Student

Information Guide

Canberra Institute of Technology

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Welcome

Congratulations on being accepted to study at the Canberra Institute of Technology (CIT) – CIT is internationally regarded as one of Australia's most prestigious education and training providers and a champion of innovation in education.

For over 85 years the CIT mission has been to change lives through first class education and training and we thank you for the privilege of partnering with you in your quest for knowledge and the skills necessary to succeed in your chosen vocation. The aim of CIT is to ensure that all our graduates have up to the minute, industry relevant skills so that they are able to gain employment and to have pathways to further learning opportunities.

The team of dedicated professionals at CIT intends to make your student experience a life changing journey in which you will learn more about yourself and the world around you than you thought was possible.

As with any job worth doing however you should expect to be challenged. An education from CIT requires hard work and a commitment that will require determination and persistence but the rewards in personal terms are many. These also provide you with the ability to contribute to society and the community within which you live.

CIT prides itself on the innovative education delivery systems on offer – in the workplace, online or on campus - and on the network of partnerships we enjoy with business and industry. We look forward to sharing this network with you and wish you everything of the best as you make the most of the CIT experience.

Leanne Cover
Chief Executive Officer
Canberra Institute of Technology

Here to help you

CIT Student Services: for all your enquiries
Phone: (02) 6207 3188
Email: **infoline@cit.edu.au**
Website: **cit.edu.au**
CIT Ask a Question: **citaus.custhelp.com**

Aboriginal and Torres Strait Islander Support
Yurauna Centre Liaison Officer   **Phone:** (02) 6207 3309

Australian Apprenticeship Enquiries
Apprenticeship Officer   **Phone:** (02) 6207 7823

Awards and Graduation Enquiries
Awards and Graduation Office   **Phone:** (02) 6207 4111

Campus Facility Managers
CIT Bruce   **Phone:** (02) 6207 4000
CIT Fyshwick   **Phone:** (02) 6205 3148
CIT Reid   **Phone:** (02) 6207 3540

Careers Advice   **Phone:** (02) 6207 3290

Child Care Centres
CIT Bruce – Bruce Children's Centre   **Phone:** (02) 6251 7796
CIT Reid – Reid Early Childhood Centre   **Phone:** (02) 6230 5660

CITCard
CITCard services are located within CIT Student Services on your campus at CIT Reid,
CIT Bruce, CIT Fyshwick, CIT Gungahlin and CIT Tuggeranong.

All students are able to apply for a CITCard online at **cit.edu.au/forms**

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CIT Library

CIT Bruce	**Phone:** (02) 6205 4250
CIT Fyshwick	**Phone:** (02) 6207 4832
CIT Gungahlin	**Phone:** (02) 6205 0154
CIT Reid	**Phone:** (02) 6207 4148
CIT Tuggeranong	**Phone:** (02) 6207 3676

CIT Solutions Pty Ltd

Building J, CIT Bruce	**Phone:** (02) 6207 4444

CIT Student Association (CITSA)

CIT Bruce	**Phone:** (02) 6207 4310 / 6207 4311
CIT Fyshwick	**Phone:** (02) 6207 3600 / 6207 3305
CIT Gungahlin	**Phone:** (02) 6207 3600 / 6207 3305
CIT Reid	**Phone:** (02) 6207 3600 / 6207 3305
CIT Tuggeranong	**Phone:** (02) 6207 3600 / 6207 3305

CITSA Bookshop

CIT Reid	**Phone:** (02) 6207 3301

Email: citsa-shop@cit.edu.au

Copyright and Intellectual Property

Copyright and Intellectual Property Officer	**Phone:** (02) 6207 3378

Counselling Services

Counselling Services Officer	**Phone:** (02) 6207 3290

Email: CITStudentSupport@cit.edu.au
AIE Canberra students should also call the above number.

Disability Services

Disability Services Officer	**Phone:** (02) 6207 3290

Email: CITStudentSupport@cit.edu.au

eLearn Support

eLearn Contacts	**Phone:** (02) 6207 3833

Email: elearn.support@cit.edu.au
Web: elearn.cit.edu.au

Emergency Contact
(when calling from an internal phone within CIT dial 0 first to access an outside line.)
Police   **Phone:** 000
Ambulance   **Phone:** 000
Fire Brigade   **Phone:** 000
CIT Security   **Phone:** 1300 721 238
Police Attendance Line   **Phone:** 131 444
Poisons Information Line   **Phone:** 131 126

International Division
International Services Unit   **Phone:** (02) 6207 4662

Media Liaison
Media Officer   **Phone:** (02) 6207 8218

Migrant and Refugee Support
Migrant and Refugee Support Officer   **Phone:** (02) 6207 3290
Email: CITStudentSupport@cit.edu.au

Peer Tutoring
Peer Tutoring Officer   **Phone:** (02) 6207 3290
Email: CITStudentSupport@cit.edu.au
AIE Adelaide, Melbourne and Sydney students should
contact local AIE staff.

Study Support
AIE Adelaide, Melbourne and Sydney students should contact
local AIE staff. (Study/skill support for students)
CIT Bruce   **Phone:** (02) 6205 4250
CIT Reid   **Phone:** (02) 6207 3366

Youth Advice
Student Support Reception   **Phone:** (02) 6207 3290
Email: CITStudentSupport@cit.edu.au

About CIT

The Canberra Institute of Technology (CIT) is the ACT and region's leading training organisation. We provide a wide range of education and training courses that focus on the skills and knowledge you need for the workplace and further study. We pride ourselves on the quality of our teachers who have a strong reputation for their expertise, practical methods, qualifications and personal support.

Studying with CIT means quality courses and services, relevant curricula, modern facilities and a focus on your individual needs.

Quick facts about CIT

▶ You have made the right decision – more than 20,000 students currently study at CIT from more than 75 countries.

▶ You have choice – almost 300 courses provide students with a wide variety of options designed to meet the challenges of a rapidly changing world.

▶ You have flexibility – there are campuses at Bruce, Fyshwick, Gungahlin, Reid and Tuggeranong.

▶ You have an educational partner for life – qualifications range from certificates to degree level.

▶ More than 90% of CIT graduates are employed, or undertaking further training, within six months of completing their course.

Quick facts about AIE

▶ Partners with CIT in Canberra, Adelaide, Sydney and Melbourne to deliver the Bachelor of Games and Virtual Worlds (Programming).

▶ Four campuses at Canberra, Adelaide, Melbourne and Sydney.

Who studies at CIT?

One of the strengths of CIT is its diversity – the student community includes people who are entering the workforce for the first time or going back to work after a long break. There are those individuals who want to change their career or to acquire new skills to meet the demands of an ever changing world. Some of our students are new to Australia and some have specific training needs. If a caring community appeals to you CIT is the place to be.

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Services to you

At CIT we want you to enjoy your student experience with us. To help you do that we have a range of services available to you and encourage you to make the most of them. Services include:

- Professional counselling services
- Course and career information and advice
- An active student association (CITSA) which provides advocacy, student activities and information for students. CITSA also provides accommodation, bookshops, food services and cafes on campus
- Financial support for students experiencing hardship Disability and other equity support
- A welcoming Centre for Aboriginal and Torres Strait Islander students (Yurauna Centre).

For students studying at the AIE campus in Adelaide, Melbourne and Sydney CIT and AIE provide the following services:

- Financial support for students experiencing hardship
- Course and career information
- Access to professional counselling services as well as disability and equity support initially via the phone number **(02) 6207 3290**.

Why choose CIT?

- Its reputation – CIT has a proud and enviable reputation for quality in vocational education; integrity in its curricula and service delivery; and for the respect it shows to those people and businesses within the greater CIT community.
- Its appeal – this reputation exists not only in the ACT but also nationally across Australia and within the international community, attracting more than 1200 international students.
- Its partnerships – business and industry have partnered with CIT because of the nature and relevance of the different courses and programs on offer. This partnership assists student in finding employment and gaining work experience.
- Its flexible learning options – CIT has pioneered flexible learning options that include full-time, part-time, online and face-to-face opportunities for many courses.
- Its respect for your experience – through its Skills Recognition process CIT places great value on your previous study and work experience.
- Its articulation arrangements – CIT has in place a number of agreements with leading Australian universities which means you can start your study at CIT and have it count towards a degree if you decide to continue to study Higher Education.
- Its networks – CIT has links with various international organisations which provide opportunities for student and employee exchanges.

CIT's purpose is reflected in its corporate goals

Our Vision

To be the leading provider of vocational education and training in the ACT and Australia.

Our Mission

Changing lives through quality education and skills development for individuals, industry and community.

Our Values

CIT believes quality in education is achieved through the values of: *Respect, Integrity, Collaboration* and *Innovation*.

Respect at CIT rests on a foundation of fundamental decency in our dealings with our colleagues, our learners, employers, other clients, society and the world in which we live.

Integrity at CIT means doing what we say we will in an honest and open manner, recognising achievement, not shirking from uncomfortable conversations and being consistent in our relationship with others and accountable.

Collaboration at CIT means actively sharing information and resources, working together towards shared goals and seeking opportunities to work as a team across CIT. Collaboration relies on genuine engagement with others in CIT, with our business and other partners and with the broader community.

Innovation at CIT means empowering colleagues at all levels to raise new ideas and to be creative as teams as we actively look for new and better ways of doing what we do (as well as better things to do), and not settling for how it has always been.

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CIT Code of Conduct – Responsibilities in the Learning Environment

CIT is responsible for:

▶ a learning environment which is respectful, supportive and positive, and that meets diverse needs

▶ a learning environment which is free of discrimination, bullying or harassment, and protects students' health and safety

▶ student services which take into account the needs of all students

▶ accurate, accessible and timely information about all relevant aspects of programs including subject guides

▶ a growing number of subjects with a presence in the CIT online environment – eLearn, where subject guides and classroom materials will be available

▶ timely, fair and constructive assessment of student work and feedback

▶ providing access to staff to discuss program and subject matters and address student concerns

▶ appropriate facilities and equipment to support student needs in the learning environment

▶ recognition of student legal rights including upholding of privacy principles.

The above responsibilities also apply to students studying the CIT Bachelor of Games and Virtual Worlds (Programming) at the AIE in Canberra, Adelaide, Melbourne and Sydney.

Students' responsibilities are to:

▶ treat other students and staff with respect and fairness in a culturally sensitive, tolerant, non-discriminatory and non-bullying/harassing manner

▶ manage their own learning and be aware of requirements set out in the subject guide

▶ participate constructively in the teaching-learning environment, and maintain steady academic progress

▶ complete all assessment tasks honestly without cheating, plagiarism or copyright violations

▶ use information technology and other equipment safely, appropriately and legitimately. This includes respectful behaviour towards CIT students and staff when online including social media sites.

▶ never enter any CIT campus with illegal drugs or weapons or while under the influence of illegal drugs or alcohol

▶ follow CIT procedures to appeal assessment decisions or seek to resolve concerns or complaints

▶ adhere to any learning contracts; behaviour contracts or academic intervention plans for international students

▶ all students are required to follow the CIT Student Code of Conduct located at **cit.edu.au/current/information/policies**.

Failure to meet these responsibilities, by either students or staff, will be addressed in the most appropriate manner including counselling, or if an ongoing concern, disciplinary action.

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Security, Safety and Emergencies

The CIT expects students to comply with the Work Health and Safety policies, procedures and guidelines, and to conduct themselves in a safe manner and not place themselves or others at risk.

The CIT is committed to providing a safe and healthy workplace for its staff, students, contractors and visitors in accordance with the Work Health and Safety Arrangements Policy. The policy provides information and resources to enable all those working within the CIT carry out their WHS responsibilities. All students should review the policy; the policy is available on the CIT website at **cit.edu.au/policies**

All staff, students, contractors and visitors are expected to:

> ▸ comply with the Work Health and Safety Arrangements Policy

> ▸ conduct all research and teaching in a safe manner that ensures no harm can come to other persons, property or the environment

> ▸ cooperate with CIT in the development, implementation and maintenance of safe working procedures and practices

> ▸ participate in all levels of training programs immediately report hazards and incidents

> ▸ actively participate in sustaining the safety culture at CIT.

Personal Security and Emergency Contacts

Phone **131 444** and ask for the Police or call Security on **136 000** if threatened.

Students studying the CIT Bachelor of Games and Virtual Worlds at the AIE in Melbourne, Adelaide and Sydney should contact the Police in their state or contact the AIE counter staff.

Emergency Phones

Emergency phones are available on every CIT campus. See the campus maps for their location.

Did you know…

> ▸ **000** is the emergency number within Australia for Police/Fire/Ambulance. To call this number from within CIT you need to dial **0** then **000**.

> ▸ Police   **000**

> ▸ Ambulance   **000**

> ▸ Fire Brigade   **000**

> ▸ Mobile Phones, **112** is the number you dial for emergency when using a mobile phone. **112** can also be dialed in any network coverage area even without the presence of a SIM card or having the PIN number for the phone.

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CIT Security	**136 000**
Police Attendance Line	**131 444**
Poisons Information Line	**131 126**

Your personal security is important

▶ Be aware of your surroundings and use your intuition to recognise dangerous situations.
  – Assess the risks you take each day and have a safety plan that will help you get out of trouble. Think about what you would do if you felt threatened.
  – Be prepared to scream or shout if you feel threatened or are attacked.

▶ When you are socialising, do not drink too much; a clear head makes wise decisions about personal safety.

