



Student Handbook

Vocational Education & Training (VET) Courses

Sydney Campus

Kent Institute Australia
Levels Mezzanine, 1, 5 & 11,
10 Barrack Street
SYDNEY NSW 2000

Unit Opening Hours (Monday to Friday)
Library (Mezzanine) **10.00am to 6.00pm**
VET Unit (Level 1) **9.00am to 5.00pm**
Student Services Unit (Level 11) **8.30am to 5.30pm**

General Enquiries: +61 2 9093 5151
IT Help: +61 2 9093 5111



Melbourne Campus

Kent Institute Australia
Levels & 10,
350 Queen Street
MELBOURNE VIC 3000

Unit Opening Hours (Monday to Friday)
Library (Level 9) **9.30am to 5.30pm**
VET Unit (Level 10) **9.00am to 5.00pm**
Student Services Unit (Level 10) **8.30am to 5.30pm**

General Enquiries: +61 3 8353 0800
IT Help: + 61 3 8353 0811



Contact Details

Unit/ Contact

General Enquiries
VET Administrator
Admissions
Student Services Unit
Student Finance Sydney
Student Finance Melbourne
IT Help
Melbourne Academic Learning Support (ALS)
Sydney Academic Learning Support (ALS)
Melbourne Wellbeing
Sydney Wellbeing
Melbourne Events & Activities
Sydney Events & Activities

Email Address

info@kent.edu.au
vet.administration@kent.edu.au
admissions@kent.edu.au
studentservices@kent.edu.au
StudentFinance.Syd@kent.edu.au
StudentFinance.Melb@kent.edu.au
ithelp@kent.edu.au
als.melb@kent.edu.au
als.syd@kent.edu.au
wellbeing.melb@kent.edu.au
wellbeing.syd@kent.edu.au
lead.melb@kent.edu.au
lead.syd@kent.edu.au



Thank you for choosing to study at Kent Institute Australia (Kent). On behalf of all staff at Kent, we would like to extend a warm welcome to you. Everyone at Kent is committed to your success and are here to support your study journey. We pride ourselves on providing quality learning and teaching and exceptional student support.

Our teaching staff are passionate, energetic and have extensive industry experience, which will ensure your lectures are stimulating, engaging and relevant to the workplace. Our fabulous team of student support staff are here to help you navigate your way through your studies. A key focus at Kent is to ensure you graduate with all the skills you require to gain employment. In this regard, our career employment service and our leadership program will support your job search and help build your career prospects.

Kent also offers a range of student events, health and wellbeing workshops and has a Student Representative Group (SRG) to ensure your voice is heard. It is important to read this Handbook as it provides reference information to support and assist you with your studies. Kent staff are also available to assist you with any of your enquiries.

We wish you all the very best with your studies and every success for the future.

Mr Rafal Gasior
Head of Vocational Education

Disclaimer

Students must refer to current policies and procedures on the Kent document register, available in their My Kent Student Portal account my.kent.edu.au and through the Kent Website. Kent acknowledges that due to the review period of this Student Handbook, it may not include recent updates.



Contents

SYDNEY CAMPUS	1
MELBOURNE CAMPUS	1
CONTACT DETAILS	1
WELCOME	2
1.0 STUDENT SERVICES AND SUPPORT	3
1.1 STUDENT ORIENTATION 'O WEEK'	3
1.2 STUDENT EVENTS AND ACTIVITIES	3
1.2.1 Student Events Calendars	3
1.2.2 Leadership, Experience and Development (LEAD) Program	3
1.2.3 Student Representative Group (SRG)	4
1.2.4 Careers and Employment Service	4
1.3 STUDENT HEALTH AND WELLBEING SERVICES	4
1.3.1 Counselling Services	4
1.3.2 Special Needs Learning and Assessment	5
1.3.3 Overseas Student Health Cover	5
1.4 ENGLISH LANGUAGE SUPPORT	5
1.5 ACADEMIC LEARNING SUPPORT	5
1.6 ACCOMMODATION	5
1.7 STUDENT FEEDBACK	6
1.8 COMPLAINTS AND APPEALS	6
2.0 CAMPUS FACILITIES	6
2.1 LIBRARY	6
2.1.1 Rules of Behaviour in the Library	6
2.1.2 Overdue Library Books	6
2.1.3 Membership of the State Library	7
2.1.4 Membership of The University of Technology, Library	7
2.1.5 Online Learning Resources	7
2.2 COMPUTER LABORATORIES	8
2.3 IDENTIFICATION ON CAMPUS	8
2.4 PHOTOCOPYING AND PRINTING	8
2.5 ONLINE FACILITIES AND ACCESS	8
2.5.1 Student Information System (SIS)	8
2.5.2 Moodle	8
2.5.3 Student Email Accounts	8
2.5.4 Online Library Catalogue	8
2.5.5 Wifi Access	8
2.5.6 LinkedIn Learning	8
2.5.7 Kent Online Careers Service	9
3.0 STUDENT ADMINISTRATION MATTERS	9
3.1.1 Student Selection	9
3.1.2 Student Admission	9
3.1.3 Course Credit	9
3.1.4 Deferral of Enrolment	9
3.1.5 Subject Selection	10
3.1.6 Change of Enrolment	10
3.1.7 Unique Student Identifiers	10

3.1.8 Student Contact Details	10
3.1.9 Full-time Study Load Requirement	10
3.2 STUDENT REQUESTS	10
3.2.1 Student Travel Concession	10
3.2.2 Suspension Requests	10
3.2.3 Cancellation Requests	10
3.3 CANCELLATION OR SUSPENSION INITIATED BY KENT	11
3.4 PAYMENTS AND REFUNDS	11
3.4.1 Student Tuition Payments	11
3.4.2 Late Payments	11
3.4.3 Requests for extension of time to pay fees	11
3.4.4 Refund Policy	11
3.4.5 Applying for a Refund	12
4.0 ACADEMIC MATTERS	12
4.1 AWARD	12
4.2 TRAINING	12
4.3 ASSESSMENT	12
4.4 VET GRADING SYSTEM	12
4.5 GRADE OR MARKING APPEALS	12
4.6 PLAGIARISM	12
4.7 ACADEMIC MISCONDUCT	13
4.8 SATISFACTORY ATTENDANCE	13
4.9 SATISFACTORY COURSE PROGRESS	13
4.10 ACADEMIC CALENDARS	13
5.0 KENT CODE OF PRACTICE	14
5.1 KENT CODE OF ETHICS	15
5.1.1 Management Practices	15
5.1.2 Marketing of Kent Courses	15
5.1.3 Provision of Student Information	15
5.1.4 Educational Standards	15
5.1.5 Kent Graduate Attributes	16
5.1.6 Access and Equity	16
6.0 STUDENT CHARTER AND CODE OF CONDUCT	16
6.1 EQUAL OPPORTUNITY, DISCRIMINATION & HARASSMENT	16
6.2 KENT'S OBLIGATIONS TO STUDENTS	17
6.3 STUDENTS' RESPONSIBILITIES	17
6.4 STUDENT DISCIPLINE	18
6.5 CRITICAL INCIDENTS	18
6.6 WORKPLACE HEALTH AND SAFETY	18
6.6.1 Hazard Report	18
7.0 EMERGENCY, LEGAL AND WELFARE SERVICES	19
8.0 ACADEMIC CALENDAR	20

1.0 Student Services and Support



Kent is proud of its personalised, friendly service, ensuring students feel comfortable in a pleasant and caring atmosphere. Kent provides various services to ensure that students achieve to the best of their ability.

- Just for fun!
- Personal Success and Leadership
- Careers and Employment
- Academic Skills
- English Language Skills

1.1 Student Orientation 'O Week'

Orientation also known as 'O Week' is held during the week prior to formal class commencement, and is compulsory for all new students. It is a key step to successful integration into the Kent student community. It is essential that students attend orientation as it will assist them to understand Kent's academic systems and familiarise themselves with Kent's facilities, policies and procedures. Orientation is also designed to provide students with an understanding of what is required of them while studying.

During orientation, queries relating to course structure and timetables will be answered. It is possible to make individual appointments with staff to answer any additional questions students have regarding subject selection.

Most events and activities are completely free and provide a great platform to provide students with opportunities to create new friendships, develop skills, access support and receive recognition as part of the LEAD program.

To view and register your attendance for upcoming events and activities, head to Kent's event webpage kent.edu.au/events.

1.2.1 Leadership, Experience and Development (LEAD) Program

What makes you stand out?

