Student Handbook 2024

KIT KIRIBATI INSTITUTE OF TECHNOLOGY

For further information, please contact: **info@kit.edu.ki**

Table of Contents

Welcome to KIT

It is my great pleasure to welcome you to the Kiribati Institute of Technology (KIT). You join a long line of students before you who arrived fresh-faced and full of enthusiasm, like you, who have gone on to be contributing members of society, supporting themselves, their families, and their community. Welcome to the KIT family!

KIT is an accredited training provider of choice offering quality learning opportunities for all. You are joining an institute which is proud of its diverse range of students. Through our trainers and other professional staff, we aim to ensure each student has the best possible chance of success.

Our mission is to provide employment pathways through the provision of the highest quality training for our full-time courses, short courses, and customised courses. Our programs have been designed in close consultation with business and industry, and you. We listen to our students' voice and I would encourage you to use your voice whether it be through your trainer, Student Support Services, end of course surveys or through your representatives – the KIT Student Association (KITSA).

We want you to succeed and we believe that the skills and knowledge acquired through your learning journey at KIT will help you to do just that. We also believe that the

contributions we all make contribute to the success of our communities, Kiribati and the region. We are justifiably proud of that.

Your success will be a measure of your commitment and effort. We provide the learning support structures around you to ensure you the best possible chance of success, but at the end of the day it is up to you. I would encourage you to make a personal commitment to show up each and every day, to listen, to ask questions, learn and explore for yourself. The opportunity you have earnt is a special one. Not everyone who applies to get into KIT succeeds. Do not waste the opportunity.

When you complete your studies with KIT, you will have the necessary skills and knowledge for the workforce or moving onto further education. Whether you are joining KIT straight from school or after years of working, KIT provides training to build your technical and English language skills and knowledge. Together we will help you develop many other skills that are important for work and life-long learning.

The KIT Student Handbook is your guide to KIT. I encourage you to read it and know it.

A request: This year will see major building works on campus – please ensure you follow all safety signs and instructions. Your safety is our first priority.

On behalf of all our staff, welcome to KIT and I wish you well with your studies.

Jason Flello
Director
Kiribati Institute of Technology

About KIT

KIT is an accredited institution with the Educational Quality and Assessment Programme (EQAP) of the Secretariat of the Pacific and offers a number of EQAP accredited courses and programmes which are recognised nationally, and regionally across the Pacific. KIT also has sub-contract agreements in place with Australian Registered Training Organisations (RTOs) to award international qualifications for a number of courses through the KIT Developmental Recognition of Prior Learning Model.

There are two main campuses at KIT – Betio campus where the trade and non-trade programmes are delivered together with offices for the Executive and Administration together with support staff. Kiritimati Island, London is where the second campus is located.

Programmes/ Courses offered by KIT include:

- Accounting;
- Automotive;
- Community services;
- Construction;
- Electrotechnology;
- English communication skills;
- Information technology;
- Hospitality;
- Plumbing;
- Pre-departure training;
- Short and customised training;
- Vocational preparation;
- Workplace skills (Business).

What is this Handbook for?

The purpose of this handbook is to:

- provide guidance to you as you start or continue your learning journey through KIT.

- protect your interests as a student at KIT.

- ensure that there are relevant policies and procedures that you are aware of for various academic activities at KIT.

- prescribe the conditions under which awards of KIT are granted.

Structure of this handbook

1.0 **Administration Office Support**
2.0 **Assessment, Attendance and Results**
3.0 **Campus Environment**
4.0 **Campus Resources**
5.0 **Course Information**
6.0 **Courses and Programmes Listing**
7.0 **Policies**
8.0 **Student Code of Conduct**
9.0 **Workplace Health and Safety**
10.0 **Attachments**

How to use this handbook

This handbook is organised alphabetically, which allows you to look for a topic easily.

You can also use the Table of Contents to quickly search for what you need, or the structure of this handbook on the previous page.