▶ If you have felt threatened or have been hurt, report the incident to your teacher or any CIT staff member.

▶ Ensure that you have all emergency numbers available in case you need to call someone.

▶ Avoid isolated places particularly at night. Walk only on lit walkways and avoid shrubs and trees. Do not take short cuts.

▶ Be alert and walk purposefully. Confidence deters attackers. Walk with a friend or stay with a group or walk closely to someone going in the same direction.

▶ Be wary of strangers.

▶ If you feel you are being followed change your direction and go to a place where there are other people. Report all incidents to the Campus Manager.

Personal Property

▶ Do not leave your wallet, bag or purse, or other items of property unattended or unsecured.

▶ Avoid carrying large amounts of cash. Carry your bag or purse close to you.

▶ Avoid placing your bag or purse on the floor when in a public toilet cubicle.

▶ Personal Identification Number (PIN) must not be shared and kept secure. Mark your personal property clearly.

▶ Report all thefts to the Campus Manager and to the police or if studying in Adelaide, Sydney or Melbourne to the AIE staff and Police in your State.

▶ For lost/found property items, check with your Campus Manager or CIT Student Services on your campus.

▶ All lost and stolen CITCards must be reported immediately to the CIT Student Services on any campus. If you find a CITCard please hand it into any CIT Student Services.

▶ The Canberra Institute of Technology accepts no liability for any loss or damage of personal property on CIT grounds.

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Public Telephones and Public Transport

▶ Know where the public telephones are on campus. Check the campus maps.

▶ Always carry correct change or a phone card for a phone call. You may need to call a taxi, friend or family member if you are stranded.

▶ When using a public phone, turn your back to the phone and look outwards, always keeping a clear view of your surroundings.

▶ Know your bus timetable to avoid long waits.

▶ For information about bus timetables contact ACTION on **131 710** or visit the ACTION website at **action.act.gov.au**

▶ If you are a CIT student studying at the AIE in Melbourne the Melbourne Trams and Buses are located on St Kilda Road.

▶ Wait in an open, populated area where you are visible to the bus or taxi driver.

Vehicle Security

▶ Park in a well-lit, busy area where possible. Do not leave valuables in your car.

▶ Always lock your car.

▶ Walk confidently to or from your car with your keys held ready to open the door.

▶ Check the back seat or hatch for intruders before getting into your vehicle. Report any incidents to the Campus Manager.

▶ Leave your tools at home.

▶ If your tools are stolen while on a CIT campus, notify the Police and either CIT Student Services, CIT Campus Manager, CIT Librarian or your CIT Teacher.

Student Responsibilities for Health and Safety

In addition to the student responsibilities outlined earlier, there are specific student responsibilities for health and safety.

You must:

▶ Ensure that you do not take any action that creates a risk or increases an existing risk to the health and safety of other persons within a CIT workplace or learning environment.

▶ Ensure that appropriate personal protective apparel is worn such as footwear, eye and hand protection.

▶ Use equipment in accordance with instructions provided.

▶ Protect yourself from any overuse injuries by breaking repetitive work with non-repetitive tasks, exercises or short rest breaks, e.g. you will need to take frequent short breaks to relieve the strain associated with keyboarding.

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- Take reasonable precautions to protect yourself and others by not attending classes when you are aware that you have a cold or other infectious disease. If you have been diagnosed as suffering from an infectious disease you must advise a CIT member of staff.

- Not willfully interfere with or misuse items or facilities provided in the interest of health, safety and welfare of CIT employees and students.

- Follow CIT's Non-Smoking Policy and do not smoke anywhere on a CIT campus.

- Cooperate with CIT such that it is able it to fulfill its health and safety responsibilities.

- Be aware of hazardous materials or suspicious items, e.g. a syringe or abandoned parcel, on a CIT campus. If you come across such an item you must notify or ask a staff member to notify the Campus Management Office.

Health and Safety Officers

Staff occupying Health and Safety roles at CIT can be identified by the different coloured lanyards (neck strap). Please familiarise yourself with the different colours and roles:

Red baseball caps with WARDEN – Emergency Warden

Green lanyard – First Aid Officer

Emergency Information

Emergency Information Noticeboards

These noticeboards are in all buildings and classrooms and contain information on:

- who to contact in the case of an emergency
- emergency evacuation procedures
- first aid officers.

Emergency Evacuation Procedures

You will find these procedures on every floor.

- CIT Bruce Evacuation Plan
- CIT Fyshwick Evacuation Plan
- CIT Reid Evacuation Plan

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When you hear the standby alarm (fast beeping beep, beep) prepare to evacuate.

When you hear the evacuation alarm (long whooping whoop, whoop) a verbal message stating "emergency" and "evacuate now" will sound.

Please follow the procedures below.

▶ Leave the building immediately by the nearest emergency exit or as indicated by a Floor Warden taking personal property with you.

▶ Assemble in class or work groups in assembly areas indicated on map located in your classroom or emergency board.

▶ Check that your class or work mates are with you. Notify the Emergency Warden or fire brigade of any absences.

▶ All staff and students are to return to the building when the "all clear" signal is given by the Emergency Warden or Chief Warden.

Any fire, hazard or suspicious activity should be reported to the Campus Manager

CIT Bruce: (02) 6207 4000

CIT Reid: (02) 6207 3540

CIT Fyshwick: (02) 6205 3148

If you are unable to reach any of the above contacts phone Security on **133 277** for assistance.

A

Aboriginal and Torres Strait Islander

CIT Yurauna – Education and Student Support Centre for Aboriginal and Torres Strait Islander students. CIT Yurauna is located in D40 D Block, CIT Reid.

Ph: **(02) 6207 3309**.

▶ See CIT Yurauna for more information

Absence

Absence creates new responsibilities for you.

▶ If you are absent from a class, it is your responsibility to chase up the notes/handouts that you missed.

▶ If you are not able to attend a scheduled in-class assessment, it is your responsibility to advise your classroom teacher promptly and negotiate an alternative time to take the assessment.

▶ If you are absent from a practical placement, it is your responsibility to advise the host organisation and the appropriate CIT staff member as early as possible on the day(s) of your absence.

▶ If you are under 17 years of age, you must ring the CIT College in which you enrolled (eg: Business, Tourism & Accounting College / CIT Pathways College) to inform them you are going to be absent that day from class.

ABSTUDY, Austudy and Youth Allowance

If you are entitled to ABSTUDY you are eligible to apply for an Indigenous scholarship that covers the cost of the tuition fee for the CIT course you are enrolled in. Contact CIT Yurauna for a scholarship application on **(02) 6207 3309**.

If you have an Austudy/Youth Allowance or other eligible Centrelink benefit then please provide evidence at enrolment. You will receive a 50% concession on eligible tuition fees.

Planning to submit an ABSTUDY/Austudy/Youth Allowance or other eligible Centrelink benefit application to Centrelink?

Please advise staff at enrolment/re-enrolment when you complete the course/subject enrolment process. CIT will generate a student schedule that contains all the details of your course/subject that you can use as the enrolment evidence to apply to Centrelink.

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Academic Appeals

Students have the right to appeal an assessment decision, which means you can apply for a review of an academic grade or a Skills Recognition assessment result.

If you wish to appeal an assessment decision:

▶ Make an appointment to discuss the issue informally with your teacher.

▶ If an issue is not resolved, make an appointment with the Head of Department responsible for your course to discuss the issue informally.

▶ For assessment appeals outline your compliance with the assessment policy guidelines (which will have been given to you by your class teacher during the first two weeks of the course).

▶ If unable to resolve the issue with the Head of Department you may wish to make a formal Academic Appeal in writing and submit to CIT Student Services within 4 weeks of receiving the grade. An Academic Appeal fee of $30 per subject will be charged but will be refunded if the appeal is successful. Your Academic Appeal is then directed to the relevant Director.

▶ An independent person is appointed by the Director to investigate and make recommendations. Written confirmation of the outcome of the appeal is provided to all parties.

▶ If you are not satisfied with the decision of the Director, you can appeal to the Chief Executive for a review.

▶ The Chief Executive appoints an independent senior manager to complete the review and make a recommendation prior to a final decision. The decision from the Chief Executive is final, apart from the right to seek an external review.

▶ A formal Academic Appeal must be submitted within four (4) weeks of results being available on (CIT's Self Service System Banner).

▶ A written statement regarding the outcome of any appeal will be provided including, where appropriate, advice about the option and process for review.

▶ The ACT Year 12 Certificate follows the appeals procedures of the ACT Board of Senior Secondary Studies (BSSS). For more details of these procedures go to **bsss.act.edu.au**

Academic Progress

Unofficial Transcripts are available at any time during opening hours from CIT Student Services on your campus or via the CIT website under Current Students – CIT Self Service, unless you have a hold on your record.

If you need a record of your results before completing your course for a job interview or because you are leaving Canberra and are unable to complete your course with CIT, an **Official Record of Results** will show all subjects achieved in your course and is an official CIT document.

To obtain an **Official Record of Results** you need to fill in the Request for CIT Academic Documents online form. The form may be accessed from the CIT website under Current Students – Student Forms. There is no charge for a single copy of an Official Record of Results for the program you are currently enrolled in. Additional copies cost $20 each.

When requesting an **Official Record of Results** from CIT, you will need to supply your CIT student number, your date of birth, an up-to-date mailing address, the program code and the name of the program you are enrolled in.

Accident, Incident

▶ An accident is any event where a person is injured or property is damaged.

▶ An incident is any event, circumstance, condition or environment which if sustained or repeated could lead to an accident.

If you have an accident or are involved in an incident while at CIT, inform a staff member and make sure an accident/incident report is filled out and signed by your teacher or other CIT staff member. If you require a First Aid Officer, refer to the Emergency Evacuation Boards, or ask a CIT or CITSA staff member to assist you.

Accommodation

CIT provides limited accommodation for regional, interstate and international students. Contact the Accommodation Officer on **(02) 6207 4661** or visit Accommodation at CIT on the CIT website at **citsa.com.au/accommodation-2**.

Advocacy

All CIT students are entitled to treatment that is fair and honest. An advocate is a person who will advise and assist you towards the resolution of a complaint. Advocates will assist you to clarify the issue and advise you on possible steps to resolve problems.

Your advocate could be any person whom you would like to accompany you or advise you on any issue which arises in your course at CIT.

You may like your advocate to be a friend, a teacher, your Head of Department, a counsellor, a Disability Education Adviser, an Aboriginal and Torres Strait Islander support officer or a CITSA staff member.

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Alcohol

CIT's teaching and learning areas are drug and alcohol free zones.

Students must not attend classes while under the influence of either illegal drugs or alcohol.

Ambulance Insurance

It is a CIT requirement that where a CIT First Aid Officer considers it necessary for an ambulance, one will be called.

If an ambulance is called to treat you the cost is borne by you. Certain students may already be covered for ambulance travel such as:

▶ ACT Pensioner Concession and Health Care card holders

▶ Full-time students under 26 who are covered by their family's health insurance

▶ Students already covered by Private Health Insurance.

Although you may not have requested an ambulance personally, an ambulance may be called on your behalf to assist in administering medical assistance. ACT legislation places a legal obligation on the person receiving the ambulance service to pay the account.

Apprentices and Trainees

Apprentices and trainees can obtain advice and information about:

▶ Youth Allowance/ABSTUDY/Austudy
  Centrelink – **133 633**

▶ employment conditions and wage rates
  Wageline – **1300 363 264**

▶ Problems with your employer
  Department of Education and Training – phone **1300 566 046**

▶ problems with your training/training provider
  Skills Canberra – **(02) 6205 8555**

CIT can advise you on where to seek assistance and other information about your apprenticeship/traineeship.

Contact the Apprenticeship Officer on **(02) 6207 7823**.

Additional information for apprentices/trainees can be found on the Australian Apprenticeships website at **australianapprenticeships.gov.au**

Ask a Librarian Info

Use Ask a Librarian, for online help with finding information. Check out the Library website for more information.

CIT Ask a Question

CIT's online Frequently Asked Questions service is called Ask a Question.

You can look up existing questions and answers, or you can ask your own questions. You will receive a response to your specific question.

You can access the CIT Ask a Question service by going to the Need Help section on the CIT website at **cit.edu.au**

Assessment

Assessment is the term used to describe the process through which you demonstrate that you have met the Learning Outcomes of each subject/ competency. Assessment tasks may include practical tasks, reports, in-class tests, online assignments, exercises, group work, oral presentations, structured questions as part of a conversation, observations, and/or practical demonstrations.

By the end of the second week of attendance in any subject, your teacher will provide assessment information in the form of a Subject Guide containing the following:

- ▶ subject purpose
- ▶ learning outcomes
- ▶ assessment strategies described clearly
- ▶ suggested length of written work or duration of oral presentation
- ▶ format requirements which outline how the work will be organised for presentation
- ▶ clear information on the criteria for grading and how the results will be drawn together into the final grade
- ▶ when assignments will be marked and returned and in what form you will get the feedback from your teacher
- ▶ what you need to do if you are having trouble keeping up with the assessment requirements
- ▶ information on reassessment/resit/resubmit
- ▶ information on how to review or appeal your results (note: appeals must be received within four weeks of results being available on CIT's Student Administration System (Banner)).
- ▶ information about Skills Recognition

Many subjects are ungraded. For these you will receive an Ungraded Pass (UP). For graded subjects you can expect a description of the assessment criteria which are applied to rank your performance – Pass (P), Credit (CR), Distinction (D) or High Distinction (HD).