Employers are looking for candidates who have done something extra. This is your opportunity to gain recognition for developing a range of skills outside your course. LEAD is a points based program that gives aspiring leaders an opportunity to build leadership capacity, interpersonal communications and gain skills for future employment.

Participate in LEAD Workshops, Activities, Events or Initiatives to gain points and record them on your LEAD Passport. LEAD events and activities can be found on the Kent events calendar kent.edu.au/events. You can also gain points from any volunteering work you do. Students and Alumni who accumulate 100 or more points over the year will receive a Kent LEAD Program certificate and activity transcript for their portfolio's at the yearly awards ceremony.

1.2 Student Events and Activities

kent.edu.au/events

Get Involved!

Kent holds many extra-curricular events and activities for students all throughout the year. Events and activities are planned around five core themes:

The student who accumulates the highest number of points will be awarded the Kent LEAD Ambassador of the Year trophy and will be nominated by Kent to win the NSW or VIC International Student of the Year Award competition.

The Kent LEAD Ambassador of the Year will also receive significant media coverage through Kent's social platforms, website, YouTube and newsletters.

For more information, email:

Sydney Email: lead.syd@kent.edu.au

Melbourne Email: lead.melb@kent.edu.au



1.2.2 Student Representative Group (SRG)

kent.edu.au/SRG

Kent recognises the imperative role students play in providing valuable insight into all aspects of student life.

You are represented!

Kent has a SRG consisting of students from both the Sydney and Melbourne campuses who have been nominated by their fellow students to represent them.

The SRG meet independently throughout the year to discuss student lead ideas and concerns. They organise some student activities throughout the year and are key contacts for student advocacy by providing independent advice and referral for students. The SRG also provide feedback from students to the Student Representative on the Academic Board and the Kent Executive Management team.

The SRG strive to ensure the student body is adequately represented and recognised to:

- Enhance the advancement of student life, quality education and student participation
- Contribute to maintaining and enhancing student life in all the relevant aspects such as academic and social areas
- Mediate the gap between Kent students and management
- Actively model an inclusive environment, ensuring that students from all cultural groups are recognised and have the opportunity for formal representation
- Improve transparency through consistent communication with Kent students
- Encourage and support active participation of all students in community engagement

To see who your student representatives are, go to kent.edu.au/SRG.

Sydney Email: srg.syd@student.kent.edu.au

Melbourne Email: srg.melb@student.kent.edu.au



STUDENT
REPRESENTATIVE
GROUP

1.2.3 Careers and Employment Service

Your success is important to us!

We understand that studying your course is an investment in your future, career, and employment prospects. We want to see Kent students graduate equipped with the confidence, skills, knowledge and ability to sell themselves to prospective employers.

To achieve this, Kent provides all students and graduates with lifetime access to our exclusive online Kent Careers Service portal, see section 2.5.6 of this handbook. Kent also offers personal weekly consultation services 'Career Hub' and regular workshops to assist with:

- Resume and job applications
- Interview training
- Understanding the Australian workplace culture
- Understanding work rights, equality and Fair Work

To register to attend a Career Hub consultation or workshop, head to kent.edu.au/events.

1.3 Student Health and Wellbeing Services

Kent caters to diverse student learning needs and aims to identify and respond to the learning needs of all students. We know that students need to be able to manage all areas of their life in order to achieve academically, we also know that as most of our students are studying a long way from their family and usual support systems, they may experience more challenges than local students.

Students are encouraged to express their views about their learning needs at all stages of their learning experience.

1.3.1 Counselling Services

Studying in a new country can be challenging! At Kent we know that students who are thriving in all areas of their life are better able to achieve academically. Therefore, it is important to look after your physical and mental health, learn to manage stress effectively and reach out for support when you need it.

Many students studying at Kent are living a long way from family and adjusting to life in a new country, this can add increased difficulties and stressors to your life. Getting to know your new city, learning about local health and welfare support services, connecting in with friends through events and activities, getting involved in the local community, and talking to a counsellor when things get tough can all help you stay on track and achieve success.

Kent offers the following wellbeing services to our students:

- Free Counselling Services
- Wellbeing Workshops
- Social Events and Activities

Personal counselling services include, but are not limited to, the following:

- Grievance /conflict resolution
- Stress and anxiety management
- Life skills and time management
- Access and equity issues
- Student welfare and support
- General wellbeing and healthy living

To find out more or to book an appointment
Contact our Student Engagement & Wellbeing
Coordinator.

Sydney - wellbeing.syd@kent.edu.au

Melbourne - wellbeing.melb@kent.edu.au

1.3.2 Special Needs Learning and Assessment

Students with special needs may receive assistance for learning and assessment. This will be determined on a case-by-case basis. Students with special needs may provide a statement from a health professional about the nature of their special need which may also provide guidance on how students can be accommodated. Students will then meet with the Executive Manager, Student Engagement to discuss assistance arrangements. This information will then be submitted to the Head of Vocational Education.

Contact: studentservices@kent.edu.au for assistance with this process.

1.3.3 Overseas Student Health Cover

If you're on a Student Visa at Kent, you must have a current health insurance policy, this is known as Overseas Student Health Cover (OSHC).

Students can organise their OSHC through Kent who partners with BUPA. More information on OSHC is available on our website at kent.edu.au/health-insurance/.

The Australian Government requires all international students to have OSHC for the duration of their student visa to help ensure students will be covered for the cost of some medical treatments if they get sick or have an accident.

1.4 English Language Support

Kent is committed to ensuring the very best outcomes for all students. The English Language Support offered at Kent provides all students assistance with English through a range of support options that are designed to strengthen skills in confidence and fluency in the use of the English language. The objective is to assist students with their listening, reading, writing and speaking skills and encourage students to become confident in using English in their everyday lives.

Individual consultations

These individual consultations provide opportunities for students to receive tailored advice on how to improve their English across a variety of micro and macro skills such as pronunciation, grammar and vocabulary, academic reading and writing skills, business English and fluency.

English Conversation Café

As a commitment to creating positive, social and inclusive spaces on campus to further facilitate students improving their English, Kent offers a conversation café. In these weekly sessions, students are encouraged to attend and participate in a conversation with their fellow class mates in English in a relaxed and supportive environment.

Online English Resources

Kent Students have access to online English support through their Moodle access, which is available to them at any time. This is in the form of written documentation, online quizzes and videos. All students are encouraged to speak English on campus. This creates an environment of unity and helps students improve their communication skills, their study experience and future job prospects.

To register to attend an English Café, head to kent.edu.au/events.

To book an appointment, contact our friendly staff.

Sydney - ALS.Syd@kent.edu.au

Melbourne - ALS.Melb@kent.edu.au

1.5 Academic Learning Support

Kent is committed to ensuring that students are provided with academic support to assist them in reaching their full potential. Academic Learning Support Staff provide programs designed to assist students by offering opportunities to improve student study skills, understand assessment task requirements and information to prepare for their future career.

Regular workshops and student consultations are offered every semester with our experienced and qualified support staff. Online resources are also available for students to access at any time during their study. Workshop topics include:

- Library Research
- Referencing and Plagiarism
- Essay Writing
- Report Writing
- Oral Presentation
- Exam Preparation
- Higher Education Success

To learn more about the support offered by the Academic Learning Support Staff, or to book an appointment, contact our friendly staff.

Sydney - ALS.Syd@kent.edu.au

Melbourne - ALS.Melb@kent.edu.au

1.6 Accommodation

Kent can refer students to providers of both short term and long-term accommodation. Students who would like support with finding suitable accommodation should email studentservices@kent.edu.au or see Student Services Unit Staff for a one to one consultation.

1.7 Student Feedback

We love feedback!

Each Term students have the opportunity to provide feedback on the student experience through our regular Student Surveys. Kent also receives feedback from the Student Body through the Student Representative Group (SRG) and through Student Focus Groups arranged from time to time. ([Kent Website](#) > [MyKent Student Link](#) > [POLICY – Student Feedback and Evaluation Policy & Procedures - Student Login Required](#)).

At any time, students can provide Kent with opportunities for improvement by completing and submitting an Opportunity for Improvement Form. ([Kent Website](#) > [MyKent Student Link](#) > [POLICY – Opportunities for Improvement Policy & Procedures-FORM- Opportunity for Improvement Form - Student Login Required](#)).