Keep this handbook close to you for easy reference.
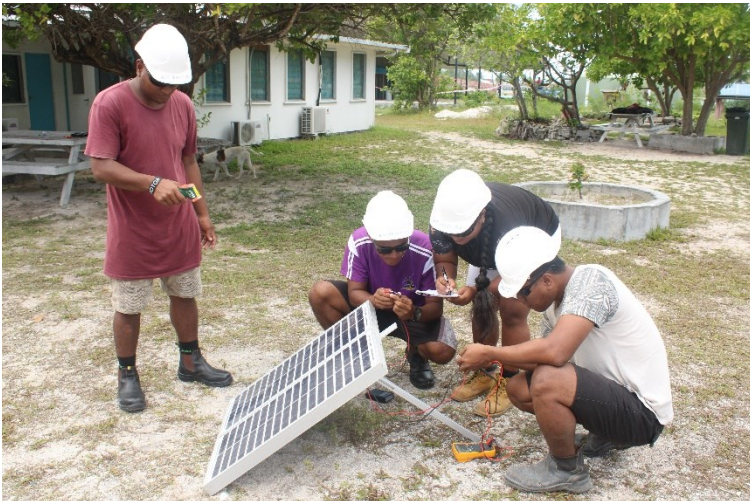
Glossary of terms

Accreditation – The process to ensure that a tertiary institution complies with a set of qualitative standards or prerequisites laid down by a recognised accrediting body/ agency.

Course – Component of a programme or qualification. Also referred to as a unit.

EQAP – Educational Quality and Assessment Programme

Programme – A qualification. A combination of courses/ units organised for the achievement of specific learning outcomes in a discipline/ subject area as defined by a tertiary institution.

RPL – Recognition of Prior Learning

RTO – Registered Training Organisation

SoAT – School of Applied Technology

SoB – School of Business

SoGS – School of General Studies

Unit – Component of a programme. Also referred to as a course.

1.0 Administration Office Support

The Administration Office on each campus will help with all enquiries.

1.1 Student Support

1.1.1 Student support services

The Student Support Services team aims to support you from registration right through to you becoming a KIT alumnus, working together to provide activities and care for your student experience. We have a responsibility to ensure inclusion and equity are mainstreamed into a continuum of support model along the student lifecycle. Staff also provide support for the activities of the KITSA and the KITAA.

1.1.2 Student support officer

The Student Support Officer will assist you with issues and concerns regarding your studies, assessment and life inside and outside of campus. The Student Support team also assists those identified at risk of withdrawal through the provision of support programmes and students identifying with a learning difficulty or disability.

Availability:

- Betio [Monday – Friday, 8 am – 4 pm]
- Kiritimati [Monday – Friday 9 am – 5 pm]

1.1.3 Equity and inclusion officer

KIT is committed to promoting equal opportunity in education and employment and is therefore committed to ensuring that staff and students can avail themselves of employment, education and training regardless of gender, socioeconomic background, disability, ethnic origin, age, race, language, geographic isolation, sexuality, work

commitments, family responsibilities or any other significant difference. The Equity and Inclusion Officer supports these endeavours, and provides support for bridging students and students identifying with a disability.

1.1.4 Academic support

KIT provides academic support in a range of areas to assist you during your studies. If you are having any difficulties with course work, including English, you should contact the relevant Head of School or the Deputy Director (Teaching and Learning). For personal and confidential matters please contact any of the following people:

Contacts:

- Deputy Director Teaching and Learning – Mikaere Tioro
- Registrar, Administration – Taitai Teororo
- Deputy Director Quality – Bannau Tiiata
- Deputy Director Human Resources and Facilities – Rokobati Tearo
- Manager, Student Support Services – Kiritian Wanikaie
- Manager, Employment Support Services – Maingatara Maitonga
- Any KIT Students Association Executive Member – contact details are available from Student Administration

1.1.5 Access to your student records

You may access your own personal and academic records at any time, following a written application to the Registrar who will set an appointment within two days of receiving a written application. Proof of identity may be asked. Once positively identified, access is allowed to your own student record, under the supervision of the Office Manager. In order to maintain the integrity and privacy of student

records, nothing is to be removed from or added/inserted into a record by a student. Student records cannot be altered or amended, destroyed or mistreated in any way and no copy can be made of any details in the records without prior approval of the Director.