Some assessments may exclude the use of notes, books or electronic devices during an assessment task.

The ACT Year 12 Certificate course assessment procedures are those of the ACT Board of Senior Secondary Studies (BSSS). For more details about these procedures go to **bsss.act.edu.au**. Your subject guides and your Year 12 teachers will also explain assessment requirements and procedures to you.

Attendance

To give yourself the best chance of satisfactorily meeting the Learning Outcomes of your subjects, we advise you to participate in all scheduled learning activities and, if this is not possible, to catch up by collecting notes and handouts.

The ACT Year 12 Certificate course requires 90% attendance. For more information on this attendance requirement visit the ACT Board of Senior Secondary Studies (BSSS) website at **bsss.act.edu.au** or talk to the CIT Year 12 staff.

Awards Information

When you complete your qualification, you should receive your *CIT Testamur (for you to frame and hang on the wall) and/or your **Record of Results (listing the subjects you studied and your results) in the mail within six weeks of your teacher entering the final pass result for your last subject.

If you do not receive your CIT Testamur and/or Record of Results within six weeks of completion, please contact your CIT teacher, or email **awards@cit.edu.au** with your name, your CIT ID number and the name and course code of the course in which you were enrolled. Some of the possible reasons for the delay are listed below and you can check these by logging on to CIT Self Service.

Check that your **address is correct**; if your address is not correct update it immediately via CIT Self Service. If your qualification has already been posted there will be a charge to have it reissued.

Check your unofficial transcript via CIT Self Service to see if all your **results have been entered**. If your transcript shows that you have been unsuccessful in a subject/s and you don't think that the result is correct or there are results missing contact your teacher directly or email **awards@cit.edu.au** so that this issue can be resolved.

Check whether you have a hold on your record (a hold on your record will prevent any academic paperwork from being released). If you do have a hold on your record call CIT Student Services on **(02) 6207 3188** to resolve this issue. Don't forget to email **awards@cit.edu.au** after your hold has been lifted so that your qualification can be issued.

* Certificate I - IV, Diploma, Advanced Diploma, Degree, Graduate Certificate and Graduate Diploma qualifications - students graduating from these qualifications will be eligible for both a CIT Testamur and a Record of Results.

** For short courses or partial completion of one of the qualifications listed above – students will be issued with a Record of Results only (no CIT Testamur).

ACT Year 12 Certificate course

The ACT Year 12 Certificate is awarded by the ACT Board of Senior Secondary Studies. For more information on this Certificate visit **bsss.act.edu.au** or talk to the CIT Year 12 staff.

Apprentices and Trainees

Apprentices/trainees must have their on-the-job competencies validated and signed off by both their CIT teacher and employer. For further details contact CIT Apprenticeship Officer on **(02) 6207 7823**.

B

Banner Student Administration System

Banner is CIT's student administration system. Banner contains your personal information, admission records, and your official academic record and indicates your current Fee account balance.

All information stored on the system is subject to the *Information Privacy Act 2014*.

Information will be released to a third party (eg employer) only with the written consent of the student.

Banner Terminology

Banner for Students uses these terms:

Class Timetable
Your class timetable tells you the dates, times, locations of your classes.

CRN
Course Reference Number: The number that identifies the course (subject) that you enrol in.

Program
In the CIT student administration system the terms program and program of study describe the qualification that you have been admitted to and are studying for e.g. Advanced Diploma of Accounting.

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Term

A Banner Term is equivalent to a semester.

For example:

- Semester 1 2019 is the same as Banner Term 201910
- Semester 2 2019 is the same as Banner Term 201920

Booking a PC

A PC booking system is now in operation in the Library. For more information go to a CIT Library.

C

Campus Addresses

CIT Bruce
35 Vowels Crescent, Bruce

CIT Fyshwick
81 Mildura Street, Fyshwick

CIT Gungahlin Library
25 Gozzard Street, Gungahlin

CIT Reid
37 Constitution Avenue, Reid

CIT Tuggeranong
205 Anketell Street, Tuggeranong

Campus Managers

CIT Campus Managers are responsible for managing the facilities on all CIT campuses and are located in the Estate Office on each campus. You should contact the Campus Managers if you notice any hazardous materials or become aware of any suspicious activity on a CIT campus.

If you need your CITCard validated for access to computer laboratories you will need to go to the appropriate Estate Office for example at CIT Bruce the room is A15 and at CIT Reid the room is G32.

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The contact numbers for the Campus Managers are as follows:

CIT Bruce: **(02) 6207 4000**

CIT Reid: **(02) 6207 3540**

CIT Fyshwick: **(02) 6205 3148**

Careers Advice

CIT offers a free careers advice service to current or new students unsure about their career and CIT study path opportunities.

Before making an appointment it is advisable to visit the **Skills Road website** and review the range of courses CIT has available on the CIT website **A-Z Courses** page.

Phone **(02) 6207 3188** for an appointment.

Census Date

A Census Date is the official deadline for finalising your enrolment and fees if you are enrolled into FEE-HELP or VET Student Loan eligible subjects. Once this date has passed, you are committed to the payment of the subjects you are enrolled in whether you attend or not.

CIT's Census Dates are published on the CIT website at **cit.edu.au/vetstudentloans**

CHESSN

If you study in a FEE-HELP or VET Student Loan course and access the Federal Governments HELP loan scheme you will be issued with a CHESSN. This is your Commonwealth Higher Education Student Support Number and it is the unique identification number that is used to keep track of your HELP loan.

More information on FEE-HELP and VET Student Loans is on the CIT website at **cit.edu.au/vetstudentloans**

Child Care Centres

Child care centres are located on campus at CIT Bruce and CIT Reid. The Centres provide professional care for children up to school age.

If you wish to use a CIT child care centre, you should register your interest as soon as possible.

Contact numbers are: Bruce **(02) 6251 7796**, Reid **(02) 6230 5660**.

CIT Fit and Well Fitness Centre

CIT FIT & WELL is a fitness centre for students, staff and the general public to access and is located in A Block, CIT Bruce. Membership prices are very competitive and take into consideration concessions.

There are a number of group classes each week, as well as plenty of weight and cardio equipment. CIT FIT & WELL programs are adapted to the participant's needs and include advice and individual fitness assessment. Programs and classes are run by CIT Sport and Fitness students under the supervision of industry professionals. For opening times and membership, call **(02) 6207 4303**.

CIT Green

There are many things that all of us can do to minimise our impact on the environment. CIT Green is focused on identifying and implementing ways in which we can all reduce our carbon footprint. These can include promoting the use of bicycles and bicycle racks; identifying recyclable waste, thus reducing our waste to landfill; and assisting students, teachers and staff to implement more environmentally friendly practices within their roles at CIT.

The CIT Environment Sustainability Charter lists CIT's commitment to environmental protection and education for sustainability. CIT is focusing on integrating environmental sustainability content and practices across all courses. Most of CIT's courses have sustainable content embedded. We want our students to graduate as sustainability practitioners and take knowledge into the community. The result of all students learning sustainability practices is that they can take it into their workplace. Leading by example is invaluable.

Incorporating environmentally sustainable practices within vocational training is beneficial for the environment, staff, clients, and the community as a whole. CIT aims to be a leader in this area.

CIT Green runs monthly forums on a wide range of environmental topics. These will be advertised on all campuses and students are encouraged to attend.

CIT Identification Number

This is the unique six digit number that is given to you when you first apply/enrol at CIT. Your CIT number never changes and all of your personal and academic information is attached to this number. It will appear on your class schedule, invoices, academic transcript and CITCard.

If you contact CIT and seek information about your personal/academic records you will be asked to provide this number. You will also need it to log into eLearn, CIT Self Service.

No information will be provided in relation to your studies at CIT over the phone or by email without this number.

You may complete a 'Release of Information form' if you wish to have someone else make enquiries relating to your CIT record. This form is available at the CIT Student Services on any campus or by phoning **(02) 6207 3188**. You can also access the form on our Student Forms page **cit.edu.au/forms**

CIT Solutions

CIT Solutions is the commercial arm of CIT and offers organisations a wide range of learning and development services to enhance the capability of their employees.

CIT Solutions staff and consultants work closely with clients to help clarify their needs, priorities and preferred learning styles. CIT Solutions' skills in analysis, design and delivery provide clients with tailor-made learning and development solutions that can be readily applied in their workplace.

These skills ensure that ongoing programs can be readily adapted to ensure that all training is relevant, up-to-date and practical. Rigorous evaluation processes ensure CIT Solutions maintains a reputation for quality delivery and quality resources. In these ways, CIT Solutions' learning and development solutions help individuals to perform in their job role and help organisations to achieve their strategic goals.

For individuals, CIT Solutions offers courses designed to upgrade professional skills as well as to access the ACT's largest selection of recreational and hobby programs.

CIT Solutions;

▶ provides exciting lifelong learning options for over 8,000 people each year through an Adult Community Education (ACE) program

▶ is recognised by many Commonwealth and ACT Government Agencies and Departments as a preferred provider for short courses and qualifications in Government business management and languages

▶ provides access to CIT's nationally recognized qualifications to more than 1,000 international students each year.

For more information, visit **citsolutions.edu.au** or phone **(02) 6207 4444**.

CIT Yurauna

Yurauna is a Wiradjuri word meaning 'to grow'.

The CIT Yurauna has Aboriginal and Torres Strait Islander staff who provide a range of services to Aboriginal and Torres Strait Islander students. CIT Yurauna is an Educational and Student Support Centre for Aboriginal and Torres Strait Islander students enrolled in courses across CIT.

Staff are available to advise and assist regarding:

▶ Course and Careers Advice

▶ Scholarships

▶ Academic and tutorial support

▶ Enrolment issues

▶ Equity issues

▶ Advocacy and mediation

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- Personal issues – both at home or in relation to your studies
- Budgeting
- Study
- Childcare
- Time management
- Referrals to other support services within CIT and the ACT region
- Accommodation

CIT Yurauna is located on CIT Reid in D Block.

Phone: **(02) 6207 3309**

Email: **CIT.YuraunaCentre@cit.edu.au**

Fax: **(02) 6207 3358**

Web: **cit.edu.au/yurauna**

CITCard for Students

What is the CITCard?

The CITCard is your student identity card. It displays your:

- full name
- CIT number
- CITCard valid date
- colour photograph
- student status as either FT (full-time) or PT (part time)
- travel concessions to entitled students
- library barcode
- date of birth (optional)

The CITCard is required to:

- verify your identity while on any CIT campus
- access resources including electronic resources
- utilise user-pay services such as photocopying
- gain access to secure areas (i.e. computing labs & special purpose rooms, 24 hour computer labs)
- receive discounts from CITSA canteens and bookshops.

How do I get my student CITCard?

CITCards are provided through CIT Student Services on any campus. Alternatively you can apply for a CITCard online using this CITCard Application Form.

You **MUST** have paid your fees in full or be on a payment plan and have made the first payment

AND

You **MUST** bring in one or more of the following original identification documents to have your identity validated:

▶ Driver's Licence
▶ Government Proof of Age Card
▶ International travel documentation (passport, diplomatic document or international driver's licence).

OR

Three of the following identification documents (originals or a certified true copy):

▶ Birth Certificate
▶ Citizenship Certificate
▶ Marriage Certificate
▶ Medicare Card
▶ Public Library Card
▶ Bank or Financial Institution Card
▶ Electricity or Rates notice account
▶ Centrelink Card
▶ Department Store Credit Card (eg DJ's, Myers).

How do I get my NSW travel concession hologram?

If you are an Australian citizen or permanent resident, studying full-time and reside in NSW, you may be eligible for a NSW travel concession. To apply you will need to complete an Application for NSW Tertiary Student Concession Form **cit.edu.au/__data/assets/pdf_file/0018/65142/tertiary-student-concession.pdf** and present it to CIT Student Services, which are located on every CIT campus. Information regarding the NSW Tertiary Student Concession Entitlement Card can be found at **transportnsw.info/tickets-opal/ticket-eligibility/children-students/tertiary-students**

ACT residents and international students are ineligible to obtain this travel concession. For ACT ACTION travel concessions go to the Access Canberra website **accesscanberra.act.gov.au** and complete a MyWay application form.

Re-Enrolling /Continuing Students

Do you need a new card?

This will depend on the expiry date on your current CITCard. CITCards are usually issued with an expiry date of March the following year. Check the expiry date on your card and see CIT Student Services if your card is about to expire.

Replacement CITCards

If you lose your CITCard you will have to pay a card replacement fee of $15 before you will be issued with a new card. Do not throw away your card if you leave the CIT or complete your studies. You must return your CITCard to the CIT Student Services on any campus.

CITSA

The Canberra Institute of Technology Student Association (CITSA) Incorporated is the official student organisation and a provider of services for students at CIT.

For information about CITSA services, visit the CITSA website at **citsa.com.au** or consult the CITSA Student Diary, available free on all campuses. CITSA also provides diaries, student planners and discount cards.

Complaints and Feedback

‣ Student Concerns is a process designed to support students with issues they may be experiencing while studying at CIT. If you have a concern you would like CIT staff to address on your behalf complete the form located at **cit.edu.au/current/student_concerns**

‣ CIT takes complaints seriously and strives to ensure that all complaints are managed in a fair, consistent and timely manner, at no cost to the complainant.

‣ CIT is committed to improving practices or systems, where appropriate, as an outcome of a complaint.