Kent endeavours to provide students with regular updates on actions taken based on feedback received, this may be through direct responses, student announcements or updated documentation such as in course information and in Kent policies and

1.8 Complaints and Appeals

Prospective, current or former Kent students can pursue perceived complaints of either an academic or non-academic (personal) nature, by following procedures set out in Kent's Complaints and Appeals Policy & Procedures which allow for any alleged or perceived grievances, disputes or complaints to be effectively resolved. ([Kent Website](#) > [MyKent Student Link](#) > [POLICY – Complaints and Appeals Policy & Procedures - Student Login Required](#)).

Kent's Complaints and Appeals Policy & Procedures is based on the principles of fair and just process and the resolution of perceived grievances in a timely and constructive manner.

Where a query or complaint is of a simple or straightforward nature, students are encouraged to raise it with the relevant Kent staff member, so as to seek its effective resolution prior to submitting an application for the formal process. Examples could include misunderstandings or confusion about whether fees have been paid, correct enrolment information supplied and recorded, assignments submitted by due date.

Note: The students right to make complaints and seek appeals of decisions and actions under the Kent Complaints and Appeals Policy & Procedures, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies, or other relevant State laws.

2.0 Campus Facilities

2.1 Library

The Library is an important place for any student. Studies have shown that reading something off a piece of paper, as opposed to a laptop screen aids concentration. Libraries offer a quiet oasis, perfect for getting some serious studying done. We encourage you to make the Library a place you visit often.

Kent Library Sydney

Level M, 10 Barrack Street, Sydney, NSW 2000.

Phone: (02) 9093 5170

Hours of Opening: 10am to 6pm, Monday to Friday.

Kent Library Melbourne

Level 9, 350 Queen Street, Melbourne, VIC 3000.

Phone: (03) 8353 0870

Hours of Opening: 9:30am to 5:30pm, Monday to Friday.

2.1.1 Rules of Behaviour in the Library

The use of inappropriate language and behaviour is not acceptable and may result in the user being asked to leave the Library. Continued inappropriate behaviour may result in the student being referred for disciplinary action.

The library is a place of research, individual study and quiet group discussion. It is not to be used for entertainment purposes such as viewing movies or videos online.

Students are expected to comply with the provisions of the Copyright Act 1968 and the Copyright Amendment (Digital Agenda) Act 2000 by abiding by the law and not photocopying more than 10% or one chapter (whichever is greater) of a book. More information about the Copyright Act 1968 is available at: www.copyright.org.au.

Wireless access is available to all students with personal computers and tablets. The security of these items is the sole responsibility of the owner and Kent is not responsible for any damage or theft while on Kent premises.

If the Library electronic security alarm indicates that an item may have been incorrectly loaned, all users must present books and/or bags and cases for inspection on request by a Kent staff.

No food and drink, with the exception of water, is allowed to be taken into the Library

Mobile Phones:

- No phone calls are permitted to be made or taken within the Library
- All mobile phones are required to be set to silent or vibrate on entering the Library
- Texting is permitted on silent keys

2.1.2 Overdue Library Books

Kent students should be aware that Kent Library books are provided for the use of all Kent students and a borrowing system is implemented to ensure an equitable and fair use of available books. Students should adhere to the borrowing system and return loaned books in a timely manner. In cases where books are not returned within the period due, Kent has implemented sanctions to address this issue.



Students who do not comply with the Kent Library borrowing system and do not return loaned Library resources in a timely manner will incur the following charges:

7 Day Loans

1-89 Days Overdue:

\$1 fee per DAY up to a maximum amount of \$30; borrowing privileges blocked.

90 Days + Overdue:

Replacement Book cost (latest version) + 30% administration fee

2 Day Loan

1 - 89 Days Overdue:

\$2 fee per DAY up to a maximum amount of the book value; borrowing privileges blocked.

90 Days + Overdue:

Replacement Book cost (latest version) + 30% administration fee

3 Hour Loan

1-89 Days Overdue: \$5 per DAY up to a maximum amount of the book value; borrowing privileges blocked.

90 Days + Overdue: Book cost + 30% fee

A student with an overdue Library book(s) who has accrued fines of \$20.00 or more will have:

i) 'IT Sanctions' placed on their account.

These IT Sanctions will not allow access to the Kent's Student Information System (SIS) and Learning Management System (Moodle) and will also restrict the student's access to request documentation. An invoice will also be issued for payment in full within five (5) working days from the date of the invoice and the 'IT Sanctions' will not be removed until the student has settled the invoice and returned the library book.

ii) In addition, the student will be unable to attend any examinations if fees are unpaid..

Students will be invoiced the book cost plus a 30% administration fee if:

1. A student has not returned a book within a 90 day period; or
2. A student has returned a book which is damaged beyond reasonable use.

Overdue Library Book Charges which are in excess of \$100 and remain unpaid for 20 days may be passed to Kent's external debt collection agency for recovery and will restrict future enrolments until paid.

Refer to Kent's Library Services Policy & Procedures ([Kent Website](#) > [MyKent Student Link](#) > [POLICY – Library Services Policy & Procedures - Student Login Required](#)).

2.1.3 Membership of the State Library

All students are encouraged to complete the online registration procedure to join the State Library in their State. The major benefit of membership is free access to eResources which can be used to complement the online database (EBSCO) available through the Kent Library.

State Library of NSW

Macquarie Street, Sydney NSW 2000

Web: www.sl.nsw.gov.au/research-and-collections

Opening hours: Monday to Thursday 9am to 8pm, Friday 9am to 5pm; Saturday & Sunday 10am to 5pm.

State Library of Victoria

328 Swanson St, Melbourne VIC 3000

Web: www.slv.vic.gov.au

Opening hours: Monday to Thursday 10am to 9pm, Friday 10am to 6pm; Saturday & Sunday 10am to 6pm.

2.1.4 Membership of the University of Technology, Sydney Library

The University of Technology, Sydney library is located near Chinatown at: Cnr. Ultimo Rd and Quay St, Haymarket NSW 2000.

- Hours of opening: Monday to Thursday, 8am to 10pm; Friday, 8am to 9pm; Saturday & Sunday 10am to 6pm.
- Phone: (02) 9514 2000
- University of Technology, Sydney has an excellent library with a large collection covering Management, Business, Accounting and Information Technology.
- To register for 7 visits per year for free, take a bill with your current address or drivers licence and Kent student card.
- Take your laptop as there is no computer access.



2.1.5 Online Learning Resources

Kent website for EBSCO business database and library catalogue: www.kent.edu.au

State Library website to register online for e-resources:
NSW: www.sl.nsw.gov.au/research-and-collections
VIC: www.slv.vic.gov.au

Google Scholar: scholar.google.com.au

Publisher websites for online resources for textbooks at Kent:

- Cengage: www.cengagebrain.com.au - free IPAD app and study tools. Register as a student to access free study tools for textbooks.

Kent students have access to resources from <https://www.linkedin.com/learning/> as part of their weekly distance learning component.

To get started accessing your content, go to the product page for your textbook and click on the “Free Materials” tab. Within the tab, you can choose to access your content immediately or save it to “My Home”.

- Pearson Australia: www.pearson.com.au
- McGraw Hill Australia: www.mheducation.com.au
- Online resources include: study resources, learning concepts, e-chapters, e-books, study guides, etc.

2.2 Computer Laboratories

Kent has up to date, well-equipped computer laboratories with Internet, email, scanner and printing facilities for student use. Students can use the computers in the Library study areas and general lab anytime during opening hours. For use of other labs students should first check with Reception to confirm room availability.

Kent Library Sydney computer labs are open from Monday to Thursday 8:30am to 8:45pm, & Friday 8:30am to 5:45pm.

Kent Library Melbourne computer labs are open from Monday to Friday 9:30am to 5:30pm.

2.3 Identification on Campus

All Kent students will be issued with a Student Identification Card when they enrol. Students are required to have these cards on them at all times whilst on a Kent campus.

This card is used to:

- Access and use some of the facilities on campus
- Print, photocopy and scan
- Borrow and return Library books
- Access the exam rooms

Student ID cards must also be produced on the spot when requested by staff for security purposes.

If students lose their ID card, they must pay a replacement fee of \$15 to the Payments Office prior to re-issuance.

2.4 Photocopying and Printing

Photocopying and printing facilities are available to students. To access these facilities Kent students can load money on to their Student identification card at the Payments Office. Each recharge must be a minimum of \$10. Students tap their cards on the photocopier/printer for use when required.

2.5 Online Facilities and Access

Student’s usernames and temporary passwords for all Kent online systems are issued during enrolment. Students can contact the IT department for further assistance.

The following systems are all available from the My Kent Student Portal, available at my.kent.edu.au.