1.1.6 Apprenticeship advisory board (AAB)

The Apprenticeship Advisory Board, through the Ministry of Employment and Human Resource, provides support (sponsorship) for 10 students in the Trades and 5 from Non-Trades, per year. The Apprenticeship Advisory Board provides advice and assistance on personal and workplace issues and works collaboratively with KIT for work placement advice and support.

For further information, contact the KIT Deputy Director Teaching and Learning.

1.1.7 Change of details

Please advise Administration of any change to personal details including address and phone number of someone who can be contacted if needed.

1.1.8 Complaints

You are able to lodge your complaint whether minor or major by following the procedure in the Complaint Policy and filling out the complaint form available in Attachment 2 at the back of this handbook.

1.1.9 Fees

The Administration Office will assist fee-paying students to ensure their fees are paid on time, by putting up reminders on the campus notice boards and the KIT Facebook page. Sponsored students are free from paying fees. The Fees and Refunds Policy 020 sets out clear information about fees.

1.1.10 Timetable

The Administration Office will have the most up-to-date timetables for programmes and courses/ units for the year. This is normally advertised on the notice board or screen outside the Administration Office.

2.0 Assessment, Attendance and Results

2.1 Assessment

2.1.1 Submission of work

Assessments can be placed in the student work box located in administration areas for most courses (you should check with your course trainer about the accepted submission methods for your course). This work box will be cleared daily, recorded and marked with the date. It is recommended you keep a copy of your assessments.

Electronic submissions may also be available, either via Moodle or email. All electronic submissions should be acknowledged by your course trainer or an appropriate KIT staff member. You should contact your course trainer if you do not receive an acknowledgement. All assessments must be submitted with a completed assessment cover/feedback sheet. You can expect to receive feedback on work submitted within five working days. It is a requirement for students to keep a digital copy of any work submitted electronically.

2.1.2 Reasonable adjustment for disability

If you have a disability, reasonable adjustment allows you the same educational opportunities as everyone else. The assessment processes are adjusted while still maintaining the integrity of the assessment outcome. This may include

extra reading or writing time, an interpreter for hearing-impaired students or a change in the assessment schedule or method.

2.1.3 Exceptional circumstances

If you have special needs or exceptional circumstances beyond your control (e.g. family or medical emergency, bereavement, and religious needs) you can apply for special consideration to be assessed at a different time.

Your application must be made, in writing, to the course trainer or Head of School, at least 24 hours prior to the assessment day where possible, or within 48 hours after the assessment date, so that alternative arrangements can be considered, and approval sought.

Each application is considered on an individual basis.

2.1.4 Re-sits for competency-based assessments

Under the principles of competency-based assessment, if you do not meet the requirements to achieve competency you are allowed up to two re-sits per assessment event. Course trainers will manage this process. Re-sits take place within two weeks after the original assessment date.

2.1.5 Resubmissions for theoretical assessment

If you do not achieve the learning outcome in a theoretical assessment you may be given the opportunity to re-submit further work. In fairness to other students, this work can only be given a maximum 'pass' result for that assessment.

2.1.6 Late submissions – penalties for theoretical assessment

For graded assessments, penalties may affect your final result where work is not submitted on time for any of the following reasons:

- Extension of a theoretical assignment;
- Late assignment penalty;
- Resit of an assessment – theoretical or competency based.

If your assignment is late without approved extension you will have marks deducted according to the late assignment penalty as follows:

- For up to 3 days late – 1% per day including weekend days (without extension approval);
- For up to 7 days late – 2% per day including weekend days;
- For more than 7 days to up to 14 days late – 5% per day including weekend days.
- For more than 14 days late – 100%.

You are not allowed to plagiarise or cheat. If you do, there will be severe penalties.

