

# Welcome to Kangan Institute

Everything you need to know  
about studying with us



## CEO WELCOME

We're really pleased that you've decided to join the Kangan Institute community.

As one of Victoria's largest TAFEs, Kangan Institute is widely regarded as a leader in practical education and training. Whether you're after a new job, a study pathway or want to try something completely different, we have the courses, teachers and facilities to support you. We provide an environment where you can be social and enjoy time with your peers, as well as offering practical student services to help you manage your study, work and family commitments.

At Kangan Institute, we place our students at the centre of everything that we do. We value your views and encourage you to participate in the Student Voice Group, so that, we can work together to improve your student experience. Our student representatives will have the opportunity to contribute towards improving the student experience by working in collaboration and partnership with teachers and other representatives.

Of course there are many other benefits to being a Kangan Institute student. Take the time to look through this handbook and discover for yourself why thousands of others have made the choice to study at Kangan Institute.

We hope the year ahead offers many opportunities so that you reach your full potential. Don't forget to celebrate your achievements with us, no matter how small or big, throughout the year.

Good luck!



Sally Curtain  
Chief Executive Officer



Kangan Institute acknowledges their campuses are located on the ancestral lands of the Wurundjeri people. We recognise their continuing connection to land, waters, and culture, and pay our respects to elders past present and emerging. The institute respects traditional custodians, elders and their cultural heritage.



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## YOUR FIRST WEEK

### Welcome to Kangan Institute Student Life

In your first week you can attend a 'Student Life' Session. This event is designed to help you get started on your journey as a student here, providing you with essential information about life on campus, resources, Student Support Services, and the various ways you can get involved in our TAFE community. We understand that transitioning to a new learning environment can be both exciting and overwhelming, and we're here to ensure that you feel supported every step of the way.

To find out more please contact [studentvoice@kangan.edu.au](mailto:studentvoice@kangan.edu.au).

### Student Identification (ID) card

Your name, photo and student number are printed on your Student ID card and it's your main ID during your time with us. Use your Student ID as a government agency issued Student Identification Card, as well as in the library or for printing and photocopying.

You must always carry your Student ID card whilst on campus and present it upon request by a Kangan Institute staff member.

You should receive your ID card upon completing enrolment. If you haven't been issued a Student ID card, please go to the Enquiries and Admission Hub and request one.

If you lose or damage your ID card, you'll need to replace it. The Enquiries and Admission Hub will be able to issue a new one at a cost of \$15.

### On-campus internet access

While on any campus, you can use the TAFE's free Wi-Fi. To access, simply search the Wi-Fi network and select "TAFE public". Be mindful of the using the Wi-Fi for appropriate activities as per the Information Technology Usage Policy - Student found [here](#).

### Your Unique Student Identifier (USI)

A USI is a number unique to you, consisting of numbers and letters. Everyone in Australia undertaking a nationally recognised training course is required to have a USI issued by the Federal Government. If you're not sure, you can check to see if you already have one, or apply to get one [here](#).

When applying for a job or enrolling in further study, you'll often need your training records and results. You can access your training records and results online, anywhere, anytime throughout your life. Just log in to your USI account at [usi.gov.au](http://usi.gov.au).

If you need to formally amend your student record to reflect your gender identity or if you have formally changed your name please update your USI account FIRST. You can then update your personal details with Kangan Institute by completing the Personal Details Amendment Form [here](#).

### Course details

For details about particular course content, specific requirements, timetables, attendance, materials, or any other course or class specific information, please contact your teachers directly, or if in doubt speak to the Admissions Team on 13 TAFE (13 8233).

### Student Portal

The Student Portal is the hub of student activity and information. It's your gateway to knowing what's happening on campus.

In the Student Portal you'll find links, updates and contact details for Counselling Support, Indigenous Support, Policies and Procedures, Academic Support, Academic Results, Campus Updates, Social Events, Free Webinars, Student Satisfaction Surveys, Scholarships and much more.

You can log in to the Student Portal from any campus desktop computer, by clicking on the Student Portal icon on the Kangan Institute website home page.

To access the Student Portal from your own device (on or off campus), go to the [Kangan Institute homepage](#) and click on the Student Portal link on the top of the screen, then log in using your student email, which is your Logon ID followed by @student.kangan.edu.au and your default password.