2.5.1 Student Information Systems (SIS)

The SIS is available to students so they can:

- Update their contact details
- View grades, course status and attendance
- Manage their enrolment
- Check their timetable
- Provide ongoing feedback

Login through the Kent website or through the following link kent.rtomanager.com.au

2.5.2 Moodle

Students use Moodle to enrol and access their learning material, such as:

- Subject outlines
- Assessment information
- Online tests and quizzes
- Additional reading material
- Trainer contact details
- EBSCO Research
- Student Glossary of Terms

moodle.kent.edu.au/kentmoodle

Students must enrol in their subjects at the beginning of each Block.

2.5.3 Student Email Accounts

All Kent students are provided with a life-long student email account. The student email account is the official means of communication with students. Students are required to check their student email account every two days. This is accessible from the side bar on the Kent homepage- kent.edu.au

2.5.4 Online Library Catalogue

Search textbooks and other library resources online. Simply type in the search word(s) and click ok.

library.kent.edu.au/libero/WebOpac.cls

No password required.

2.5.5 WiFi Access

All students can access free high speed Wi-Fi on campus. Ask your IT help desk for access information.

2.5.6 LinkedIn Learning

All students can access LinkedIn Learning for online study resources using their student email account login from the side menu bar on Kent’s home page: <https://kent.edu.au>.

2.5.7 Kent Online Careers Service

Access Kent's Online Careers Service for:

- Job searches
- CV/Resume Builder
- Cover Letter Builder
- Interview Simulator
- Elevator Pitch Simulator
- Advice from Current Employers
- Personality Tests
- Self-Development & Career Management Tools

And much more! Login through the side bar on the Kent website.

3.0 Student Administration Matters

3.1 Admissions and Enrolment

3.1.1 Student Selection

Kent ensures that clear and accurate processes for application and selection are outlined and publicised. Entry requirements for each course are detailed on the Kent website and students wishing to study must meet these requirements.

kent.edu.au/courses

3.1.2 Student Admission

Course admissions are conducted in an ethical and responsible manner and in accordance with the course requirements and Kent's Student Selection and Admissions Policy & Procedures ([Kent Website > MyKent Student Link > POLICY – Student Selection and Admissions Policy & Procedures - Student Login Required](#)). Selection will be made on the basis of educational criteria and in accordance with all relevant legislation and regulatory requirements.

Applicants for enrolment will be assessed by appropriately qualified staff to determine whether they are capable of achieving the stated course objectives. This assessment will be made on the basis of their qualifications and English proficiency.

3.1.3 Course Credit

Students will be offered the opportunity to apply for recognition of prior learning (RPL) and recognition of current competencies (RCC) where appropriate. These applications will be assessed on the same basis as entry into courses and in line with designated course and subject outcomes and in accordance with Kent's Course Credit and Articulation Policy & Procedures. ([Kent Website > MyKent Student Link > POLICY – Course Credit and Articulation Policy & Procedures - Student Login Required](#))

Students who have completed a course at another recognised institution or are competent in the learning outcomes detailed in the module they are enrolled in, can apply for RPL/RCC. A student who is successful in their application for RPL or RCC will have their course duration shortened. Kent is required to advise the Australian Government Department of Home Affairs of that fact.

An application for RPL or RCC should be made by completing the Course Credit Application Form at the time of application for admission to the course and forms should be lodged with Kent Student Services Unit Staff. ([Kent Website > MyKent Student Link > FORM – Course Credit Application forms - Student Login Required](#))).

3.1.4 Deferral of Enrolment

A student who has received an electronic Confirmation of Enrolment (eCoE) from Kent and wishes to defer the commencement of their studies are required to complete a Student Deferment Request Form and submit it to Kent Student Services Unit Staff.

Requests for deferral must be accompanied by supporting documentation as proof of the necessity to defer. Where no supporting documentation is available, a supporting letter explaining the reasons must be provided.

Supporting documents may include (but are not limited to):

- Revised Letter of Offer from pathway partner
- Transcripts from current institution
- IELTS exam date
- Visa lodgement date
- Medical Certificate
- Death certificate and/or
- Police or psychologist's report

A student's request for deferral of enrolment will be considered in accordance with the Student Deferral of Enrolment Policy & Procedures ([Kent Website > MyKent Student Link > POLICY – Student Deferral of Enrolment Policy & Procedures – FORM – Student Deferment Request Form - Student Login Required](#)).



3.1.5 Subject Selection

Enrolment is held at the beginning of each Block. Please refer to the Academic Calendar (VET) for Block starting dates. Once any fees due are paid in full, and any requested academic intervention meetings have been finalised, the VET

Administration team will automatically add the new subject timetable to a students record. Once enrolled, students are eligible to attend classes, access computer laboratories and the library. Students' timetables are available from their SIS Account using their student login.

3.1.6 Change of Enrolment

Students may apply to change their course of study in writing with Student Services Unit Staff. Students who change their course of study may need additional time to complete their new course and student visa holders will need a new electronic Confirmation of Enrolment (eCoE). Where a new eCoE needs to be issued a non-refundable \$200 change of course fee applies.

(Kent Website > [MyKent Student Link](#) > POLICY – Student Transfer & Release Policy & Procedures – FORM – Course Transfer or Amendment Application Form - Student Login Required).

3.1.7 Unique Student Identifiers

What is a USI?

The Unique Student Identifier or USI is a reference number made up of 10 numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations
- will give you access to your training records and transcripts
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with you for life

If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment.

3.1.8 Student Contact Details

It is important that Kent has the current residential address, personal email address, telephone number and emergency contact details for every student. This enables Kent to provide important information such as warnings, reminders and study notifications and to ensure that correct information is being supplied by Kent to Immigration. Students must advise Kent of any change in their contact details within seven (7) days, either online through updating their own records in the Student Information System (SIS), or by notifying Student Services Unit Staff in writing.

3.1.9 Full-Time Study Load Requirement

International students are required by the ESOS National Code and Australian immigration law, to maintain a full time enrolment. For the purposes of Kent VET students, full time study normally means enrolment in twenty (20) hours per week for each four (4) week block. (Kent Website > [MyKent Student Link](#) > POLICY – Full Time Study Policy & Procedures - Student Login Required).

This consists of 16hrs face to face classes and 4 hours of supervised study sessions.

3.2 Student Requests

3.2.1 Student Travel Concession

Travel Concession forms for State Rail Authority & State Transit Authority of NSW and Victoria are available for students who are Australian citizens or who have Permanent Resident status. Students requiring a travel concession can obtain an application form from the Student Services Unit Staff.

3.2.2 Suspension Requests

Students currently undertaking a course of study who have been, or will be, absent from classes for a period of time which impacts their ability to complete the Block should apply for an approved leave or suspension by completing the Student Request for Leave or Suspension of Enrolment Application Form.

Students must attach a medical certificate and/or other supporting evidence of compassionate or extenuating circumstances. Compassionate or extenuating circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing.

Where the reason for leave is not due to the student's own medical treatment in Australia, additional evidence may be requested such as proof of relationship, carer nomination and flight details. Periods of Leave or Suspension will be reported to the Australian Government Department of Home Affairs and may affect the student's visa. A student's request for suspension of studies will be considered in accordance with the Student Suspension and Cancellation of Enrolment Policy & Procedures (Kent Website > [MyKent Student Link](#) > POLICY – Student Suspension and Cancellation of Enrolment Policy & Procedures – FORM – Student Request for Leave or Suspension of Enrolment Application Form - Student Login Required).

3.2.3 Cancellation Requests

Students wishing to withdraw from their course of study and/or cancel their enrolment, are required to inform Kent in writing. Students will also be asked to attend an exit interview to discuss their reasons for requesting the cancellation. When a request has been approved, the student's enrolment will be cancelled. The Australian Government Department of Home Affairs will be notified via the students electronic Confirmation of Enrolment (eCoE) as required by the ESOS Act, which may lead to cancellation of the student's visa.

Transferring Education Providers

Kent assesses requests from students for a transfer between registered providers prior to the student completing six (6) calendar months of the principal course of study in accordance with the documented procedures of the Australian Government regulations, the ESOS Act and the National Code. Please refer to Kent's Student Transfer and Release Policy & Procedures.

(Kent Website > [MyKent Student Link](#) > POLICY – Student Transfer and Release Policy & Procedures - Student Login Required).

Student Exit Interviews

A student is required to contact the Head of Vocational Education (VET courses) to arrange for a Student Exit Interview to occur. During this 'Exit Interview' a Student Exit Interview Record (Kent Website > [MyKent Student Link](#) > FORM – Student Exit Interview Record – Student Login Required) will be completed and attached to the Student Withdrawal/Transfer/Release Request Form prior to submission to Student Services Unit Staff for processing.

