attainment, contact Sharon Cleaves (s.cleaves@latrobe.edu.au).

17 Withdrawal from the course

If you wish to withdraw from the course, please notify your trainer as soon as possible, as there is high demand for places and your place could be filled by someone on the waiting list. You will receive a Statement of Attainment for those units that you have satisfactorily completed.

18 Staying safe

During the course you will need to travel to a range of regional locations and participate in both field work and laboratory activities. Staying safe physically and culturally is a priority.

Workplace Health and Safety

You will need to observe all safety procedures issued by La Trobe University, your trainer, accommodation and training venues, work placement hosts and transport providers. You need to tell us or your supervisor if you notice anything that might be unsafe so that we can take action. Your trainer will identify and assess the hazards and risks associated with each week of training delivery and you will be asked to review and sign a Job Safety Analysis before you participate. You will need to provide your own enclosed-toe walking boots (no steel cap required), sunhats, and clothing that protects you from sun, rain and cold, as well as personal medication supplies due to remote area training delivery locations. If you will have difficulty providing these items for yourself please speak to our staff.

Cultural safety and conscientious objection

We visit many Aboriginal communities and cultural places during the course. We consult with local Traditional Owners before each visit and follow their advice about the required behaviour and appropriateness of visiting places. Traditional Owners are often our hosts and we trust them to look after our safety. We also arrange smoking ceremonies upon request. However, you will know best what is culturally safe for you and we need you to tell us if you feel you will be at risk. We will support you to make appropriate cultural arrangements as much as possible. If you feel you cannot undertake an activity for cultural or conscientious reasons, please tell us and we will make alternative learning and assessment arrangements where possible.

Insurance

The University does **NOT** provide students with ambulance cover, Work Cover insurance or any insurance covering your personal property or vehicle. The University **does** provide students with Accidental Bodily Injury insurance but it is **limited** in regards to the scope of cover provided and compensation benefits payable. Ambulance trips are NOT free unless you are on a government benefit. As we will be working in remote areas, one ambulance trip could cost you thousands of dollars. Please check your ambulance cover with your employer and if you are not covered it is **highly recommended** that you buy a subscription.

If you use a private vehicle to attend training blocks, please note that car insurance is your responsibility. The University will not pay for any damage caused by you or to you which involves a vehicle. If there is an incident, you will need to make a claim on your own insurance. The University may be able to reimburse you for the excess that your insurance company asks you to pay. Please check that any vehicle you use to participate in training has sufficient insurance to cover you.

19 Privacy and access to your records

We treat all personal information about students as confidential. We will only release personal information outside the University with your consent and knowledge or when required to do so by law. We do not give out information to your relatives or employers without your consent. We will ask for your permission to take and publish photographs during training. In 2023 enrolment records will be managed manually. We will inform you if this changes.

20 Problems, complaints and appeals

We aim to identify potential causes of complaints and remove them before they can occur! If you have a problem or a complaint let your trainer know about the issue so that we can work together to resolve it fairly, honestly, respectfully and in a timely manner. We will use the experience to change what we do so that similar situations don't arise again. If talking about the problem is not successful, La Trobe University's grievance procedure is as follows:

- You can discuss the issue with the Senior Educator or submit the grievance in writing.
- The Senior Educator will investigate the grievance, which will include an interview with you.
- If resolved, you will be advised of the outcome personally and in writing.
- If unresolved, you will be referred to the Head of the School who will further investigate the grievance, and communicate directly with you.
- The issue and associated decisions will be recorded.
- All complaints will be processed and finalised within 60 days. If we need more time, we will tell you our reasons in writing and keep you regularly updated about progress.