Your default password will be in the following format: The capital letter of your first initial, lowercase letter of your surname, followed by your full date of birth (DDMMYYYY) 8 digits. e.g., Jane Smith, 7th March 1995. Password = Js07031995".

\*Please approach the library staff either through LibChat or in person if you cannot get into the Student Portal. You can contact the library on 9279 2424 or email [Library@kangan.edu.au](mailto:Library@kangan.edu.au).

**The Student Portal is your access point to the following:**

#### Student email account

Your student email account will be set up at the time of your enrolment. Click on the email link on the homepage of the Student Portal, then set up your login using your student ID number followed by @student.kangan.edu.au. For example 123456789@student.kangan.edu.au and then the same default password as the Student Portal. Please contact the Library on 9279 2424 or email [Library@kangan.edu.au](mailto:Library@kangan.edu.au) for support to set up your email.

## Learning support

For study and learning support, or Language, Literacy and Numeracy (LLN) support and information click [here](#).

## Library access and support

Whether you are on campus or learning remotely, the Kangan Institute Library has your study needs covered. With support and services including live chat, log-in assistance, password reset, access to databases, e-books, curated subject guides and much more. The library staff look forward to welcoming you into the library. To live chat, select the “chat with us” tab at the bottom of the page [here](#).

## MyLearning

MyLearning is our online teaching portal system, available 24 hours a day. This is where you access most if not all of the information, instructions and assessments for your course.

- To access MyLearning, you'll need a computer (which includes google chrome/edge) and an internet connection.
- Your MyLearning account is created automatically when you enrol.
- If your teacher is using MyLearning, they will enrol you into a range of units within your course of study.
- You'll find a video [here](#) that will help you with navigating your way around the MyLearning portal. For further assistance, please speak to your teachers or the library staff who can step you through what you need to know.
- You must be logged in to access the MyLearning manual [here](#).
- For MyLearning access issues or system problems, email MyLearning support [here](#) and the support team will get back to you.



# CAMPUS INFORMATION AND MAPS

## Campus Locations and maps

### Broadmeadows campus

Pearcedale Parade, Broadmeadows VIC 3047

A short walk to public transport either by bus or train. On-site metered parking is available and free street parking in designated areas.

### Docklands campus (Automotive Centre of Excellence)

1 Batmans Hill Drive, Docklands VIC 3008

A short walk to public transport either by bus, train, or tram, close to Melbourne CBD.

### Essendon campus (Health)

38 Buckley Street, Essendon VIC 3040

A short walk to public transport either by bus, train, or tram. On-site metered parking is available, and free street parking in designated areas.

### Cremorne campus (Creative + Digital Skills)

85 Cremorne Street, Cremorne VIC 3121

A short walk to public transport either by bus, train, or tram. On-site metered parking is available.

### Hume Global Learning Centre in Sunbury

44 Macedon Street, Sunbury VIC 3429

A short walk to public transport either by bus or train. On-site metered parking is available, please ensure that you check the details of the daily permit.



## Public transport

All campuses are close to public transport. Some campuses have student parking. Please refer to the campus maps provided for on-campus parking.

To find connecting public transport routes and timetables, go to [ptv.vic.gov.au](http://ptv.vic.gov.au) and under the heading "PLAN" select "journey planner" then pop in your starting place and destination, and the system will give you your options.

## Travel Concession Cards

Full-time students are eligible for a Victorian Public Transport Concession Card and Student Pass. Apprentices and international students are not entitled to the concession card. The application form is available [here](#).

You can take your PTV application form to any campus Enquiries and Admissions Hub to have it signed and stamped.

## Lockers

Some campuses have lockers for your use. Please ask the administration staff in your area for further information about access to a locker. You may need to provide your own padlock for security purposes and ensure that the locker is cleared at the end of your course.

## Lost property

For lost and found enquiries, contact security on your campus. Please see below for list of security contacts for each campus.

## On-campus security

Each campus offers monitored CCTV security of all main learning and car park areas. There are designated blue phones located at each customer service centre if you require a security officer.