3.3 Cancellation or Suspension Initiated by Kent

Kent may suspend/cancel the enrolment of any student in accordance with the Student Suspension and Cancellation of Enrolment Policy & Procedures or the Academic Misconduct Policy & Procedures (Kent Website > [MyKent Student Link](#) > POLICY – Student Suspension and Cancellation of Enrolment Policy & Procedures – Student Login Required) and (Kent Website > [MyKent Student Link](#) > POLICY – Academic Misconduct Policy & Procedures. – Student Login Required) if a student:

- Has gained admission to Kent by misrepresentation, by falsification of documents or by other fraudulent means; or
- Has failed to fulfil the normal requirements for admission or enrolment; or
- Has failed to commence the course within five (5) business days after the start date shown on the electronic Confirmation of Enrolment (eCoE); or
- Non-payment of fees; or
- Unsatisfactory Course Progress; or
- Has suspended their studies for more than six (6) months; or
- Has failed to meet course requirements; or
- Has committed an act of grave misconduct associated with the student's course of study.

The student will be informed by a Letter of Intention to Suspend/Cancel Enrolment and in most cases will be given twenty (20) working days to appeal, explaining why their enrolment should not be suspended/cancelled. (Refer to Complaints & Appeals Policy & Procedures)

(Kent Website > [MyKent Student Link](#) > POLICY – Complaints & Appeals Policy & Procedures – Student Login Required).

If a student's enrolment is suspended/cancelled, the Australian Government Department of Home Affairs will be notified via the students electronic Confirmation of Enrolment (eCoE) as required by the ESOS Act. This may lead to a cancellation of the student's visa.

3.4 Payments and Refunds

3.4.1 Student Tuition Payments

Tuition fees are required to be paid in accordance with the Student Payments Policy & Procedures. (Kent Website > [MyKent Student Link](#) > POLICY – Student Payments Policy & Procedures – Student Login Required)

Tuition Fee Due Dates

Students are required to pay all tuition fees due for a study period, prior to the commencement of classes, unless otherwise stated in a student's 'Offer of Admission' into the course. Study periods for students studying VET certificates, diplomas or advanced diplomas are the full course duration from the commencement date of the qualification being studied. Commencement dates for all VET courses are published in the Academic Calendar (VET) each year.

3.4.2 Late Payments

Students who do not make their full tuition payment by the scheduled due date will incur a late fine of \$100 and may have their debt sent to an external collection agency in accordance with the Student Payments Policy & Procedures. Students may also have their account access blocked or restricted until the fees are paid. Students who continue to have outstanding fees will receive an Intent to Report (ITR) notice.

3.4.3 Requests for Extension of Time to Pay Fees

Kent may approve an extension of time to pay tuition fees in special circumstances. To apply for an extension of time to pay the Student Fee Extension Application must be completed and submitted in person to Student Services Unit Staff or emailed to studentfinance@kent.edu.au (Kent Website > [MyKent Student Link](#) > FORM – Student Fee Extension Application – Student Login Required).

3.4.4 Refund Policy

Tuition fees may be refunded in accordance with the Student Refund Policy & Procedures (Kent Website > [MyKent Student Link](#) > POLICY – Student Refund Policy & Procedures – Student Login Required) and the Offer of Admission - International Student Enrolment Agreement or Offer of Admission - Student Enrolment Agreement.

In circumstances where Kent has defaulted on the Offer of Admission - Student Enrolment Agreement or Offer of Admission - Student Enrolment Agreement, such as when a course is no longer offered or Kent ceases to operate, the provisions of the ESOS Act 2000 and the ESOS Regulations 2019 will be followed by refunding all unspent tuition fees. If Kent ceases to operate, students will be guaranteed a continuance of their education and training by guaranteed acceptance into provider institutions of equal standing and in accordance to Kent's Teach Out Policy & Procedures. (Kent Website > [MyKent Student Link](#) > POLICY – Teach Out Policy & Procedures – Student Login Required).

3.4.5 Applying for a Refund

All requests for refunds must be made in writing and can be submitted on the Student Refund Request Form in person to Student Services Unit Staff or by email to studentfinance@kent.edu.au. Kent will process refunds within twenty (20) business days of receiving a completed written claim from a student. All refunds are paid in Australian dollars and assessed in accordance with Kent's Student Refund Policy & Procedures. (Kent Website > [MyKent Student Link](#) > POLICY – Student Refund Policy & Procedures – FORM – Student Refund Request Form – Student Login Required).

The availability of complaints and appeal processes in accordance with Kent's Complaints and Appeals Policy & Procedures, does not remove the right of the student to take action under Australia's consumer protection laws. (Kent Website > [MyKent Student Link](#) > POLICY – Complaints and Appeals Policy & Procedures – Student Login Required).

4.0 Academic Matters

4.1 Award

Kent Certificate, Diploma and Advanced Diploma VET courses are approved and registered with the Australian Skills Quality Authority (ASQA). On successful completion of such courses the student will be awarded the relevant award by Kent. On partial completion of such courses the student will be issued Statement of Attainment by Kent.

4.2 Training

The mode of training for Kent Certificate, Diploma and Advanced Diploma courses is a combination of theory-based material and practical sessions involving small discussion groups, individual and group activities. There is a combination of delivery strategies. The delivery is classroom based for sixteen (16) hours face-to-face per week plus four (4) hours of supervised study sessions. As each course is different, details can be found in the Training and Assessment Strategy (TAS).

4.3 Assessment

The objective of the assessment tasks is to evaluate the student's knowledge and skills in a particular subject, to ensure the achievement of learning outcomes and motivate the student to learn. In addition, assessment tasks also help to test students' conceptual and practical knowledge, analytical skills, promote innovative thinking and effective communication.

The form of assessment for each subject (unit of competency) will vary. Kent has adopted the following combination of assessment tasks:

- Case study
- Written assignment
- Report writing
- Oral presentation
- Projects
- Quiz
- Multiple choice questions
- Short question answers
- Practical activities
- Practical observations

Students are provided with a 'Unit Assessment Pack (UAP)' detailing the applicable assessment instructions. All assessments must be submitted online through Moodle, with the Student Declaration duly signed.

Students should refer to the Assessment Policy & Procedures for full details of this process. (Kent Website > [MyKent Student Link](#) > POLICY – Assessment Policy & Procedures and Complaints & Appeals Policy & Procedures – Student Login Required)

4.4 VET Grading System

The grading schema used for VET is:

- Competent
- Not yet competent

To achieve a competent grade, a student must achieve satisfactory results in all the marking criteria for assessment tasks. For information on what happens if you receive an NYC grade, head to section 4.9 of this Handbook. (Kent Website > [MyKent Student Link](#) > POLICY – Assessment Policy & Procedures – Student Login Required)

4.5 Grade or Marking Appeals

If a student is not satisfied with their marks they may appeal against the result and submit a Student Complaints and Appeals Form to request re-marking. (Documents > Student Policies and Forms > FORM – Student Complaints and Appeals Form – Login Required). This request must be made in writing to the Head of Vocational Education within seven (7) working days of receipt of the original results. Students should refer to the Complaints and Appeals Policy & Procedures for full details of this process. (Kent Website > [MyKent Student Link](#) > POLICY – Complaints & Appeals Policy & Procedures – Student Login Required)

4.6 Plagiarism

Plagiarism is the presentation of the thoughts or works of another as one's own, such as copying or paraphrasing material from any source without due acknowledgment, falsely taking authorship of others work.

Examples:

- Directly copying sections from other sources without acknowledging the sources using an appropriate referencing system.
- Submitting someone else's work and claiming it as original work.
- Using another author's idea or phrasing without quotation marks or acknowledging the source.
- Using someone else's diagram, model or examples and claiming them as original.
- Using someone else's opinions as if they were your own, or borrowing specific facts from another author without acknowledging the source.
- Using someone else's research findings without acknowledgement.

Students will be made aware of what constitutes plagiarism and academic misconduct. This information will be available to them via:

- This Handbook
- Student orientation presentations
- Subject Outlines
- Kent website
- Trainers at the beginning of each subject
- Academic Learning Support (ALS) workshops
- The Academic Misconduct Policy & Procedures

(Kent Website > [MyKent Student Link](#) > POLICY – Academic Misconduct Policy & Procedures – Student Login Required).