‣ The policy and procedures for raising a complaint and the complaint form can be found at **cit.edu.au/policies**

Computer Laboratories

Computer laboratories are available for use by all CIT students. Each of the computer laboratories is monitored, some by closed circuit cameras, 24 hours a day.

The following rules ensure that the laboratories are in full operation for all students.

‣ You must carry your CITCard for identification and access when using 24 hour computer laboratories.

‣ You must exercise due care when operating equipment and follow the correct safe operating procedures.

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‣ All software on the system is copy protected. You may copy software only when specifically asked to do so as part of your course. Any breach of copyright is regarded as a serious offence and may result in your exclusion from CIT.

‣ If there are spare computers available in a laboratory while a class is being conducted, it is customary for students to be able to access these. The agreement is that these students will make no demands on the teacher and use printers minimally.

‣ Paper dust is a major factor in the failure of printing equipment. Please keep the area near printers tidy at all times. Paper recycling bins are provided for your used and unwanted paper.

Computers 24 Hour Access

24 hour access to computer laboratories is available at CIT Bruce and CIT Reid. Access must be approved by your teacher and then processed through CIT Student Services on your campus, or the relevant campus Estate Office (CIT Bruce A15, CIT Reid G32), for your CITCard to be validated.

The access card is validated for one semester only.

It is programmed for the next semester when you produce proof of enrolment (Student tax invoice and receipt) at the relevant CIT Student Services or Estate Office.

24 hour access is also available to computer facilities in the Library at CIT Reid.

To access some specific computer labs you will need to see the Head of Department for the course you are enrolled in for authorisation, (ie CAD labs).

Concessions

If you are seeking a course fee concession

‣ You should apply for course fee concession at the time of enrolment or re-enrolment.

‣ You must apply for a concession **each semester before the invoice due date** and before you make a payment.

‣ A concession can be applied to your account any time throughout the semester as long as you have outstanding fees.

Concessions CANNOT be claimed after payment of fees.

When the concession is granted it will represent a fifty per cent (50%) concession on your course tuition fees and in some circumstances your Skills Recognition fees.

Concessions do not apply to:

‣ Higher Education Fees (Degrees and Associate Degrees)

‣ CITCard Replacement Fee

‣ commercial fees

- CIT Solutions Courses
- material/resources fees
- excursion fees
- sponsored students
- graduation robe hire fee
- replacement Award fee
- replacement Record of Results fee.

Eligibility for course fee concession

Concessions are only available if you are in receipt of, and provide current eligibility evidence of either a low income health care card or one of the following:

- Youth Allowance or
- Newstart Allowance or
- ABSTUDY/Austudy or
- Pensioner Concession or
- Parenting Payment or
- Partner Allowance or
- Department of Veterans' Affairs Children's Education Scheme Allowance or
- Veterans' Affairs Service Pensioner Concession.
- Widows Allowance
- Other income support pensions may entitle you to a concession if the benefit meets the Centrelink's income support means test criteria.

Apprentices may be eligible for a concession (students should discuss this with Student Services staff at time of enrolment).

Sponsors/third parties are not eligible to receive the concession rate for an enrolling student.

Confidentiality

While all information collected by CIT is regarded as confidential, CIT is obligated to release information through other legislative requirements (court subpoena, Centrelink etc).

- CIT is committed to meeting all the requirements of the *Information Privacy Act 2014*.
- CIT will seek permission from sponsored students to release information to their employer and appropriate authorities.

Continuing Student

If you are a continuing student you will usually re-enrol online via CIT Self Service at **cit.edu.au/selfservice** at the end of each semester for the next part of your course.

Details of when you are able to re-enrol will be provided by your teaching area. Before you can attend classes you must:

▶ have an invoice prepared for you, and

▶ pay your initial course fees by the due date printed on your invoice.

If you do not intend continuing your enrolment you must advise the CIT Student Services in writing before the initial payment due date printed on your invoice. Failure to do this will result in you having your enrolment cancelled. If this occurs you will be unable to enrol again until the following semester. **Verbal advice of withdrawal to a CIT staff member is not sufficient**.

Copyright

Copyright is a form of intellectual property (IP) that protects the original expression of ideas. Copyright law protects works such as books, articles, web pages, images, art works and audiovisual materials. As a student at CIT you will create works for which you have intellectual property rights and may use others' copyrighted work or IP as part of your assessment.

It is important that you understand your rights and responsibilities in relation to copyright and IP while studying at CIT. See the Copyright and Plagiarism page on Libguides for information about what you can copy and how to safeguard you IP at CIT.

Counselling for Students

Students can access a free and confidential counselling service. Our counsellors specialise in helping students to enhance study skills, reduce exam anxiety, set goals and deal with personal problems.

For an appointment at any campus contact:

Counselling Reception **(02) 6207 3290**
or email: **citcounselling@cit.edu.au**

CIT Reid   **(02) 6207 3290**

CIT Bruce   **(02) 6207 4236**

If you require urgent assistance you should phone Lifeline on **131 114** or the Mental Health ACT Crisis Assessment Team (CATT) on **1800 626 354**

Current Students Online

Of most importance to you as a CIT student is the link to the 'Current Students' page. From here you will be able to access all the services and tools available for you online during your studies with CIT.

For more information go to: **cit.edu.au/current** or call **(02) 6207 3188**.

D

Disability Services

CIT has Disability Education Advisors who can discuss with you the supports or adjustments that would assist you to successfully study at CIT.

You are encouraged to register for disability support before enrolling or as soon as possible after enrolment to ensure adequate time to implement supports that may be needed.

For an appointment contact the Student Support reception on **(02) 6207 3290** or email **CITStudentSupport@cit.edu.au**

There is no legal requirement to disclose disability, however at CIT we encourage people to disclose if it is likely that the disability may impact on your performance or success at CIT so that you can receive the assistance you need. For more information on Disclosure of Disability see: **westernsydney.edu.au/choosingyourpath**

Discrimination

CIT complies with federal and ACT anti-discrimination legislation. If you think you are experiencing discrimination, talk to your teacher or any of the following services:

Student Support   **(02) 6207 3290**

CIT Yurauna   **(02) 6207 3309**
for Aboriginal and Torres Strait Islander students

CITSA   **(02) 6207 3600**

Drugs

CIT's teaching and learning areas are drug and alcohol free zones.

Students must not attend classes while under the influence of either illegal drugs or alcohol. If you are found to be under the influence of drugs and/or alcohol you will be removed from the premises by CIT Security or ACT police.

Students on prescription medication are responsible for seeking medical advice on any risks associated with using equipment or resources at CIT.

E

eLearn

eLearn is CIT's online environment. The online learning platform has features including a place to access subject resources and learning materials, activities like quizzes and wikis, forums for discussion, real time web conferencing and interactive meeting spaces, where teachers and students can work together online and communication through web cameras and headsets with microphones. eLearn offers you a means to access library catalogue and wide range of online resources.

Check with your teachers as to what online components are available in your subjects. Discuss your online learning needs with your teachers to ensure you get the best out of your online subjects.

CIT eLearn Support is available via **eLearn.Support@cit.edu.au** or by calling **(02) 6207 3833** on weekdays during business hours.

Email addresses

awards@cit.edu.au for Awards Services

CIT.CareersAdvisers@cit.edu.au for Careers Advisor

citsa@cit.edu.au for CIT Student Association

copyright@cit.edu.au for CIT Copyright

CITApprenticeships@cit.edu.au for CIT Apprenticeships

CITStudentSupport@cit.edu.au for CIT Student Support

infoline@cit.edu.au for CIT Student Services

eLearn.support@cit.edu.au for CIT eLearn Support

CIT.YuraunaCentre@cit.edu.au for Yurauna Centre

Employment

CITSA lists jobs online at **citsa.com.au/Jobshop**. Log on and register with CITSA to gain access to employer's details.

CIT can help connect students with potential employers with available job opportunities on the CIT employment page at **cit.edu.au/employment_opportunities**

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Enrolment

Additions (Subject/Course)

You can enrol into a subject or course either online via CIT Self Service **cit.edu.au/selfservice** or if the online facility is unavailable, by completing an Enrolment Form. When completing an Enrolment Form please note you must have teacher approval. This form is available from CIT Student Services on any campus.

Changes to Student Records

You are able to change your address and contact details via the CIT website by going to the **cit.edu.au/selfservice** link and logging in to CIT Self Service. Any request to change to your name cannot be completed online and must be accompanied with the appropriate name change document eg Marriage Certificate, Deed Poll Certificate.

Verbal Notification

Please note that verbal notification for any variation to your enrolment is not adequate. All student record changes are required in writing either via email to **infoline@cit.edu.au** or on the appropriate form which is then submitted to CIT Student Services on any campus.

Withdrawals (Subject/Course)

Withdrawals from classes must be in writing and should be submitted either via email or on an Enrolment Form and forwarded to the CIT Student Services on any campus. For fees to be refunded, withdrawals must be submitted in writing before the fee due date.

Withdrawals are not usually permitted within four weeks of the end date of your subject.

To withdraw from a class you must submit the application four weeks before the scheduled end date of the subject. Where a class is of less than four weeks' duration, applications to withdraw must be approved by the relevant Director.

Please note that verbal notification for withdrawals is not adequate as it leaves no record of your decision on your student record.

Under 17 years: If you are under 17 years when you enrol, it is mandatory to provide the name of the most recent school you have attended. If you are enrolled at CIT full-time you do not need an Approval Statement from the ACT Education and Training Directorate. If you are only enrolled part-time at CIT, you are required to have an Approval Statement from the ACT Education and Training Directorate for the other activities eg: any work which you are undertaking.

On enrolment, you will also be asked to make an appointment to meet with a Careers Advisor to develop a Pathways Plan. CIT Pathways College and Yurauna Centre students will develop their Pathways Plan with their teachers.

Under 18 years: Students under 18 years of age are required to have their parents/guardians signature on an enrolment form and are unable to enrol online.

Evening Students

Café Yala at CIT Bruce and CIT Reid is open from 8am - 8pm during CIT terms.

Staff from the Equity areas and CIT Yurauna are able to make alternative times to meet with you to discuss your needs.

Exclusion from Class or CIT

You may be excluded from class/CIT or from enrolling if:

- ▶ you have overdue fees
- ▶ you have enrolled and not completed (for example failed, withdrawn or not been assessed) a subject twice
- ▶ your behaviour is deemed to be unsatisfactory
- ▶ your behaviour is adversely affecting the learning of others
- ▶ if you are found to be under the influence of drugs and/or alcohol.

See the Responsibilities page for more information.

Expiry and Replacement of CIT Qualifications

All nationally-recognised courses have an expiry date. When a course expires or is replaced, you have 12 months to finish that course and apply for your award (testamur) for that course, OR transfer into a new course.

Where the expired course is NOT being replaced, talk to your course coordinator to find out options for completing the course or transferring to another course, possibly at another education institution, which may enable you to achieve similar outcomes.

If you have questions about completing or transferring, please talk to your course coordinator or contact CIT Student Services on **(02) 6207 3188**.

CIT does reserve the right not to offer courses where there are insufficient enrolments or resourcing constraints.

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F

Fee Assistance

Fee Assistance is available to help new and continuing students experiencing financial hardship to meet the costs of studying at CIT. Information is available from any CIT Student Services and online at **cit.edu.au/assistance**. Applications are fully online at **cit.edu.au/assistance**.

Note: Eligibility criteria applies.

The CIT Student Association (CITSA) can assist with the completion of application forms and may also be able to assist you with advice regarding your financial options. Please contact them on **(02) 6207 3600**.

Fees

Your Student Invoice lists the fees that apply to the course of study in which you have enrolled.

Course Fees cover your tuition only; they do not include the fees listed below:

▶ Excursion Fees: applied to some courses to cover some of the costs for excursions.

▶ Material/Resource Fees: applied to some courses to cover some of the cost of materials, equipment and resources.

▶ Recognition fee: the fee paid when applying for Skills Recognition. Usually this fee is the same as the tuition fee.

Note: Any Goods and Services Tax (GST) will be shown on your invoice. Course fees are GST free.

Once your invoice has been issued you must:

▶ Pay your fees by the invoice due date OR

▶ Cancel your enrolment by:

– Submitting a request to withdraw either partially or in full before the invoice due date. You must submit this request in writing via **infoline@cit.edu.au** advising of your wish to withdraw.

Failure to do this will result in your enrolment being cancelled. If your enrolment is cancelled you will be excluded from enrolling again until the following semester.

If you are studying in a VET Student Loan eligible course you will need to complete the Withdrawal section of the paper Enrolment Form and have your teacher sign the withdrawal if you wish to withdraw after your Census Date. Once completed this form should be handed in to CIT Student Services.

We can cancel your enrolment:

If you have any outstanding fees after the specified payment date on your invoice CIT is able to cancel your enrolment. Make sure you are aware of what you need to pay and check the date you need to pay it by. For flexible payment options and other information about your fees, please go to **cit.edu.au/feeoptions**.

Fees Additional Fees That May Apply

▶ CITCard Replacement Fee ($15) is incurred when a card is to be replaced if the original was lost, stolen or destroyed.

▶ Graduation Robe Hire Fee* $55.

▶ Replacement Award Fee is incurred if the original award was lost; or destroyed and you request a replacement (this fee varies depending on when the student studied at CIT).