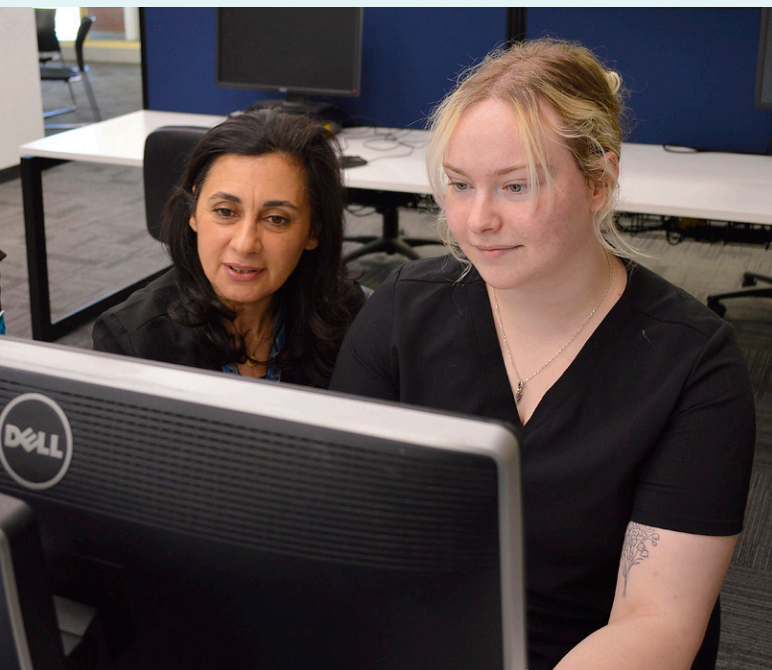
You can contact them on:

- Broadmeadows: 9279 2636 or 0401 776 327
- Docklands: 0401 776 333
- Essendon: 0401 776 487
- Cremorne: 9425 5651 or 0419 749 285
- Hume Global Learning Centre Sunbury, Venue Officer: 0477 677 546

## Student Events

Stay connected and engaged by referring to the Student Portal for all upcoming events and updates! The Student Experience Team is dedicated to enriching your learning experience at Kangan Institute. Throughout the year, we have several exciting free on-campus events planned where you can meet new people, socialise with fellow students, and forge lasting friendships.

Make it a habit to check the Student Portal regularly to stay informed about upcoming events and other important information. Don't miss out on the opportunity to connect, learn, and enjoy your time here!



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# WHAT TO EXPECT FROM US

## Customer Service Charter

This is our commitment 'to empower people and industry with the skills to create a bright future.' Our students are at the centre of this charter and the focus of what we do and how we do it. To see our Customer Service Charter please click [here](#).

## Privacy and Freedom of Information

We respect the rights of our students to security, privacy and service. We wish them to have confidence that the personal and health information they supply to the Institute will be stored and used appropriately. For more information about our Privacy and Freedom of information Policy please click [here](#).

## Personal support and study support available

You can access a full range of learning, support, wellbeing, and employment support services during your studies at Kangan Institute. For more information, please click [here](#).

### Library

You can browse and borrow books, magazines and DVDs from all the libraries for study purposes and access computers and printing. Friendly staff are there to assist with IT troubleshooting, academic and study support and can assist with referral to other support services. Contact the library on 9279 2424 or email [library@kangan.edu.au](mailto:library@kangan.edu.au).

### Study support

There are various study support avenues Kangan Institute offers. Speak to the library staff or study support teams, so they can identify the support that suits your circumstances. Click [here](#) for study support contact details and [here](#) for library staff.

### Counselling

Our counselling service team includes registered counsellors, psychologists and social workers, who can provide you with free and confidential counselling at our campuses across Kangan Institute. Counselling is available between business hours and can be face-to-face, over video chat, or via phone or email. The session is led by you and what you have on your mind. For appointments call 13 TAFE (13 8233) between 9am – 5pm, or email [counsellor@kangan.edu.au](mailto:counsellor@kangan.edu.au).

### TalkCampus

Kangan Institute also has a peer-to-peer mental health support app available to all enrolled Kangan Institute students. This is an anonymous platform that allows students to connect with other students worldwide to discuss any issues they may be experiencing, ranging from study pressures to mental health experiences. Click [here](#) for instructions on how to download and use TalkCampus.