If you are dissatisfied with the outcome of the process, advice may be sought from:

The University Ombudsman, Mr Andrew Brennan, Level 1, Peribolos East, Melbourne (Bundoora) Campus, Tel: (03) 9479 2988, Email: a.brennan@latrobe.edu.au

If the issue is not resolved through the University Ombudsman, you may lodge a complaint with the Victorian Ombudsman: www.ombudsman.vic.gov.au. If you have not followed the steps laid down in the relevant University procedures, the Victorian Ombudsman may ask you to do so before accepting your complaint. Contact: Ombudsman Victoria, Level 9, North Tower, 459 Collins Street, Melbourne, 3000 Tel: (03) 9613 6222 Fax: (03) 9614 0246 Toll free: 1800 806 314

Email: ombudvic@ombudsman.vic.gov.au

The complaints process is explained here: <http://www.latrobe.edu.au/students/complaints>

Assessment appeals

If you are not happy with an assessment outcome you have the right to re-assessment and to appeal an assessment decision. The procedure is here:

<http://www.latrobe.edu.au/policy/documents/vet-assessment-procedure.pdf>

21 Car parking

When training is at a La Trobe University campus, we will arrange a parking permit for you or reimburse your parking costs. If you are parking at one of the La Trobe University campuses outside a training week please observe the following.

Melbourne (Bundoora)

This campus is subject to City of Darebin parking regulations. All vehicles (other than motorcycles) parking between 8am and 5pm Mon-Fri must have either a current yearly permit or a daily ticket or voucher. You must park in the white-lined parking bays, not the red or green spaces. The area is patrolled regularly and you will get a parking fine if you don't buy a ticket.

Albury-Wodonga

Parking on the Albury-Wodonga campus is free of charge and permits are not required.

Bendigo

Daily parking is in the visitors' car park. A daily permit can be arranged through the Certificate IV staff if needed during a training session or you can pay the \$2 daily fee and be reimbursed.

Mildura

180 free car park spaces are located in the TAFE rear car park, situated west of the La Trobe University building.

Shepparton

Metered parking is available in the immediate vicinity of the Fryers Street campus and unrestricted free parking can be found two blocks away.

22 Public transport

If you are travelling to any of our training weeks on public transport (VicRail or buses) please make your arrangements well in advance. If public transport is not available to our training locations we will assist you with alternative arrangements.

Tram

The number 86 tram runs from La Trobe University's Bundoora campus to the city.

Train/shuttle bus from Reservoir Station

The Reservoir Station is on the South Morang line which runs to the city and around the City Loop, including Southern Cross station. The shuttle bus runs on the 301 service every 10 minutes between 7am and 7pm during semesters.

Buses and other transport updates

Transport information is available from the La Trobe University website here:

<http://www.latrobe.edu.au/transport-central/public-transport/melbourne>

23 University policies

All University policies can be found at this webpage: [La Trobe Uni VET policies](#)

Schedule A VET Fees, Charges and Refunds

1. Course Fees for 2023: \$10,000

- The Fees and Charges are adjusted annually to reflect the cost of delivering training and associated services.
- Fees and charges are based on cost recovery.

This fee covers learning materials, enrolment, student amenities, graduation, food, transport and accommodation costs as described in the [Information for Students booklet](#).

2. Payment due dates

Student Cohort	Payment Due Date (Timely enrolments)	Payment Due Date (Late Enrolments)
Certificate level Fee for Service	Will be published in the Student Information Book and communicated in writing to successful applicants.	Within two weeks of enrolment
Sponsored Students	As above	As above
Cancelled students wishing to have their enrolment revived	Outstanding fees must be paid immediately before student can be reinstated.	

The 2023 payments and amounts are as follows:

Date	Amount
February 17 2023	\$2000
March 17 2023	\$2000
May 12 2023	\$2000
July 14 2023	\$2000
Sept 15 2023	\$2000

3. Other fees – Administrative and Miscellaneous

- First issue of a certificate (includes results on transcript paper): No fee.
- Official Academic Transcript (results): Up to date information on charges and postage is found on the La Trobe Academic Transcripts webpage: <https://www.latrobe.edu.au/students/your-course/results/transcripts>
- Reissue of a certificate any type (testamur): Up to date information on charges is found on the La Trobe Replacement and re-issues webpage: <https://www.latrobe.edu.au/students/admin/graduations/testamurs/replacement>
- Additional fees are published on the La Trobe University website: <http://www.latrobe.edu.au/students/admin/fees-and-money/other-costs>

4. Rules for refunds

Rules for refunds will be applied as per below. Special circumstances provisions as outlined in Parts K and L of the Refund of Tuition Fees (Domestic Students) Procedure apply. [Refund of tuition fees \(Domestic Students\) procedure](#)

Withdrawal prior to Course Commencement	Full refund
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