▶ Replacement Record of Results Fee is incurred if additional copies are requested (this fee varies depending on when the student studied at CIT).

▶ An Academic Appeal Fee of $30 per subject will be charged but will be refunded if the appeal is successful.

*These fees are subject to change, please check with the Awards and Graduation team on (02) 6207 4111.

Fees Concessions

If you are seeking a course fee concession

▶ You should apply for course fee concession at the time of enrolment or re-enrolment. You are able to have a concession applied to your account any time during the semester as long as you have not paid all of your outstanding fees. If you are studying a VET Student Loan eligible program your concession must be applied before your first (1st) Census Date.

▶ You must apply for a concession **each semester**.

Concessions CANNOT be claimed after payment of all outstanding fees.

When the concession is granted it will represent a fifty per cent (50%) concession on your course fees and in some circumstances your Skills Recognition fees.

Concessions do not apply to:

▶ Higher Education Fees (Degrees and Associate Degrees)

▶ CITCard Replacement Fee

▶ commercial fees

▶ CIT Solutions Courses

▶ material/resources fees

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- excursion fees
- administration fees
- sponsored students
- graduation robe hire fee
- replacement Award fee
- replacement Record of Results fee.

Eligibility for course fee concession

Concessions are only available if you are in receipt of, and provide current eligibility evidence of either a low income health care card of one of the following:

- Youth Allowance or
- Newstart Allowance or
- ABSTUDY/Austudy or
- Pensioner Concession or
- Parenting Payment or
- Partner Allowance or
- Department of Veterans' Affairs Children's Education Scheme Allowance or
- Veterans' Affairs Service Pensioner Concession.
- Widows Allowance
- Other income support pensions may entitle you to a concession if the benefit meets the Centrelink's income support means test criteria.

Apprentices may be eligible for a concession (students should discuss this with Student Services staff at time of enrolment).

Sponsors/third parties are not eligible to receive the concession rate for an enrolling student.

Fees Direct Debit

CIT does NOT direct debit. If you set up a Payment Plan through CIT you will need to schedule payments yourself via your own internet banking.

Fees for Non-Permanent Residents

Non-permanent residents pay fees based on a schedule which is different from that for permanent residents and NZ citizens.

Details are available from International Services which can be contacted on **(02) 6207 4662**.

Fees for Skills Recognition

If you have studied at another Registered Training Organisation within the last five years (whether you completed your qualification or not) you may not be charged a fee.

If you are looking to have your work or life experience recognised you will be charged at the normal rate for each subject you apply for. These rates vary depending on which qualification you will be studying.

Any qualification from an Australian Higher Education institution (unless included in a formal agreement with CIT) or any level of overseas education institution may only be used to support your work/life evidence for RPL. This cannot be counted as Credit Transfer and will incur a fee.

Fees Holds

If you have overdue fees you will have a hold placed on your record in the student administration system immediately after the invoice due date. This hold will prevent you from re-enrolling, adding subjects, receiving results or even graduating from the course.

See Holds page for details.

Fees How to Pay

Pay in person:

▶ at any CIT Student Services by EFTPOS, VISA or Mastercard. Please note cash, cheques or money orders are not accepted (opening hours for CIT Student Services are on the CIT website).

▶ by presenting your invoice at any office of Australia Post Office (Australia wide) to pay by cash, cheque, EFTPOS or money order

▶ at Access Canberra shopfronts to pay by cash, cheque, EFTPOS or money order.

Pay in phone:

▶ through the BPay facility offered by participating financial institutions.

▶ through Access Canberra Call Centre. Call **132 281** or **(02) 6207 5111** to pay by credit card.

▶ using POSTbillpay. Call **131 816** to pay your invoice by credit card

▶ through the CIT Infoline. Call **(02) 6207 3188** to pay by credit card.

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Pay Online:

‣ through Australia Post at **postbillpay.com.au** to pay by credit card.

‣ through Access Canberra at **accesscanberra.act.gov.au** to pay by credit card.

Please note: Payments made by these options must be completed by 4.30pm to be processed as paid on that day. Payments made after 4.30pm on the due date will be treated as being paid on the next business day.

Fees Late Payments

The due dates for fee payments are clearly printed on your invoice. If you do not pay by the Invoice Due Date your fees are considered to be late and you may have your enrolment cancelled. If your full enrolment for that semester is cancelled you will be unable to access eLearn, CIT Self Service or attend classes.

Fees Payment

When CIT accepts your enrolment form – including trainee/apprentice enrolment forms, CIT will issue you with an invoice and you become responsible for the payment of fees.

Your Student Invoice clearly sets out the amount due and payment due date.

You should note that if your fees are not paid by the invoice due date your enrolment may be cancelled. If your enrolment is cancelled you will be unable to re-enrol at CIT until the following semester.

Fees Refunds

A CIT student may be refunded for their program fees if their situation meets the following:

‣ If CIT cancels a course in which you have enrolled and paid fees, a full refund of all fees will be provided.

‣ If you withdraw before the original invoice due date of relevant fees, a refund will be granted. To receive a refund you must have paid for the fees and submitted an email to **infoline@cit.edu.au** or completed the withdrawal section of the enrolment form and handed to CIT Student Services, that you wish to withdraw from your studies before the invoice due date/ relevant Census date (for all FEE-HELP/VET Student Loan eligible programs).

‣ If an International Student cancels their enrolment in writing at least 14 days before the commencement of their enrolled program.

Under exceptional circumstances, CIT may give a refund after the invoice due date. You are required to apply for this refund in writing and provide relevant documentary evidence to substantiate your claim.

Examples of exceptional circumstances are:

▶ disability or serious illness as documented by a medical certificate (minimum absence two weeks) or as recommended by the Institute's Disability Educator or Student Equity Support Officer;

▶ unexpected interstate transfer. Documentation from employer required. Transfer within the immediate southern NSW region is not sufficient;

▶ significant change to family situation e.g. death of partner/child

This refund may be adjusted for the period of enrolment already accessed and administrative costs in refund processing.

If you are eligible for a refund on your CIT fees, there are two ways that your paid fees can be reimbursed to you:

1) You can nominate to have your refund direct deposited into your chosen bank account. You will need to provide your bank details to CIT in order for this option to be actioned.

2) It can be sent to your address in the form of a cheque. Please be sure that CIT has your current mailing address, you can do this by confirming your address in your withdrawal email or by updating your details in CIT Self Service.

Fees Sponsor, Third Party

CIT has received advice that as an employer you can pay an invoice for your apprentice's course fees as if the invoice were addressed to your company. This payment would still be tax deductable for your company (section 8-1 of the Income Tax Assessment Act 1997), would not incur Fringe Benefits Tax (otherwise deductible provisions in section 24 of the Fringe Benefit Tax Assessment Act 1986) and your company is entitled to claim input tax credits for any GST paid (section 7-1 of the GST Act).

Please note that the above is provided as general advice only and employers/ individuals should seek tax advice from a registered tax practitioner to confirm the application of above specific to their circumstances.

As an employer you may still be able to access the sponsorship service depending on how many students you intend to sponsor. If this is the case, you should contact **CITApprenticeships@cit.edu.au** to enquire.

FEE-HELP (Higher Education)

FEE-HELP is a loan given to eligible fee-paying degree students to help pay part or all of their tuition fees. FEE-HELP is available for the full three years of the Games and Virtual Worlds (Programming) Bachelor and the Forensic Science (Crime Scene Examination) Bachelor.

You repay the loan through the Australian taxation system once your income reaches the designated threshold. The threshold can be found on the Study Assist website at studyassist.gov.au

If you are an Australian citizen or Permanent Humanitarian Visa holder, you may be eligible for Commonwealth assistance through FEE-HELP. FEE-HELP is not available for international students, New Zealand citizens, most other permanent visa holders, temporary or provisional visa holders.

Further information relevant to CIT is available on the CIT website at **cit.edu.au/feehelp**

Further information is available on the web at **studyassist.gov.au**.

STATEMENT OF TUITION ASSURANCE FOR EXEMPT TAFE VET STUDENT LOANS PROVIDERS

Introduction

1. Tuition assurance protects students in the event a course provided by an approved VET Student Loan provider ceases to be provided after it starts but before it is completed. Affected students are offered a replacement course, sometimes with another provider, and where this is not possible, the students' FEE-HELP balance for the affected part of the course will be re-credited.

2. As an approved provider under the VET Student Loans Act 2016, Canberra Institute of Technology ABN: 43 273 796 990 must be a party to an approved tuition assurance arrangement or have an approved exemption in place.

3. It is intended that, from 1 January 2018, Canberra Institute of Technology will be exempted from the requirement to be a party to an approved tuition assurance arrangement. Instead, Canberra Institute of Technology is required to comply with interim arrangements which ensure similar tuition assurance protection is provided to students.

4. This statement sets out the interim arrangements for tuition assurance that will apply from 1 January 2018 and Canberra Institute of Technology's obligations from that date.

5. If any changes occur to the proposed arrangements outlined below, a revised statement will be provided on Canberra Institute of Technology's website and advised to all students that have enrolled in the intervening period.

What happens if Canberra Institute of Technolgy ceases to provide a course after it starts but before it is completed?

Information for affected students

6. Canberra Institute of Technology will notify affected students in writing that an approved course is no longer provided within 2 business days after Canberra Institute of Technology ceases to provide the course after it starts but before it is completed.

7. As soon as practicable, Canberra Institute of Technology will also update its website to reflect that the course is no longer being delivered and to give students information about the relevant tuition assurance arrangements.

Replacement courses

8. Canberra Institute of Technology will work with affected students to identify a replacement course and arrange for students to be placed with replacement providers.

9. Replacement courses must meet the following requirements:
   – the course must lead to the same or comparable qualification as the original course;
   – the mode of delivery of the replacement course must be the same as or, with the student's consent, similar to the mode of delivery for the original course;
   – the location of the replacement course must be reasonable, having regard to the costs of, and the time required for, a student's travel; and
   – the student will not incur additional fees that are unreasonable and will be able to attend the replacement course without unreasonable impacts on the student's prior commitments.

10. Affected students will be offered a replacement course and may seek a review about whether the course offered to them meets the requirements for replacement courses.

11. A student who accepts the replacement course offered will not be required to pay the replacement provider for the replacement components of the replacement course. However, the fees payable for the remainder of the replacement course may be different from the fees payable for the original course.

12. A student who accepts the replacement course offered will also receive course credits for parts of the original course successfully completed by the student, as evidenced by:
   – a copy of a statement of attainment or other Australian Qualifications Framework certification document issued by the course provider or an authorised issuing organisation in accordance with the Australian Qualifications Framework; or
   – a copy of an authenticated VET transcript issued by the Student Identifiers registrar.

13. Each affected student will have a period of six (6) months in which to accept the replacement course offer. The Department may extend that period in circumstances that justify an extension.

14. If an affected student enrols in a course that is not a replacement course, the student may be required to pay additional tuition fees, and might not receive the course credits the student would have received if the student had enrolled in a replacement course.

Re-crediting of students' FEE-HELP balances

15. Where there is no suitable replacement course for a student, Canberra Institute of Technology will re-credit the student's FEE-HELP balance for the affected parts of the original course. The amount re-credited will be equal to the amount of VET student loan used to pay tuition fees for the student for the course, or parts of the course.

Prepaid fees

16. For tuition fees paid up-front greater than $1500, Canberra Institute of Technology is ultimately underwritten by the ACT Government.

17. For tuition fees paid up-front below $1500.

Financial Options/Assistance for Students

CIT has a number of financial options for eligible students to assist in the payment of fees such as:

▸ Fee Concessions for students receiving eligible Centrelink benefits for eligibility information visit **cit.edu.au/concessions** (See also Concessions page)

▸ Fee Payment Plans for students wanting to spread out the payment of their fees. This option should be explored at the time of enrolment for eligibility information visit **cit.edu.au/fees**

▸ Aboriginal and Torres Strait Islander Scholarships applications are available through the Yurauna Centre or online at **cit.edu.au/study/cit_yurauna**

▸ Information about additional scholarships can be found on the CIT website at **cit.edu.au/scholarships**

▸ Fee Assistance for students experiencing financial hardship. Visit **cit.edu.au/assistance** for more information.

▸ VET Student Loans – a loan from the Australian Government that enables you to defer payment of tuition fees for eligible VET qualifications.
Visit **cit.edu.au/vetstudentloans** for more information.

▸ FEE HELP is a loan from the Australian Government that enables you to defer payment of tuition fees for CIT higher education degrees. Visit **cit.edu.au/feehelp** for more information.

If you know you will have difficulty in paying your fees by the due date, you should enquire about a payment plan when you are enrolling. (See also Concessions page)

The following assistance is available for students meeting eligibility criteria.

▸ **ACT Government Fee Assistance Information** regarding Fee Assistance is available at **cit.edu.au/concessions**

▸ **CIT Aboriginal and Torres Strait Islander Scholarships** Application forms are available through the Yurauna Centre.

▸ Additional information regarding scholarships can be found on the CIT website at **cit.edu.au/scholarships**

Staff from CITSA **(02) 6207 3600** and Student Support **(02) 6207 3290** are available to assist you to fill out your application forms. (see also Scholarships page)

First Aid

If you require a First Aid Officer ask any CIT or CITSA staff member to assist you. Alternatively you can go to the CIT Student Services or the Library for assistance.

Note: Staff who are First Aid Officers will have Green Lanyards to identify themselves.

The First Aid contact list is available on the Emergency information boards located on all campuses.