4.7 Academic Misconduct

Academic misconduct means seeking to obtain or obtaining academic advantage for oneself or for others by dishonest or unfair means, this also includes plagiarism.

If a student's work is shown to include plagiarised work, or a student is caught cheating, or other Academic Misconduct concerns, the matter will be reviewed in accordance with Kent's Academic Misconduct Policy & Procedures. (Kent Website > [MyKent Student Link](#) > POLICY – Academic Misconduct Policy & Procedures – Student Login Required).

4.8 Satisfactory Attendance

Attendance is an important element of successful studies, and regular attendance at all classes, lectures and tutorials is expected. Students are advised that satisfactory attendance is essential to obtain a competent grade in all subjects in their course of study. All students are expected to maintain 100% attendance and may be considered 'at risk' of not achieving satisfactory grades if their attendance falls below 80%. It is in the best interests of all students to attend scheduled in class sessions to acquire the knowledge and skills delivered in their course of study.

4.9 Satisfactory Course Progress

The Academic Monitoring and Intervention Policy & Procedures is the process Kent utilises to identify students who are at risk of not achieving satisfactory course progress. The purpose of intervention for students at risk is to improve course progress rates for the individual and across Kent.

Students who receive an NYC grade in a subject will receive an email from the VET Administration staff with a request for the student to attend an early intervention meeting. During this intervention meeting the opportunity and process for resubmitting their assessments for remarking will be discussed as well as other appropriate support options.

At the conclusion of each Semester (twice per year), students will be identified or assessed as being 'at risk' of demonstrating unsatisfactory course progress using the following criteria;

- 50% or more of the subjects attempted have received a grade of Not Yet Competent (NYC); or

- a NYC has resulted in a student no longer being able to complete their course within the current duration of their existing electronic Confirmation of Enrolment (eCoE).

Students may also be identified for early intervention by the following triggers:

- Poor academic performance in previous studies, identified by Kent Admissions staff;
- Low attendance and/or participation in class or in online activities through referral from trainers or through the generation of attendance reports;
- Failure to submit or attend assessment tasks;
- If a student has personal circumstances which are impacting their ability to study and this has been brought to the attention of Kent staff.

To understand the process that is involved in identifying students who are failing to meet course progress requirements, please refer to the Academic Monitoring and Intervention Policy & Procedures (VET). (Kent Website > [MyKent Student Link](#) > POLICY – Academic Monitoring and Intervention (VET) Policy & Procedures – Student Login Required).

4.10 Reporting to Immigration

It is mandatory that Kent notify the Australian Government Department of Home Affairs on the students electronic Confirmation of Enrolment (eCoE) as soon as practicable if an international student has unsatisfactory course progress, outstanding fees and/or student misconduct, and:

- the student has chosen not to access the complaints and appeals processes within the twenty (20) working day period, or
- the complaints and appeals process is completed and the outcome is in support of Kent.

This process may lead to cancellation of the student's visa.

4.11 Academic Calendars

Academic calendars have been published up until the year 2021.

Available in your handout and on our policies and forms site- kent.rtomanager.com.au

Only plan holidays during your designated break periods!

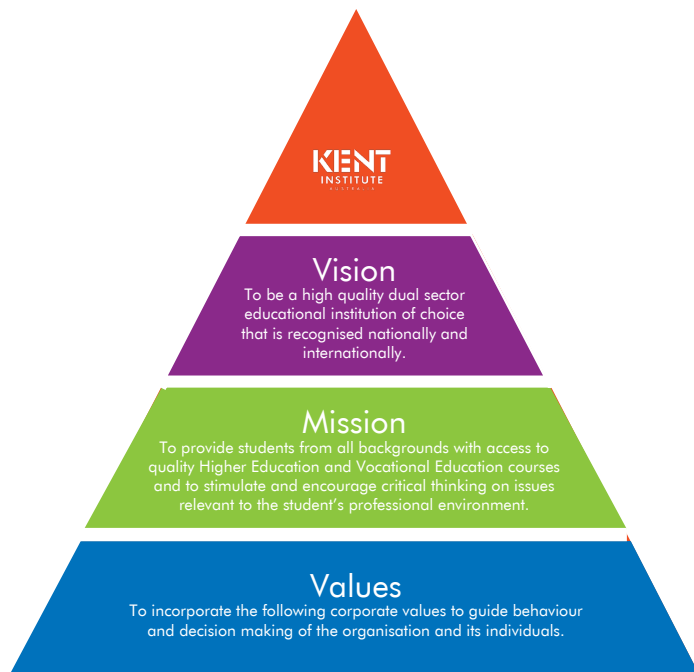
5.1 Kent Code of Ethics

Kent will at all times act with integrity in dealings with all students and members of the community.

Kent will adopt all policies and practices necessary to ensure the quality of the higher education courses and vocational education and training programs it offers is relevant and complies with:

- Tertiary Education Quality and Standards Agency (TEQSA)
- The Australian Quality Framework (AQF)
- Higher Education Standards Framework (Threshold Standards) 2015
- Australian Skills Quality Authority (ASQA)

5.0 Kent Code of Practice



Accountability

We acknowledge and accept responsibility individually and as an institution for our actions, decisions and policies

Teamwork

We work cooperatively, provide support to each other while all the time respecting one another's viewpoints and experience

Fairness & Integrity

We strive for fairness and adhere to the highest ethical standards. We treat Kent students, employees and other stakeholders with honesty and consistency

Diversity

We seek, nurture and respect cultural diversity among staff and students

Supportive

We are committed to providing a quality and consistent supportive environment for staff and students alike

Engaged

We believe that genuine learning requires active engagement by students and educators

Rigorous

We are committed to delivering quality teaching and learning that requires high standards of students, educators and professional staff

- The Standards for Registered Training Organisations 2015
- The Education Services for Overseas Students Act 2000 (ESOS Act.) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018). The provision of education to international students is regulated by the Australian Government Department of Home Affairs through the Education Services for Overseas Students (ESOS) legislative framework. Australian Government Department of Home Affairs has made available a brief overview of the ESOS Framework, including the rights and responsibilities of international students. The ESOS Framework factsheet can be found here- kent.edu.au/esos-framework.
- Australian Government Department of Home Affairs under the Migration Act 1958, which is responsible for issuing student visas to allow entry to Australia to study
- Commonwealth/State legislation and regulatory requirements.

Kent will ensure:

- a) The provision of adequate facilities in which to conduct courses and training programs
- b) The employment of qualified teaching and administrative staff
- c) Compliance with an acceptable refund policy
- d) Compliance with current Workplace Health & Safety and duty of care requirements
- e) The maintenance of adequate records and security of all current and archival records
- f) Student access to their records upon request
- g) Notification to students of any intention to relocate premises, no later than three weeks before relocation is to occur.
- h) Kent undertakes to provide quality education and training and to uphold the highest ethical standards.
- i) Kent undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this Code of Ethics.
- j) Kent will refrain from associating with any enterprise which could be regarded as acting in breach of this code of ethics.

5.1.1 Management Practices

Kent will at all times ensure that the learning environment is structured to facilitate the best possible learning situations for both students and teaching staff. Sufficient resources will be provided to ensure effective teaching and to facilitate the learning process for students.

All courses are delivered by qualified trainers who are provided with quality teaching resources. Appropriate teaching and learning strategies will be employed in the learning environment to ensure students have the best possible opportunities for success. Students will be supported in their quest for achievement and will be given every opportunity to engage in independent intellectual inquiry and to strive for excellence in their chosen field.

5.1.2 Marketing of Kent Courses

Kent guarantees to market its courses within the provisions of the Australian Consumer Law, the NSW Fair Trading Act (1987), the Fair Trading Act 2012 (Vic), the ESOS Act and the National Code 2018. All courses will be marketed with integrity, accuracy and professionalism avoiding vague and ambiguous statements. In all marketing and promotional material, no false or misleading statements will be made and no comparisons will be drawn with other providers or courses.

5.1.3 Provision of Student Information

Students will be provided with accurate, relevant and up-to-date information prior to commencement of their courses. This information will include details about Kent's admission procedures, course fees and refund policies, assignments and examinations they are required to undertake, methods of assessing and certifying them, grievance procedures, student support services and the facilities available to students throughout their enrolment at Kent. Students will be provided with additional information as and when required.

5.1.4 Educational Standards

Kent's policies and management procedures are designed to maintain high professional standards in the marketing and delivery of higher education and training services. Policies and procedures safeguard the interests and welfare of students. Kent is committed to the success of students and maintains an environment conducive to learning. Kent has the capacity to deliver its courses, provide students with adequate facilities and use appropriate teaching and learning methods and materials.