### Welfare and scholarships

Our welfare team can assist you with budgeting skills, Centrelink advice and assistance, housing advice and referrals. We also have emergency relief for our current enrolled students who may be experiencing financial stress. The welfare team also assist with helping you apply for our many scholarships available to you as a Kangan Institute student. For appointments call 13 TAFE (13 8233) between 9am – 5pm, or email [welfare@kangan.edu.au](mailto:welfare@kangan.edu.au).

### Disability support

Available to any student identifying as having barriers with education due to a disability. Ranging from in-class support to technological solutions, emergency medical plans and inclusive community activities, our Disability Liaison Officer is here to improve your access and enjoyment while studying. For appointments call 13 TAFE (13 8233) between 9am – 5pm, or email [disability@kangan.edu.au](mailto:disability@kangan.edu.au).

### Aboriginal and Torres Strait Islander Student Support

Kangan Institute's Indigenous Engagement Centre (IEC) has Indigenous mentoring and support staff that nurture and develop our Indigenous students while they study. We have dedicated Koorie Liaison Officers, Koorie Student Support Officers and an Indigenous Engagement Mentor to work with students to access the support services the Institute offers, as well as assisting with navigating external support services, through government agencies and other relevant organisations. To contact the IEC, email [iec@kangan.edu.au](mailto:iec@kangan.edu.au) or phone 1300 328 329.

### Apprenticeship Support Officers

The Apprenticeship Support Officer (ASO) Program provides support for apprentices, aged 15-24, in the first year of their apprenticeship. The ASOs provide advice and assistance on personal and workplace issues and work collaboratively with employers and stakeholders. To contact an ASO, please click [here](#).

## Child safety

As a Child Safe Organisation, Kangan Institute is committed to providing a safe environment and opportunities for young people to participate in education and have a say in matters that impact them. Kangan Institute is committed to promoting safeguarding practices and communicating these with students, families and the wider community. Kangan Institute has a Child Safety Officer who is the internal reporting authority concerning child abuse or neglect concerns.

For more information, please click [here](#).

## Occupational Health Safety and Wellbeing (OHSW)

Kangan Institute is committed to providing a safe and healthy environment for all students. If you have any concerns that you want to report, please let a Kangan Institute staff member know immediately and they will inform the HSW team. To view the Occupational Health Safety and Wellbeing policy, please click [here](#).

## Practical placements

Many courses at Kangan Institute require students to do industry based practical placement. We have an amazing placement team who support students to find the placement opportunities needed to complete the course. Please be aware that some courses require you to do significant amount of industry related practical placement to successfully complete your training and become qualified. If you have any concerns or barriers around completing placement, please reach out to your teachers or the placement team as soon as possible so they can assist.

## Skills and Jobs Centres

Conveniently located at Kangan Institute's Broadmeadows campus, the Skills and Jobs Centre offers independent advice to help you explore study and employment options. Whether you're looking for training, considering a career change, or seeking employment, we're here to guide you every step of the way.

We can help you with:

Understanding your study options: Explore TAFE courses, university programs, apprenticeships, and traineeships to find the best fit for your career goals.

Career planning: Receive personalised guidance on the training and qualifications you'll need to start or make a change in your career.

Recognition of Prior Learning (RPL): Find out how you can get credit for your existing skills, work experience, or overseas qualifications.

Employment trends and job opportunities: Stay informed about jobs in demand and the latest employment trends in your field.

Job search support: Get help with preparing your job applications, applying for jobs, and boosting your chances of success.

Accessing additional support services: Benefit from financial advice, welfare assistance, and other services to ensure you're supported throughout your career journey.

Our Skills and Jobs Centre engages with local industries to assist businesses with their employment and skill needs. We also work closely with local stakeholders such as councils, State and Commonwealth governments, businesses, organisations and agencies to support the skill development and the employment prospects of the local residents.

Visit us at: Broadmeadows Campus Building A

Visit: [Skills and Jobs Centre](#)

Call: 1300 100 606

Email: [skills&jobscentre@kangan.edu.au](mailto:skills&jobscentre@kangan.edu.au)

## Employment Centre

At the Employment Centre, our dedicated team is committed to helping you understand and develop the employability skills needed to secure meaningful and sustainable employment.

Whether you're just starting your job search or looking to refine your skills, we offer a range of resources and one-on-one support to assist you in finding the right job.