It is a CIT requirement that where a CIT First Aid Officer decides it is necessary for an ambulance, one will be called.

Flexible Learning

See Library page

Freedom of Information

The *ACT Freedom of Information ACT 1989* (FOI Act) provides citizens with the right to access all documents in the possession of the ACT Government, subject to prescribed exemptions.

Access to documents

Members of the public (and therefore students) who wish to obtain information held by CIT may contact the CIT FOI Coordinator on **(02) 6207 4413**.

Access to documents under the FOI Act can also be requested in person at Reception, Chief Executive's Office, First Floor E Block, CIT Reid between the hours of 9.00am and 5.00pm, Monday to Friday.

Written requests for documents under the ACT Freedom of Information Act should be directed to:

FOI Coordinator
Chief Executive's Office
Canberra Institute of Technology
GPO Box 826
CANBERRA ACT 2601

Full-Time Student

A full-time study load is 15 hours per week or more than 270 hours per semester. Your CITCard will also signify whether you are full-time.

G

Glossary of Common Acronyms and Words used at CIT

CAN — Commonwealth Assistance Notice. A notice containing information about enrolment and use of Commonwealth assistance. Higher education providers must issue a CAN to each of their Commonwealth assisted students after the census date The CAN is provided to FEE-HELP and VET Student Loans students only

Census Date — Is the date on which all your enrolment requirements must be finalised if you are in a HELP eligible program/course. The census date is important because it is the deadline for all the following:

> completing and submitting your Request for FEE-HELP Assistance application, or your Request for VET Student Loan assistance application:

> paying your student fees up front, if you wish to pay up front; and

> providing your Tax File Number (TFN), if you requested FEE- HELP assistance or VET Student Loan assistance.

If you remain enrolled in a Commonwealth assisted unit at the end of the census date you will:

> incur a FEE-HELP debt, if you have requested FEE-HELP assistance or VET Student Loan assistance

> your invoice will advise when your census dates are.

CHESSN — Commonwealth Higher Education Student Support Number. A unique identifier, allocated to all students accessing Commonwealth assistance for FEE-HELP or VET Student Loan

CIT — Canberra Institute of Technology

CITICT — Canberra Institute of Technology Information and Communication Technology

CITSA — Canberra Institute of Technology Student Association

CITSOL — CIT Solutions: CIT's commercial company

CRICOS — Commonwealth Register of Institutions and Courses for Overseas Students. CIT's CRICOS Provider Code is 00001K

CRN — Course Reference Number: The number that defines the class times, rooms and teacher allocated for delivery of a given subject in a semester

EFTSL — Equivalent Full Time Student Load, one EFTSL is a measure of the study load, for a year, of a student undertaking a course of study on a full time basis

ESL — English as a Second Language

eLearn — CIT's online environment which supports students study

FEE-HELP   FEE-HELP is a loan given to eligible fee-paying students to help pay part or all of their tuition fees.

FT   Full-time

GST   Goods and Services Tax

HE   Higher Education

HEP   Higher Education provider

NCVER   National Centre for Vocational Education Research

PIN   Personal Identification Number

PT   Part-time

USI   Unique Student Identifier number all students are required to have prior to enrolling

VET   Vocational Education and Training

VET Student Loan   VET Student Loans is a loan similar to FEE-HELP but for Diplomas and Advanced Diplomas and was introduced by the Australian Government in 2017. CIT presently has a limited range of courses that can access VET Student Loan. Diploma and Advanced Diploma courses offered through the Academy of Interactive Entertainment may be eligible for VET Student Loan.

Grades

CIT uses the following grades for Vocational Education and Higher Education courses when reporting results:

HD   =   Pass with High Distinction

D   =   Pass with Distinction

D^   =   Pass with Distinction when Distinction is the highest possible grade.
         (Note this grade is no longer issued)

CR   =   Pass with Credit

P   =   Pass/All outcomes achieved

UP   =   Pass Achieved, ungraded pass

F   =   Subject/Module outcomes not achieved

MP* =   Modified pass (for a student with a disability)

WW   =   Withdrawal – Without attendance

WA   =   Withdrawal – Attended

X   =   Non-assessable subject/module

AS   =   Advanced standing (Skills Recognition)

RG   =   Skills Recognition Granted

NG   =   Skills Recognition Not Granted

NR   =   Nationally Recognised Competencies

CT   =   Credit Granted for Formal Training

* If a modified pass is granted CIT may consider it necessary to annotate the transcript.

In addition, on your Unofficial Transcript you may see the following temporary grades if you have lodged a Skills Recognition application;

FS = Application for Previous Formal Study submitted

WL = Application for Work Life experiences submitted.

Graduation Ceremonies

See Student Achievement Celebration Events page 71.

Green Student

CIT is committed to minimising its environmental impact. CIT is implementing and demonstrating better practices relating to waste, water consumption, recycling, carbon emission, and landscaping.

All of us need to be aware that we are part of the environment our action can make a difference. Whether it be turning the tap off whilst cleaning your teeth, or putting all rubbish in the appropriate bin, we can do our bit. Being wasteful, not recycling, and being careless may be fun in the short term, but the planet is suffering. Please consider the consequences of your actions and the subsequent impact on the environment.

Here are a few tips which can help:

▶ Grow some of your own food. If you do not have any space, join a community garden.

▶ Use recycled paper (where appropriate). Use recycling bins available on campus. Turn off lights when you leave a room.

▶ Replace regular light bulbs with an energy-saving light bulb and switch to green power.

▶ Use less water – take shorter showers. Recycle.

▶ Use a clothesline instead of a dryer, whenever possible.

▶ Reduce the number of kilometres you drive by walking, cycling, carpooling or taking an ACTION bus whenever possible.

GST

Some fees are subject to the Goods and Services Tax (GST).

Examples may be equipment hire and course materials fees where the item acquired becomes the property of the student and is useable after course completion.

Course fees for accredited courses are GST free.

Gymnasium and Fitness Centre

see CIT FIT & WELL Fitness Centre

H

Harassment

CIT aims to provide a learning environment that is free of harassment, abuse or intimidation. Harassment on the basis of race, religion, gender, ethnicity or sexuality is a form of discrimination. Contact CIT Counselling on **(02) 6207 3290** or CITSA on **(02) 6207 3600** for information and advice.

Hazards

A hazard is a situation or event that has the potential to cause damage to plant or equipment, or result in an illness or injury. Hazards can be categorised by the type of outcome, energy exchange process or geographic location, i.e. manual handling hazards, slips and trips, laundry hazards. A risk is the likelihood of a specific consequence occurring. Risks are usually expressed in terms of likelihood and consequences.

If you have identified a hazard please ensure that you tell someone such as your teacher who will ensure that further action will be taken to reduce or eliminate the hazard.

Health and Safety

In accordance with the *Work Health and Safety Act 2011* CIT is committed to taking all reasonable practicable steps to ensure students and staff are not exposed to risks to their health and safety at CIT.

If you have an accident while at CIT, inform a staff member and make sure an accident report is filled out and signed by your teacher (if applicable). If you require a First Aid Officer (First Aid officers can be identified by their green lanyard), ask a CIT or CITSA staff member to assist you.

First Aid Officer contact lists can be found on the Emergency Boards located on all campuses.

Holds

A 'hold' is a block on your student record that can prevent you from re-enrolling, borrowing resources, accessing your results or even graduating from the course that the 'hold' is applied to.

The two main types of hold are **financial** (due to late payment or outstanding fees) or **resources** (due to overdue resources from the Library). There is also a **returned mail hold and an identity hold**. The returned mail hold is applied when mail is returned because you are no longer at the address recorded in the student administration system. This hold is only applied if CIT Student Services is unable to contact you to obtain your current address.

The identity hold is applied if you have not provided enough evidence at the time of enrolment to prove your identity or residency/citizenship status.

If you need assistance regarding a hold on your record, CIT Student Services can advise you. Phone **(02) 6207 3188**.

Holds – Due to Late Payment or Non Payment of Fees

If you do not pay your fees by the due date your enrolment may be cancelled and a Hold placed on your account. If this occurs you will be unable to re-enrol at CIT until the following semester.

Holds - Identity

CIT will place an Identity Hold on your student record if you have not provided proof of your identity. This Hold can be automatically applied at the time of enrolment or Student Services staff may manually place the Hold on your account if you have not provided sufficient ID.

Holds – Resources

If you have library resources overdue for more than 36 days you will have your borrowing privileges with the Library suspended and a Library Hold placed on your record. If you have a Library Hold you will not be able to access your results and ultimately you will be prevented from graduating from that course until all resources are returned. A library hold does not prevent you from continuing your study.

Contact the Library to discuss your overdue library resources and hold.

International Services

CIT is proud to welcome more than 1200 international students from more than 80 countries. We are pleased that so many international students have chosen to study at CIT.

In addition to the wide range of services mentioned in this book CIT supports international students by providing:

- an orientation book for international students; if you don't have a copy contact the International Services Unit
- counsellors who are very experienced in supporting international students. Students often need some support around time management issues for study, home sickness and relationships
- a special graduation ceremony early in December for international students
- a special support course on eLearn for students from other cultures called "Studying in Australia"
- international student support officers who will help you with visa issues, referral to services, accommodation and any questions you have about studying in Australia.
- international student support officers are available daily for appointments at CIT Reid and CIT Bruce.

The International Services Unit can be contacted on **(02) 6207 4662**.
It is open from 9am to 5pm Monday - Friday.

Internet Access

Internet email and worldwide web access is available for students at CIT free of charge.

Students should ensure security of their Internet access password.

Internet Conditions of Use

When accessing CIT ICT resources and services, students must not:

- access, download or store inappropriate or offensive material. This includes adult content and other offensive material.
- intentionally send unauthorised widespread mail-outs or chain letters or other malware, eg viruses.
- intentionally create, send or access information that could damage the Institute's reputation, be misleading or deceptive, result in victimisation or harassment, lead to criminal penalty or civil liability, or be reasonably found to be offensive, obscene, threatening, abusive or defamatory.

▸ save or copy unofficial software and/or large personal files greater than 2MB, to any network drive. (e.g. non-standard graphics, screen savers, '.exe' files, music and/or video files).

CIT will log and monitor all ICT related activity on network infrastructure equipment and applications and will take disciplinary action against students found to be in breach of this policy.

Internet Wireless Access

Wireless Internet is available for students on all campuses. This allows students with wireless-compatible laptops to access the internet from a range of student common areas including the Library, selected classrooms and lecture theatres, as well as coffee shops and canteens.

Limited general support for personal wireless devices will be provided by the Library staff. Users requiring additional support should consult their device user manual or their vendor.

Normal student internet limits apply to wireless usage.

J

Jobs

see CITSA Job Shop page **citsa.com.au/category/jobshop/**

see Employment page **cit.edu.au/employment_opportunities**

see Career Advice page

L

Late Payment of Fees

The due dates for fee payments are clearly printed on your invoice. If you do not pay by the Invoice Due Date your fees are considered to be late and a Hold will be applied to your account. It is possible to have multiple due dates and it is your responsibility to be aware of when your fees are due. If you have any outstanding fees your enrolment will be cancelled. If your enrolment is cancelled you will be unable to re-enrol at CIT until the following semester. Students will be advised via email prior to their enrolment being cancelled. Please make sure your contact details are correct.

 (See section on Holds – Non Payment of Fees)

Library

The Library on each campus is designed to be an open and shared space available to any CIT student to drop in and use the facilities. You can access the internet and undertake group or individual work. The CIT Library is located on all campuses. Each Library will have particular resources related to courses studied on that campus.

The Library also provides flexible learning options with a variety of courses for enrolment. The flexible leaning option allows you to come into a Library and enroll at any time, to study at your own pace and at times that suit you.

Information and enrolment sessions are conducted frequently. Book in to discuss with a specialist teacher what flexible options would suit you.

Wheelchair and disabled access is provided.

CIT students have reciprocal borrowing rights with the University of Canberra, Australian Catholic University (Signadou Campus), Charles Sturt University and TAFE libraries across Australia (TAFE Libraries National Reciprocal Borrowing Scheme). Contact the Library for more information.

For current opening hours visit the Library pages on the CIT website.

The postal address for the Library is:

GPO Box 826
Canberra ACT 2601

Canberra Institute of Technology

Lost Property

CIT Student Services maintains a register of lost and found property.

If you have lost your Student CITCard contact CIT Student Services on any campus or phone **(02) 6207 3188**.

Thefts do occur on campus so please note these tips.

▶ Make sure that you watch your bags at all times, particularly in the Library, where bags are often left unattended.

▶ Lock your car and do not leave valuables in view as campus car parks are high-risk areas.

M

Media

CIT has a Media Manager, responsible for liaising with the media. If you are organising or taking part in an event, or have won an award or scholarship as part of your CIT course, please contact the Media Manager on **(02) 6205 2059** – we'd love to celebrate and recognise your achievement!

Medical Conditions

If you have a medical condition that could affect your ability to complete the subject/course assessments you should advise the Disability Education Advisors Reid: **(02) 6207 3329** or Bruce: **(02) 6205 9184**. This applies to either physical or psychological conditions.

A Disability Education Advisor may negotiate special arrangements for assessment if this is appropriate.

Migrants and Refugees Support

Are you a migrant or refugee (with permanent residency) who would like assistance with:

▶ choosing the right course and study options to suit you

▶ researching and understanding your assignments

▶ writing your assignments

▶ giving presentations

▶ paying for your fees and course materials

▶ help with any other aspect of your study at CIT.