5.1.5 Kent Graduate Attributes

Kent defines Graduate Attributes as the guiding principles underpinning teaching at Kent to encourage and develop students to take responsibility to build their own personal development, knowledge and abilities throughout the course of their studies.

Kent Graduates are:

- Critical thinkers able to solve complex problems logically and analytically in the context of their discipline.
- Able to recognise their responsibility to society and to apply ethical perspectives to informed decision making.
- Globally and culturally aware when operating in the global business community.
- Able to utilise information and communication and other relevant technologies effectively.
- Able to work collaboratively across and within cultural boundaries.
- Able to work independently and be self-directed learners.
- Able to apply their discipline specific knowledge and skills to local, national and international contexts.

Kent defines Graduate Attributes as the guiding principles underpinning teaching at Kent to encourage and develop students to take responsibility to build their own personal development, knowledge and abilities throughout the course of their studies.

- Critical thinkers able to solve complex problems logically and analytically in the context of their discipline.
- Able to recognise their responsibility to society and to apply ethical perspectives to informed decision making.
- Globally and culturally aware when operating in the global business community.
- Able to utilise information and communication and other relevant technologies effectively.
- Able to work collaboratively across and within cultural boundaries.
- Able to work independently and be self-directed learners.
- Able to apply their discipline specific knowledge and skills to local, national and international contexts.

5.1.6 Access and Equity

Kent is committed to the principles and processes described in the Sex Discrimination Act 1984, Human Rights and Equal Opportunity Act 1986, Racial Discrimination Act 1975, NSW Anti-Discrimination Act and Disability Discrimination Act 1992 and Victorian Equal Opportunity Act 2010. ([Kent Website](#) > [MyKent Student Link](#) > [POLICY- Access and Equity Policy – Student Login Required](#))

6.0 Student Charter and Code of Conduct

Student life at Kent should be a rewarding, supportive and positive experience centred on engagement on academic and vocational areas of learning and training. This Student Charter aims to foster Kent values and encourage active engagement between Kent and the student body within the contexts of professional practice, learning and teaching.

As such, the Charter defines the partnership that exists between students, the staff who teach them and the broader Kent community. This Charter outlines what it means to be a student member of the Kent community and student responsibilities and expectations.

Intellectual Freedom

Kent is committed to the principles of intellectual freedom, including critical and open inquiry, and the free expression of ideas and opinion without fear or favour. As members of a community of scholars, Kent students are encouraged to develop a capacity for critical judgment and sustained and independent search for truth. Freedom to learn depends upon appropriate opportunities and conditions in the classroom and in the larger community.

Kent students have the right to freedom of speech and they should be encouraged to examine and discuss all questions of interest to them, and express opinions publicly as well as privately. Kent is proud to support its students to contribute to community debate in a positive and respectful manner. Kent has an established framework for academic governance, which ensures that courses and units are developed and approved in accordance with academic standards, best practice and the VET Quality Framework.

6.1 Equal Opportunity, Discrimination and Harassment

Kent is committed to providing a learning environment that values diversity, offers equality of opportunity to all students and staff, and is free from harassment and discrimination. Kent recognises that harassment and discrimination may have the effect of creating an intimidating, hostile and offensive study and work environment and is therefore committed to ensuring its absence from Kent campuses.

Kent students can expect that:

- They are not treated unfairly because of their sex, gender identity, marital status, status as a parent (or carer), sexual orientation, race, disability, age, physical features, religious belief or activity, political belief or activity
- They are not harassed (made to feel intimidated, offended or humiliated) because of any of the above
- They are not subjected to sexual harassment
- They receive appropriate flexibility e.g. because of a disability, or for family or cultural responsibilities
- Concerns regarding discriminatory treatment or harassment are dealt with promptly, fairly and impartially.

Students are also expected to make sure that their own behaviour does not result in other students or staff feeling intimidated, humiliated or offended. All staff and students are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual. Disciplinary action may be taken against students or staff who are found to have harassed other students or staff. Kent expects all students to uphold this policy. Breaches of the policy will be considered to be 'misconduct' or 'serious misconduct' which may result in expulsion for students or dismissal for staff.

Harassment

Examples of harassment may include:

- Unwelcome physical contact
- Repeated unwelcome invitations
- Insulting or threatening language or gestures
- Continual unjustified comments about a student's work or work capacity
- Jokes and comments about someone's ethnicity, colour, religion or race
- Pictures, posters, graffiti, electronic images, which are offensive, obscene or objectionable.

Victimisation

Examples of victimisation may include:

- Continually treating someone in an aggressive manner
- Refusing to provide reasonable information to someone
- Ignoring a person
- Mocking customs or cultures

Bullying

Examples of bullying may include:

- Using a position of strength to coerce others
- Behaviour that intimidates, degrades or humiliates
- Forms of punishment or verbal abuse and inappropriate behaviour
- Avoidable personality clashes and consistent derogation
- Persistent and unreasonable criticism of student work performance
- Student violence, both physical and threatened, against teachers or other students.

Sexual Misconduct- Zero Tolerance

Kent enforces a **Zero Tolerance** approach towards sexual misconduct and actively encourages a 'support first' approach.

Students should contact the Student Engagement and Wellbeing Co-ordinators on their respective campus in the first instance who are the first responders trained to guide students through Kent processes and to refer to relevant support services.

Kent Website > [MyKent Student Link](#) > [Sexual Misconduct Prevention and Response Policy & Procedures – Student Login Required](#)

6.2 Kent's Obligations to Students

Kent acknowledges the following obligations and recognises that students have the right to:

- expect Kent to provide education and training of a high quality that recognises and appreciates their individual learning styles and needs,
- have access to all Kent's services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation,
- have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for learning, training and assessment,
- be advised of the learning outcomes and prescribed assessment tasks for the course of their choice prior to its commencement,
- appeal for a review of the results of an assessment,
- learn from fully qualified, competent and diligent lecturers and trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly,
- learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination,
- be treated with dignity and fairness,
- expect that Kent will be ethical and open in its dealings, its communications and its advertising,
- expect that Kent will observe its duty of care to them,
- efficient handling of administrative matters and the processing of fees, concessions, refunds, and
- privacy and confidentiality, and secure storage of student records in accordance with Kent's policies, to the extent permitted by law.

6.3 Students' Responsibilities

Students are responsible for:

- understanding and accepting the enrolment conditions for the courses they undertake,
- providing accurate information about themselves at the time of enrolment, and advising Kent of any changes to their address or phone numbers within 7 days,
- paying all fees and charges associated with their course and providing their own course requirements where notified,
- recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them,
- regular and punctual attendance,
- producing their own work,
- ensuring their enrolment is considered full time when on a student visa,
- the security of their personal possessions while on Kent premises,
- promptly reporting all incidents of harassment or injury to Student Services Unit Staff,
- respecting Kent property and observing policy guidelines and instructions for the use of equipment, and
- seeking clarification of their rights and responsibilities when in doubt.

Furthermore, students are expected to:

- login and check their student email account every two days at a minimum,
- access their online records through Moodle and SIS regularly,
- attend their scheduled classes regularly and punctually,
- carry their Student ID cards at all times and produce them when requested,
- refrain from the use of devices which may disrupt classes. e.g. mobile phones,
- comply with reasonable direction from Kent authorised representatives,
- conduct themselves in a safe and healthy manner

Theft

As the premises of Kent are open to the public, students are advised not to leave their valuables unsupervised. Kent cannot be held responsible for anything which may be stolen from its premises.

Security at Kent

Students are reminded that the facilities and services at Kent are for Kent students and staff. These facilities and services are to enhance the learning environment for students. To ensure this occurs, your co-operation is sought.

Dress Code

Dress requirements are neat casual or business attire. Please note that shorts and thongs are not considered suitable attire. Clothing or apparel which may be considered offensive to others such as featuring explicit language or culturally insensitive or intimidating/traumatic imagery or print is strictly prohibited. Students will be asked to remove the offensive item immediately or leave the premises.

Behaviour on Campus

Students are expected to reflect the ideals and code of behaviour of Kent in their dealings with fellow students, members of staff and the general public. All students are expected to adhere to the rules and to co-operate in a professional manner to enable the effective management of Kent.

Kent strives to achieve the following “basic principles” of interpersonal behaviour to:

- be focused on the situation, issue or behaviour, not on the person,
- assist in maintaining the self-confidence and self-esteem of others,
- maintain constructive relationships with all staff and fellow students,
- take the initiative to assist in making things better, and
- always lead by example.