We can assist you with:

Job Search: Access our up-to-date job vacancy listings, published weekly online.

Resume & Application Support: Get help writing your resume and cover letters.

Interview Preparation: Prepare for interviews with practical tips and advice.

Building Employability Skills: Increase your confidence and improve the skills employers are looking for.

To get started, make an appointment with us by calling 1300 484 335 or emailing

[employmentcentre@kangan.edu.au](mailto:employmentcentre@kangan.edu.au)

Register to view our job listings:

[info.kangan.edu.au/JobsBoard](http://info.kangan.edu.au/JobsBoard)

## Youth Support

The Youth Support function assists young learners aged 15-24 in achieving their wellbeing and educational goals. Our team provides personalised guidance, resources, and referrals to internal and external services, supporting personal development, goal setting, and essential life skills. Focusing on the unique needs of young people, we aim to empower and engage students for success. If you need help, please contact us at [studentsupport@kangan.edu.au](mailto:studentsupport@kangan.edu.au).

## Next Step

NEXT STEP is a free service for those aged 15-24 years looking for advice on study pathway options and career planning. Our skilled staff will always give you personalised advice to help you find the right course to get you on the right track.

To contact NEXT STEP, call 1300 289 290 or email [nextstep@kangan.edu.au](mailto:nextstep@kangan.edu.au).

## Reconnect

Reconnect is a free service that can provide personalised support and course related financial assistance to disengaged, high needs learners. This service works with your strengths and your individual learning goals to help you successfully return to education, training and/or employment.

To be eligible for the Reconnect program you must be:

### Young people

Aged 17-19: Not engaged in education or training for six months or more (less than 8 hours per week).

### Mature participants

Aged 20-64: Unemployed for six months or more (less than 8 hours per week) and not engaged in education or training for six months or more (less than 8 hours a week).

### Young people impacted by justice system

Young people aged 17-24 who have been or are currently on Youth Justice Orders.

### Asylum seekers

Individuals or dependents of individuals who meet the following criteria:

- Hold any humanitarian, protection of refugee visa in Australia, or
- Have applied for a humanitarian, protection or refugee visa and hold a bridging visa for this purpose, or
- Have made an application under s.417 or s.48b of the Migration Act 1958 (Cth) which is yet to be determined and hold a bridging visa.

## Out of home care

Aged 17-64: A person that has a current or previous experience with Child Protection.

Kangan Institute is funded to deliver the Reconnect program in Hume. To find out how we can help you, call 1300 327 328 or go click [here](#).

## Student Voice

Join our Student Voice Group and be a part of something transformative! This is your chance to share ideas, advocate for change, and make your voice heard in our TAFE community. Collaborate with fellow students, engage in meaningful discussions, and influence decisions that affect the future of education and environment. Whether you're passionate about your study journey, diversity, or sustainability, your perspective matters. Together, we can create a vibrant and inclusive atmosphere where every student feels valued. If you would like to be involved, please email us at: [studentvoice@kangan.edu.au](mailto:studentvoice@kangan.edu.au)

## Student Ambassador Program

Become a leader in our Student Ambassador Program! This unique opportunity allows you to represent your peers, connect with fellow students, and develop invaluable transferable skills. As an ambassador, you'll play a key role in welcoming new students, organising events, and promoting student support services to your peers. You'll collaborate with staff and fellow students to create an inclusive and engaging environment for everyone. This program not only enhances your leadership abilities but also helps you build lasting friendships and a strong sense of community. To find out more about this please email [studentvoice@kangan.edu.au](mailto:studentvoice@kangan.edu.au)

## Recognition of Prior Learning (RPL) and Credit Transfer (CT)

If you have current, relevant, and sound industry experience in a unit that you're studying, or if you have previously successfully completed study in the same area, this will be determined at the outcome of the Pre-Training Review (PTR). You can potentially apply for an RPL or CT and reduce the amount of study required to complete your course.

## Academic appeals

If you are not satisfied with an outcome of an assessment, you can appeal the decision. Within 28 working days of receiving the assessment result, you need to discuss with the subject teacher and notify the teaching area's Lead Educator. If you're still dissatisfied, you can escalate by completing an '[Application for a Formal Review](#)', with the assistance from the student support team. View the Assessment Appeals policy [here](#).