Contact the Cultural Diversity Coordinator on **(02) 6207 3290** or drop in to the Student Support Office, A110a on CIT Reid. These services are free and confidential to students studying at any CIT campus. They are also available to prospective students.

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Mobile Phones

Students must turn mobile phones/pagers to silent while they are in class or in the Library, except under exceptional circumstances and only in consultation with the teacher.

O

Off Campus Activities

Students attending off-campus activities will be required to complete an "Advice to Students Attending Off-campus Activities" form provided by their teacher.

Online

CIT provides you with access to online courses, study tools, information and resources. It also provides communication tools such as online discussion and chat-rooms. All CIT students can access their details online through the CIT website.

You will find CIT's online courses and other resources through Current Students link on CIT's website.

The Current Students section of the CIT website gives you access to:

- eLearn
- CIT Self Service (Banner)
- CITSA (CIT Student Association)
- Library resources and services
- CIT Student Services
- FAQs (Frequently Asked Questions)
- Internet Access
- Student Policies
- Accommodation at CIT
- Student Forms
- Student Concerns

▶ Skills Recognition

▶ Applying and Enrolling

To access your course via eLearn go to **elearn.cit.edu.au**

To log in you will need to enter your CIT number (eg CIT123456 – capital letters for CIT) and your Personal Identification Number (PIN). Your PIN is initially set as your date of birth. For example, if your date of birth was 2nd July 1982 then your password would be 020782.

Note: This is the same USER ID and PIN as CIT Self Service

Orientation Week

Each year CITSA, in conjunction with CIT, hold Orientation Week for all students. During Orientation Week you will find out how CIT operates and the services and support available to allow you to get the most out of your experience both academically and personally. During the week social activities are organised to help you meet people and for you to feel welcome.

Keep an eye out around each campus to find out when Orientation Week will be held each semester and what will be on offer.

P

Parking at CIT

CIT Bruce and CIT Fyshwick: Free parking is available for students at Bruce and Fyshwick campuses.

CIT Gungahlin (Library): Free car parking is available in the Gungahlin College precinct.

CIT Reid Student Carpark

Part-time CIT Reid students, who have a Centrelink Health Care Card or Pensioner Concession Card and full-time, full-fee paying students who study at CIT Reid are able to access the secure CIT Reid Student Carpark. The cost of parking in the secure carpark is $36.60. If you wish to apply for access to the Reid Student Carpark you will need to meet the eligibility criteria and complete the online Student Carpark Access Form at **cit.edu.au/parking**.

For evening students at CIT Reid the boom gates on both the CIT Staff and Student Carparks are raised at 4pm each afternoon for evening students to park.

CIT Reid and CIT Tuggeranong Pay Parking: The car parks at CIT Reid and adjacent to the CIT Tuggeranong are pay parking and belong to the ACT government.

Information about pre-paid longstay parking tickets is available at the Territory and Municipal Services website.

If you are a full-time student on a low income (proof required by showing a Centrelink/Health Care/Pension Card or an AUSTUDY or ABSTUDY allowance statement), you can apply for a student parking voucher for use for one semester in the ACT Government pay car parks adjacent to CIT Reid and the Tuggeranong Library. Student parking vouchers cost $36.60 and represent significant savings on parking costs for students studying full time.

Step 1 – To apply, please complete an **Application for CIT Parking Ticket**, available online or from CIT Student Services Ground Floor, A Block, CIT Reid.

Step 2 – Bring your application to CIT Student Services at CIT Reid along with:

- proof of your Centrelink concession , Healthcare Card;
- your current ACT or Interstate Driver Licence; and
- means of payment (cheque, EFTPOS, credit card accepted)

Step 3 – Once approved and payment received, you will receive a CIT Student Parking Voucher, valid for the current semester.

Part Time Students

Part-time students are those whose study load is less than 270 hours in a semester (or less than 15 hours per week). Part-time students are entitled to use all available services. Part-time students also need to get a CITCard student card.

Passwords

Students have one username (CIT number) and password to access all students systems at CIT (e.g. Internet, Self Service, eLearn). When you enrol at CIT your password is initially set to your date of birth (i.e. DDMMYY).

For security reasons you should change your password.

You can change your Password as long as you are at one of the CIT campuses. Follow these steps:

1. Type **http://proxy2/admin** in the address bar of the internet browser. This will bring you to the CIT Internet Access and Reporting Log In page.
2. Log in using your current log in details. This will bring you to a menu page.
3. Follow the prompts to change password.

Please Note: Ensure you secure your password and do not give it out to anyone. If you have forgotten your password, you can get it reset by:

- contacting CIT Student Services on **(02) 6207 3188**
- visiting CIT Student Services on any campus
- visiting the CIT Library on any campus.

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Pathways – Credit Transfer Information

CIT has pathways from school or college INTO CIT and pathways from CIT to university.

Go to the CIT website at **cit.edu.au/pathways** for more information.

Peer Tutoring for Students

Peer Tutoring may be available to students (including international students) having difficulty understanding the content of a subject. It has a nominal charge to offset payments to tutors. For further information contact CITSA on **(02) 6207 3600**.

AIE Adelaide, Melbourne or Sydney students: Contact the AIE local staff.

Personal Details – Changes

▶ See also Student Records page

Changes to your personal details (eg change of address, change of phone number) can be made online using the CIT Self Service Facility. You can access this via the CIT website and logging in to the secure area.

CIT Student Services is able to make all changes on your behalf.

The name you register under will be the name that appears on all formal correspondence and your Graduation Certificate. If you wish to change your name you must submit an email to **infoline@cit.edu.au** together with legal documentation (eg marriage certificate or deed poll).

All of this information is covered by the *Information Privacy Act 2014 (ACT)*.

IT IS IMPORTANT THAT YOUR DETAILS ARE KEPT UP-TO-DATE otherwise we cannot contact you.

Plagiarism

Plagiarism is using the ideas, words or work of another person without acknowledging the source. When completing your assessment tasks you may use others material. For example, you may paraphrase someone else's words to illustrate a point. It is important that you acknowledge where this material was sourced from.

You have a responsibility to complete all assessment tasks honestly without any form of plagiarism.

CIT's Academic Misconduct Policy provides more information on the procedures to be followed if plagiarism is detected and the consequences for students.

For more information about plagiarism and how to acknowledge the source contact the staff in the Library.

Policy Information

Students can access CIT Education Policies in the CIT Library or via the CIT website.

Postal Address

The postal address for CIT is:

Canberra Institute of Technology
GPO Box 826
Canberra ACT 2601

Print, Copy and Scan

Printers are available at CIT for students to print, copy and scan. To use print, copy and scan functions you need a CITCard. For more information go to **cit.edu.au/print**.

Q

Qualifications

CIT Qualifications are accredited under the Australian Qualifications Framework (AQF). This means that the qualifications are recognised anywhere in Australia. AQF qualifications offered at CIT include:

- Bachelor Degree
- Advanced Diploma
- Diploma
- Certificate IV
- Certificate III
- Certificate II
- Certificate I
- ACT Year 12 Certificate

Quality Assurance

As a registered training organisation (RTO), CIT delivers quality training and assessment for individuals and industry.

CIT is nationally registered with the Australian Skills Quality Authority and complies with the **VET Quality Framework**. This Framework aims at achieving national consistency and standards in the vocational education and training (VET) sector.

CIT also has ISO 9001:2000 Certification, an international standard for quality management with an emphasis on continuous improvement and customer and stakeholder satisfaction. This assists CIT in understanding our customer needs and ensures we are measuring satisfaction with the services we provide. It drives and improves business processes ensuring efficient and customer focused processes are in place.

R

Re-Assessments Resits

Information about being re-assessed when you have been unsuccessful in completing an assessment (also known as "re-submit") will be made clear to you in the Subject Guide which you will receive in the first two weeks of your course. The Subject Guide will outline re-assessment procedures and opportunities in more detail.

Refunds

A CIT student may be refunded for their program fees if their situation meets the following:

▸ If CIT cancels a course in which you have enrolled and paid fees, a full refund of all fees will be provided.

▸ If you withdraw before the invoice due date of relevant fees, a refund will be granted. To receive a refund you must have paid for the fees and submitted an email to **infoline@cit.edu.au** or completed the withdrawal section of the enrolment form and handed to CIT Student Services, that you wish to withdraw from your studies before the invoice due date/ relevant Census date (for all FEE-HELP/VET Student Loan eligible programs).

▸ If an International Student cancels their enrolment in writing at least 14 days before the commencement of their enrolled program.

Under exceptional circumstances, CIT may give a refund after the invoice due date. You are required to apply for this refund in writing and provide relevant documentary evidence to substantiate your claim.

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Examples of exceptional circumstances are:

▶ disability or serious illness as documented by a medical certificate (minimum absence two weeks) or as recommended by the Institute's Disability Education Advisor or Student Equity Support Officer;

▶ unexpected interstate transfer. Documentation from employer required. Transfer within the immediate southern NSW region is not sufficient;

▶ significant change to family situation e.g. death of partner/child

This refund may be adjusted for the period of enrolment already accessed and administrative costs in refund processing.

If you are eligible for a refund on your CIT fees, there are two ways that your paid fees can be reimbursed to you:

1) It can be sent to your address in the form of a cheque. Please be sure that CIT has your current mailing address, you can do this by confirming your address in your withdrawal email or by updating your details in CIT Self Service.

2) You can nominate to have your refund direct deposited into your chosen bank account. You will need to provide your bank details to CIT in order for this option to be actioned.

Research Help

To receive assistance with getting started with research and how to locate, evaluate and use information efficiently or to seek coaching on the use of databases, speak with Help Desk staff in the Library at your campus.

Resource Holds

If you have library resources overdue for more than 36 days you will have your borrowing privileges with the Library suspended and a Library Hold placed on your record. If you have a Library Hold you will not be able to access your results and ultimately you will be prevented from graduating from that course until all resources are returned. A library hold does not prevent you from continuing your study.

Contact the Library to discuss your overdue library resources and hold.

Resource Support

All CIT students are eligible to join the CIT Library. Your CITCard gives you access to resources from any CIT Library.

Results and Academic Progress

You will be able to access this information through the Current Students link on the CIT website.

Your teacher will advise how assignment results are communicated in the area in which you are studying.

At any time during the semester you may obtain an **Unofficial Transcript** via the CIT website, by visiting the CIT Student Services on any campus, or by contacting CIT Student Services on **(02) 6207 3188**. An Unofficial Transcript is not available if you have a Hold against your account.

If you need a **Record of Results** before completing your course for a job interview or because you are leaving Canberra and are unable to complete your course with CIT, a **Record of Results** will show all subjects achieved in your course and is an official CIT document.

To obtain a **Record of Results** you need to fill in the Request for CIT Academic Documents form. The form may also be accessed from the CIT website under MyCIT - Student Forms. Please allow 10 working days for your application to be processed.

A **Record of Results** can be requested free of charge for the program you are currently enrolled in. Additional transcripts cost $20 each.

Some of CIT's online courses provide you with results for specific assessment items that you have undertaken. These results only provide feedback from your teacher on the particular assessment items and should not be confused with official subject results.

Compliance Reports can be obtained at any time by contacting the Awards and Graduation team on **(02) 6207 4111**. This report shows progress towards the completion of the course/s being studied.

Charges may apply for any requests of official academic documents from CIT including replacement or additional academic documents. Please see the table below for charges and processing time.

Request for Replacement or Additional Academic Documents

Year of Completion	Item to be replaced	Replacement Cost Concessions do not apply to replacement fees	Issuing Service Standard	Any student who feels they should be exempt from paying the replacement fees may present their reasons in writing and will be considered on a case by case basis by the Manager, Awards and Graduation.
2004 – present	Trade papers	$50	2 weeks	
2010 – present	Academic transcripts/ specialisation statement	$20	2 weeks	
2010 – present	* Competency Cards	$20	2 weeks	
2010 – present	*Testamur* and transcript	$75	2 weeks	
1988 – 2009	*Testamur* and transcript	$75	4 weeks	
Pre 1988 (from archives)	Typed transcript of academic record including completion status if applicable	$100	8 weeks	*** NB - Replacement of the old style three fold Comp card is at no cost to student**

S

Scholarships

CIT students have access to a range of scholarships offered by CIT and generous community partners and organisations. For more information see **cit.edu.au/scholarships**.

CITSA staff can also provide advice on other financial assistance available to you and can be contacted on **(02) 6207 3600**.

For information on College based scholarships that are available see your College Director.

Second Hand Books

If you want to buy or sell quality second hand textbooks go to **citsa.com.au**

Services to the General Public

CIT Students provide a range of professional services to the general public.

Services available include:

▶ Hair and Beauty Bar at CIT	**(02) 6207 3246**
▶ CIT Fit & Well	**(02) 6207 4309**
▶ CIT Functions	**(02) 6207 3196**
▶ CIT Apprentice Kitchen	**(02) 6207 3188**
▶ Garden Advice	**(02) 6207 4610**
▶ CIT Restaurant	**(02) 6207 3132**
▶ CIT Music Industry Centre	**(02) 6207 3583**
▶ CIT Massage Clinic	**(02) 6205 4727**
▶ CIT Travel	**(02) 6205 9246**

All student trainees are supervised by professional staff. All services are attractively priced. Prices are available at time of booking.