6.4 Student Discipline

Kent will make all attempts to provide its training and services in a spirit of co-operation and mutual respect. There are times however when a disciplinary action must be taken to ensure academic integrity is upheld and the safety and well-being of all students and staff. Staff will enact the following policies if required. ([Kent Website > MyKent Student Link > Academic Misconduct Policy & Procedures – Student Login Required](#) and [Kent Website > MyKent Student Link > Complaints and Appeals Policy & Procedures – Student Login Required](#))

Examples of when disciplinary action may be required to be taken include when a student:

- is caught cheating, plagiarising material, breaching copyright laws or providing false or misleading information.
- brings onto, or consumes on, Kent premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner),
- brings onto or consumes on the premises any alcohol,
- exhibits any form of behaviour that is adversely affected by the influence of drugs or alcohol,
- damages or removes any property or resource belonging to Kent or any training venue hired by Kent,
- assaults (physically or verbally) any person or persons on Kent’s premises or any training venue hired by Kent
- fails to comply with any instructions given by a member of staff relating to the safety of any person or persons on Kent’s premises,

6.5 Critical Incidents

A critical incident is a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.

Examples of critical incidents include, but are not limited to:

- Serious injury, illness, or death of a student or staff member
- A missing student
- Severe verbal or psychological aggression
- Physical assault
- Student or staff witnessing a serious accident or incidence of violence
- Natural disaster e.g. earthquake, flood, tsunami – refer to the Emergency Evacuation Policy & Procedures
- Fire, bomb-threat, explosion, gas or chemical hazard – refer to the Emergency Evacuation Policy and Procedure
- Social issues e.g. sexual assault, drug use, alcohol abuse.

To know what to do in the event of a critical incident, refer to the Kent Critical Incident Policy & Procedures ([Kent Website > MyKent Student Link > POLICY – Critical Incident Policy & Procedures – Student Login Required](#))

6.6 Workplace Health and Safety

Kent is committed to providing and maintaining a safe and healthy environment for the benefit of all students, visitors and employees.

As a student you have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. ([Kent Website > MyKent Student Link > POLICY– Workplace Health and Safety Policy & Procedures – Student Login Required](#))

6.6.1 Hazard Report

If a student identifies something on the campus which could cause injury or damage to someone, they should advise a Kent staff member without delay. A Hazard or Incident Report will be completed and the incident will be investigated ([Kent Website > MyKent Student Link > FORM – Hazard or Incident Report Form – Student Login Required](#)). Refer to the Hazards and Incidents Policy & Procedures ([Kent Website > MyKent Student Link > POLICY– Hazards and Incidents Policy & Procedures – Student Login Required](#)).

7.0 Emergency, Legal and Welfare Services



Police/Ambulance/Fire Brigade

- Triple zero (000) Triple Zero calls are free.
- * Is someone seriously injured or in need of urgent medical help?
 - * Is your life or property being threatened?
 - * Have you just witnessed a serious accident or crime?
 - * If you answered YES call Triple Zero (000).



Translating Interpreting Services (TIS) National (24 hours)

A free telephone and on-site interpreting service for people who do not speak English and for people supporting them.

131 450 | www.tisnational.gov.au

Lifeline (24 hours)

Telephone support for people thinking about suicide or experiencing a personal crisis.

13 11 44 | www.lifeline.org.au

Drug and Alcohol Information Service (24 hours)

Providing education, information, referral, crisis counselling and support about illegal drugs such as heroin, ice and cannabis, as well as legal drugs such as alcohol.

VICTORIA – DirectLine (24 hours)
1800 888 236 | www.directline.org.au

NSW – Alcohol & Drug Information Service (ADIS) (24 hours)
1800 422 599 | www.yourroom.com.au

Legal Aid Helpline

Provides free information about your legal problem and contact details for services that might be able to assist you.

NSW – LawAccess NSW (Weekdays, 9am – 5pm)
1300 888 529 | www.lawaccess.nsw.gov.au

VICTORIA – Legal Aid Victoria (Weekdays, 8.45am – 5.15pm)
1300 792 387. | www.legallaid.vic.gov.au

Victims of Crime

Provides free information and support to help you manage the effects of crime and guide you through the legal process.

VICTORIA – Victims of Crime (7 days, 8am – 11pm)
Call 1800 819 817 Text 0427 767 891 |
www.victimsofcrime.vic.gov.au

NSW – Victims Services 8am (Weekdays, 8am to 6pm)
1800 633 063 | www.victimsservices.justice.nsw.gov.au

1800RESPECT (24 hours)

A safe and confidential counselling service supporting people dealing with sexual assault, abuse, or domestic and family violence.

1800RESPECT (1800 737 732) | www.1800respect.org.au

Mental Health Services (24 hours)

NSW Mental Health Line – 1800 011 511

VIC Mental Health Advice Line – 1300 60 60 24

SANE Australia (Weekdays, 9am-5pm).

Provides information about mental illness, treatments and where to go for support and help.

1800 18 7263 | www.sane.org

MensLine Australia (24 hours)

A telephone and online support, information and referral service, helping men to deal with relationship problems in a practical and effective way.

1300 78 99 78 | www.mensline.org.au

Women's Helplines

Support, information and referrals for women on a range of issues including on family relationships, legal issues, domestic/family violence and emotional well-being.

VICTORIA – WIRE Women's Support Line (Weekdays, 9am-5pm)
1300 134 130 | www.wire.org.au

NSW – Rape Crisis Centre (24 hours)
1800 424 017 | www.nswrapeccrisis.com.au

Pregnancy Support Helpline (24 hours)

Provides counselling, information and support for concerns or questions associated with an unexpected or difficult pregnancy, as well as support following a termination or pregnancy loss.

1300 737 732 | www.pregnancycounselling.com.au

QLife (7days, 3pm-12am)

QLife is a counselling and referral service for Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) people.

1800 184 527 | www qlife.org.au

Blue Knot Foundation (7 days, 9am-5pm)

Telephone counselling for adult survivors of childhood trauma, their friends and family who support them.

1300 657 380 | www.blueknot.org.au

Housing/ Homelessness Support

NSW Link2home – 1800 152 152 (24/7)

VIC Crisis Accommodation Info Line – 1800 627 727 (10am to midnight 7 days)

Doctors and Health Services

Search for a range of health services in your local area.
www.healthdirect.gov.au/australian-health-services

Kent offers FREE support to students, including confidential counselling services!
Ask to see the Student Engagement and Wellbeing Coordinator.

Email: wellbeing.syd@kent.edu.au (Sydney)
wellbeing.melb@kent.edu.au (Melbourne)

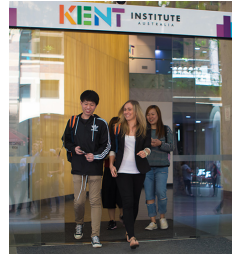
** This Page is also available for reference in designated locations around the Campus. SEWC's will ensure to keep these Lists current.

8.0 Academic Calendar

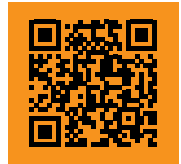
Students should familiarise themselves with the relevant Academic Calendar for their course so that they are aware of official study break periods and public holidays (which can vary by state) in each year.

All of Kent's Academic Calendars are published in the Student Information Systems (SIS), which is accessible from the My Kent student account. ([Kent Website](#) > [MyKent Student Link](#) > [DOC – Academic Calendar VET - Student Login Required](#))

Academic Calendars for the current and following year are also published on the main Kent website: kent.edu.au/important-dates



SCAN HERE FOR
THE LATEST DATES::



kent.edu.au/important-dates

WHAT
WILL YOU
ACHIEVE?



KENT INSTITUTE AUSTRALIA PTY LTD

kent.edu.au

SYDNEY

10 Barrack Street,
Sydney, NSW 2000 Australia
Phone: +61 2 9093 5151

info@kent.edu.au

CRICOS Code: 00161E

RTO Code: 90458

TEQSA Provider No.: PRV12051

MELBOURNE

350 Queen Street,
Melbourne, VIC 3000 Australia
Phone: +61 3 8353 0800

Information provided is considered to be true
and correct at the time of publication.

Student Handbook (VET)
V10 - 24 February 2021

 [kentinstituteaustralia](https://www.facebook.com/kentinstituteaustralia)



[kent_institute](https://www.instagram.com/kent_institute)



[Kent Institute Australia](https://www.linkedin.com/company/kent-institute-australia)