## Feedback and complaints

If you have anything you want to bring to our attention, positive or negative feedback, suggestions for improvements or innovation, please let us know by completing the feedback form on the Student Portal. You can find the link [here](#). We are keen to hear how we can make your experience at Kangan Institute better.

## Fee Refunds

The following fee refund procedures apply to government-subsidised and full fee paying students (excluding students on a study visa):

If Kangan Institute cancels your course, you are entitled to a 100% refund.

For more information on refunds click [here](#).

## Short courses

If you provide formal notification of withdrawal five (5) business days or more prior to the scheduled start date of your short course, you are entitled to a refund of your enrolment fees (less an administrative fee of \$40). You are not entitled to any refund if you withdraw less than five (5) business days prior to the scheduled start date of your short course.

## Non-VET Student Loans courses (Certificates I, II, III and IV)

If you provide formal notification of withdrawal prior to the commencement of your course or within 28 days of your non-VET Student Loans course commencing, you are entitled to a refund of your tuition fees (less an administrative fee of \$80). You will not be refunded for units where a result (either pass or fail) has been recorded. You are not entitled to any refund if you withdraw later than 28 days after the commencement of your non-VET Student Loans course. Refunds for non-tuition fees will be assessed on a case-by-case basis.

## VET Student Loans courses (approved diplomas and above)

If you have a VET Student Loan you must advise us that you want to withdraw on or before the published census date for that unit, so that you do not have a debt for your tuition fees reported to the Commonwealth Government. If you withdraw after the census date for that unit of study, you will incur a debt for those tuition fees. Refunds for non-tuition fees will be assessed on a case-by-case basis (less an administrative fee of \$80).

If you do not have a VET Student Loan for a Diploma or above, you must advise us that you wish to withdraw before or on the census date to receive a full tuition fee refund. Refunds for non-tuition fees will be assessed on a case-by-case basis (less an administrative fee of \$80).

Withdrawal and refund application forms are available at the Enrolment Centre or by calling 13 TAFE (13 8233).

Most refunds will be processed within four (4) weeks of application. To view the Fees, Charges and Refund Policy click [here](#).

## Withdrawals

To withdraw from your course, you must notify us of your intention in writing. Withdrawals may impact your academic record and fees, so it's essential to understand the process. Please review the Withdrawal and Refund Policy [here](#) for detailed information.

## Compassionate leave

If you need to apply for Compassionate Leave, please follow these steps:

1. **Contact Your Teaching Department:** Submit your request via email to your Program Lead or Department Manager.
2. **Arrange a follow-up meeting:** After submitting your request, schedule a meeting with your Program Lead or Department Manager to discuss your situation and provide any necessary documentation.

*(Note: The review period for requests may vary depending on your department.)*

3. **In case of declined requests:** If your request for Compassionate Leave is declined, you can seek further support by applying for Special Consideration through Student Support Services. Contact Student Support Services at [studentsupport@kangan.edu.au](mailto:studentsupport@kangan.edu.au)

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## WHAT WE EXPECT FROM YOU

### Respectful behaviour and our Student Code of Conduct Policy

The Student Code of Conduct Policy can be found [here](#).

Kangan Institute encourages and supports the participation of students from all backgrounds, and we expect all students to demonstrate the same level of respect and support for all people from diverse backgrounds.

We provide a friendly culture where we can trust one another and build each other's confidence, where everyone has the right to value new and different ideas, thoughts and beliefs that are respected by staff and fellow students.

**If you need assistance and you're not sure where to start, please call the Recruitment and Enrolment Officers on 13 TAFE (13 8233).**



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## KANGAN INSTITUTE CAMPUSES

### **Broadmeadows**

Pearcedale Parade  
Broadmeadows VIC 3047

### **Docklands (ACE)**

1 Batmans Hill Drive  
Docklands VIC 3008

### **Essendon (Health & Community)**

38 Buckley Street  
Essendon VIC 3040

### **Cremorne (Creative + Digital Skills)**

85 Cremorne Street  
Cremorne VIC 3121

### **Hume Global Learning Centre in Sunbury**

44 Macedon Street  
Sunbury VIC 3429

[kangan.edu.au](https://kangan.edu.au) | 13 TAFE (13 8233)



**Unleash You**  
at Kangan Institute