Sexual Harassment and Assault

CIT does not tolerate sexual harassment or sexual assault. If you do experience sexual harassment or sexual assault as a CIT student, we would like to know about it and support you in ways you a re comfortable in dealing with this. You can report any incidences by email to **citsafercommunity@cit.edu.au**, and this can be done confidentially.

You can also contact a CIT Counsellor to explore options on **(02) 6207 3290**.

For more information, see: **cit.edu.au/current/sexual_harassment_and_assault**

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Skills Recognition

CIT recognises that people come to study with various experiences. The Skills Recognition process allows you to have your existing skill and knowledge count toward successful completion of your course. Evidence of your skills and knowledge may come from prior formal learning and previous study or work/life experience.

Evaluation of your work/life experience may involve a discussion with a specialised teacher, workplace visit, or the submission of appropriate documents. Evidence of your formal learning can be provided through transcripts with positive results against subjects or units of competency. If you submit a transcript from another organisation you need to be aware CIT may contact that organisation to verify your evidence.

Provided your application for Skills Recognition is successful you will be given a positive result for the subject and will not need to attend class, reducing your study time.

Who can help?

CIT Student Services staff will provide you with information and help you with your application. Teachers from your course will be able to assist you in identifying the correct subject to apply for Skills Recognition.

How do you apply?

To apply for Skills Recognition you must:

- contact CIT Student Services for an application form or download an application form at **cit.edu.au/forms**
- Follow the guidelines relating to your particular application
- identify the subject you wish to apply for (the teaching area will assist you with the process)
- provide Certified copies of Awards, Transcript and detailed subject outline (originals can be certified at any CIT Student Services)
- submit your application to a CIT Student Services pay fees if applicable (see Fees page)
- If you have been successful you will be given a positive result for the subject. These results can be viewed via the CIT Self Service facility and your transcript.
- Get a copy of Skills Recognition the Facts - How to Apply from the CIT Student Services for more information.

When do you know the outcome?

You should know the outcome of your application for previous formal study in 3-4 weeks. Work/life experience applications can take longer due to the assessment process, up to 14 weeks.

If you have been successful you will be given advanced standing (AS) for the subject which you can see online through CIT Self Service.

You will receive an email advising that your Skills Recognition application has been finalised and advising you to log on to CIT Self Service to check your result.

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Smoke free CIT

Q: Where on campus does the smoking ban apply?

A: Smoking is prohibited in all buildings and grounds leased by CIT, including cars that are parked on CIT property. Smoking in CIT-owned cars is also banned.

SMS Messages

CIT may contact you in regard to your course of study using a SMS message or in the case of an emergency on campus. To ensure you receive these important messages please make sure your personal contact details are up-to-date. You can manage this in CIT Self Service or by contacting CIT Student Services on any campus or by phoning **(02) 6207 3188**.

Special Consideration for assessments

If exceptional circumstances will prevent or have prevented you from completing assessment tasks by the due date or attending exams you may request special consideration. Examples of exceptional circumstances:

▶ Sudden illness or exacerbation of an existing illness

▶ Illness/Death of a family member

▶ Trauma

▶ Being a victim of crime

Exceptional circumstances are considered to be unpredictable, unavoidable, and usually short-term and temporary. If you have a long-term illness, see the section on reasonable adjustments for disability below. Teachers should be contacted with requests at least 48 hours BEFORE the assessment due date, unless the issue has arisen after that point in time.

For more information on how to apply for special consideration go to the Student Forms page of the CIT website at **cit.edu.au/forms** and view the Special Consideration for Assessments Procedure.

Sponsorship – Third Party

CIT has received advice that as an employer you can pay an invoice for your apprentice's course fees as if the invoice were addressed to your company. This payment would still be tax deductible for your company (section 8-1 of the Income Tax Assessment Act 1997), would not incur Fringe Benefits Tax (otherwise deductible provisions in section 24 of the Fringe Benefit Tax Assessment Act 1986) and your company is entitled to claim input tax credits for any GST paid (section 7-1 of the GST Act).

Please note that the above is provided as general advice only and employers/ individuals should seek tax advice from a registered tax practitioner to confirm the application of above specific to their circumstances.

As an employer you may still be able to access the sponsorship service depending on how many students you intend to sponsor. If this is the case, you should contact **CITApprenticeships@cit.edu.au** to enquire.

Squash Courts

Squash courts are available at CIT Reid for students to use. To book a court contact the CITSA office at CIT Reid or phone **(02) 6207 3600**.

Student Achievement Celebration Events

Each year CIT students who have successfully completed their studies may celebrate their achievement as a CIT graduate.

This significant CIT event formally celebrates the end of a course of study for all students, including international students and is held each semester.

Event dates are published on the CIT website, student desktops, eLearn and through CIT social media channels.

Student Equity Office

The main Student Support office is located in Room A110a, CIT Reid. Students with additional needs can discuss these with staff here. Students from diverse backgrounds and students with a disability can seek course advice, assistance in accessing courses and support for their study from the Disability Education Advisers and the Cultural Diversity Coordinator. Staff are also available on other campuses and it is best to make an appointment.

Disability	**(02) 6207 3290**
Gender	**(02) 6207 3290**
Migrant	**(02) 6207 3290**
Aboriginal or Torres Strait Islander	**(02) 6207 3309** (located in the Yurauna Centre, D Block, CIT Reid)

Student Email Accounts

You will need an email account to access CIT learning systems. If you don't have an email, you can set up an account using the instructions provided here or seek assistance from CIT Student Services/CIT Library staff at any CIT location.

You need to provide your personal email account to CIT Student Services or update your details on CIT Self Service to ensure that you receive important information about your study such as class time changes, cancellations and other news.

If you have already updated your email address with us, please ensure that you check your junk mail inbox in case our emails are being marked as spam. If this occurs, please mark our emails as 'safe', to ensure you receive all future correspondence and do not miss out on any important notices.

Student Records

You can access your CIT records from **cit.edu.au/selfservice**

Click on Current Student and then CIT Self Service then Enter Secure Area. Use your CIT number and your secure PIN to login (your PIN is initially set to your date of birth. For example, if your date of birth was 2nd July 1982 then your PIN would be 020782.

It is important to keep your personal details up-to-date at CIT and in particular your email address and phone number.

CIT will use the mobile phone number supplied by you to send messages to your mobile phone through the CIT SMS system. Messages may be sent in respect to an emergency situation or in instances where it is important to notify you of a change such as a cancelled class. If you do not wish to be contacted via the CIT SMS system you should contact the CIT Information service on (02) 6207 3188 or **infoline@cit.edu.au**.

If you do not wish to have a SMS sent to you an email will be sent to the email address listed for you on the Student Management System.

You can access and update information relating to your personal records.

You can view your:

▶ Personal Particulars

▶ Student Hold/s

▶ Student Timetable

▶ Student Detailed Schedule

▶ Results for a Selected Term

▶ Unofficial Transcript

▶ Statement of Account ($)

You can print your:

▶ Student Timetable

▶ Student Detailed Schedule

▶ Unofficial Transcript

▶ Statement of Account ($)

You can update/change your:

▶ Address details

▶ Contact Details

If you have forgotten your secure PIN number you must provide identification in person at CIT Student Services or by contacting either CIT Student Services on **(02) 6207 3188** to have it reset. Note: To have your PIN re-set over the phone you will be asked to provide your CIT number.

For more information about your student record, to request official advice or to obtain a copy of your official transcript contact CIT Student Services.

Student Records Changes

For more information see the Enrolment page and the Personal Details/Changes page.

Student Reservists

The Student Reservists Support policy supports students who are members of the Australian Defence Forces Reserves.

This policy ensures that CIT student reservists are not disadvantaged academically or financially as a consequence of participation in Defence Forces Reserve activities.

Contact your teacher if you require special consideration for your Defence Forces Reserve activities.

Student Services

CIT Student Services on each campus is designed to be a one-stop shop to assist you with all the services you need. For current opening hours go to the CIT website at **cit.edu.au/studentservices**

Contact: **(02) 6207 3188** or email **infoline@cit.edu.au**

Studiosity

Free after-hours online help for assessments. Either chat to an expert live or get help with your written drafts.

Simply click the purple Studiosity icon in the right-hand side of your eLearn homepage to start.

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Study Support

CIT offers students the following study support options:

▶ **Study Support tutorials** – provides support in numeracy, literacy, study, computing and job seeking skills. This is a free service, available during term times at CIT Bruce, CIT Fyshwick, CIT Reid and CIT Tuggeranong. No appointment needed - just visit a session and campus that suits you.

   A list of tutorial times are available on the CIT website.

▶ **Studiosity** – FREE after-hours help now available online, accessible through your eLearn homepage (Study HELP tab).

▶ **Peer Tutoring** – may be available to students (including international students) having difficulty understanding the content of a subject. It has a nominal charge to offset payments to tutors.

Contact CITSA on **(02) 6207 3600**.

Study support tutorials are available during term times in the Library at CIT Bruce and in G007 at CIT Fyshwick. This service provides you with academic support on campus. Information and timetables for drop-in times are available from the Study Support webpage, or ask a CIT Librarian on campus.

Subject Guide

By the end of the 2nd week of your subject your teacher will provide a Subject Guide that includes information on:

▶ Subject outline

▶ Learning activity schedule

▶ Recommended texts and resources

▶ Subject workload

▶ Assessment

▶ eLearn support

▶ Centre teaching and CIT Policies

▶ Feedback

Support Person

You have the right to be accompanied by a support person to any meeting or interview as part of the formal Academic Appeal or complaint resolution process. The support person can assist you to develop and present your case, to clarify any points and check that the records are accurate and a fair reflection of the meeting.

A support person may be a family member, friend, counsellor, CITSA staff member or other person such as a Disability Education Adviser.

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T

Tax Deductibility

You may be eligible for a tax deduction for course fees and associated expenses. You can obtain a copy of your statement of account from the CIT Student Services that can be used for tax purposes.

Traineeships Apprenticeships

Apprentices and trainees can obtain advice and information about:

▸ Youth Allowance/ABSTUDY/Austudy
Centrelink – **133 633**

▸ employment conditions and wage rates
Wageline – **1300 363 264**

▸ problems with your employer
Department of Education and Training – phone **1300 566 046**.

▸ problems with your training/training provider
Skills Canberra – **(02) 6205 8555**

CIT is able to advise you on where to seek assistance and other information about your apprenticeship/traineeship.

Contact the Apprenticeship Officer on **(02) 6207 7823**.

Additional information for apprentices/trainees can be found on the Australian Apprenticeships website at **australianapprenticeships.gov.au**

Transcripts

Unofficial Transcripts are available at any time during opening hours from CIT Student Services on your campus or via the CIT website under Current Students – CIT Self Service, unless you have a hold on your record.

If you need an **Official Record of Results** before completing your course for a job interview or because you are leaving Canberra and are unable to complete your course with CIT, an **Official Record of Results** will show all subjects achieved in your course and is an official CIT document.

To obtain an **Official Record of Results** you need to fill in the Request for CIT Academic Documents smart form. The form may also be accessed from the CIT website under Current Students - Student Forms. There is no charge for a single copy of an Official Record of Results for the program you are currently enrolled in. Additional copies cost $20 each.

When requesting a **Record of Results** from CIT, you will need to supply your CIT student number, your date of birth, an up-to-date mailing address, the program code and the name of the program you are enrolled in.

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Tutoring

Study support tutorials are available during term times in the Library at CIT Bruce and in G007 at CIT Fyshwick. This service provides you with academic support on campus. Information and timetables for drop-in times are available from the Study Support webpage, or ask a CIT Librarian on campus.

Also see: Peer Tutoring and Studiosity

U

Unique Student Identifier (USI)

If you're studying nationally recognised vocational education and training in Australia you will be required to have a Unique Student Identifier (USI). This is an Australian Government number which will remain with you throughout your lifetime.

Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life.

You can access your USI account online from your computer, tablet or smart phone anytime.

To apply for your USI go to **usi.gov.au**

V

VET Student Loans

VET Student Loans are loans from the Australian Government that enable you to defer payment of tuition fees for eligible VET qualifications. Most CIT courses at Diploma and above level are eligible for VET Student Loan assistance.

If you are eligible to apply VET Student Loan you will need to start repaying the loan through the Australian Taxation System once your income is above an amount set by the Australian Government. This minimum repayment threshold is adjusted each year.

A loan fee of 20% currently applies to these loans for full fee courses and subjects. For example, if your tuition fee is $1,000, the loan fee is $200. The loan fee is also repaid through the Australian Taxation System.

For CIT specific information regarding VET Student Loans go to **cit.edu.au/vetstudentloans**

For additional information about VET Student Loans visit the Study Assist website at **studyassist.gov.au**

Work Placement

Placement is facilitated through staff and student contact with industry. Work placement subjects are included in some courses.

Placements:

- are included in the curriculum document as a subject or part of a subject
- are arranged by a teacher and
- do not exceed 240 hours per year (for students in Fast Tracked courses work placement may exceed this amount)

Procedures are outlined in CIT's Host Organisation Guide, student's workbook and teacher's guide. Ask your teacher how you can access CIT's Industry Host Organisation Guide. Look under Life Skills in the Study Support Course on eLearn for the Industry Placement Student Workbook.

Y

Youth Advice and Support

For 15 to 25 year old students a Youth Advisor is available to provide support and pathways planning. Contact **(02) 6207 3290**.