Further information on imposable penalties for academic or professional misconduct are described in the Student Code of Conduct section of this handbook.

2.1.7 Extension for written assessment

You must submit all assessments, particularly written assessments on the due date. To receive an extension for a written assignment you must apply in writing and submit it to the teacher concerned 24 hours before the due date. You must include justifications for the assignment

extensions. Assignments can be extended for up to 3 days only.

2.2 Attendance

An attendance roll will be marked at every class. If you are unable to attend class, please notify the Administration Office or Course Trainer.

Punctuality is a key component of employability and therefore students are expected to be punctual to all classes and workplace attachments.

If you are absent for two days or more due to illness, you must give a doctor's certificate to your course trainer within two weeks of being absent.

It is your responsibility to catch up on work missed through absence. The Student Support Services team can work with you to develop a plan to catch up on missed work.

It is expected that all students will attend at least 80% of their classes to demonstrate their commitment to professional standards and their ability to progress to the workforce.

2.2.1 Managing student sponsorship attendance

If any student's attendance falls below 80%, their allowances (pocket money) are likely to be stopped, unless authorized medical certificates have been submitted after one day of absence from class.

2.3 Results

2.3.1 Appeals against results

If you do not agree with your assessment result or require additional information, please discuss this with your course trainer. If you are unsatisfied with the response you can

appeal the result. This must be in writing, indicating the reasons for your appeal (include a copy of the assessment). Forward this to the Head of School. If you are still unsatisfied with the response, you can appeal to the Director through a Complaint or Appeal Form. See Attachment 2 at the back of this handbook.

2.3.2 Result codes

You can find information on assessment result codes at the back of this handbook.

2.3.3 Statement of results

If you are enrolled in accredited competency-based qualifications and courses you are issued a statement of results, at the end of each academic year and at the completion of your course. You will receive your statement and Certificate at the same time.

Contact:

KIT Administration Office on 751 26516 (Betio Campus) or email **info@kit.edu.ki** for further information.

2.3.4 Certificates

You will receive your Certificate, Statement of Achievement or Statement of Participation after your course has finished. If you are undertaking an Australian equivalent course, at the conclusion of your KIT training an Australian Registered Training Organisation will assess your skills and knowledge for each unit of work completed and determine if you are eligible to receive recognition of prior learning, with the training organisation to issue an Australian qualification and record of results.

If you lose your original Certificate, you can request another original Certificate. A fee may apply (usually $50) for the reprinting and forwarding from the RTO.

2.3.5 KIT graduation ceremony

All students who successfully complete the requirements of a Certificate I level or higher qualification and qualify to graduate are invited to attend a KIT Graduation Ceremony. This is a formal ceremony and you are encouraged to attend.

3.0 Campus Environment

3.1 Parking

Parking within the KIT campuses is available for KIT vehicles. You should park your car, motorbike or bicycle outside the KIT campus gates.

3.2 Children on campus

Children are not generally allowed on KIT campuses unless approval is provided by Deputy Director, Teaching and Learning.

3.3 Litter

Rubbish bins are provided on the grounds and within the buildings and these are to be used for litter to maintain the cleanliness and professional appearance of the premises. KIT is committed to improving the standard of cleanliness and tidiness of all campus areas.

3.4 Food and drink

Food and drink must not be consumed in any teaching room (classroom, computer lab, and workshop). To reduce littering, ice blocks are not allowed on KIT campuses.

Kouben and all other drugs are also banned substances on all KIT premises and functions.

3.5 Fires on campus

There are to be no fires deliberately lit on campus. In the event of a fire, please follow all instructions as provided by your trainer or the fire wardens.

3.6 Students staying overnight on campus

Students are not permitted to stay overnight on campus. For exceptional circumstances, you may request permission from the Director to stay overnight. If permission is granted a KIT staff member will stay overnight also.

3.7 Smoke free policy

KIT recognises that passive smoking is hazardous to health and that non-smokers should be protected from involuntary inhaling of tobacco smoke. This policy aims to reduce the exposure of all staff and students to passive smoke while they are on KIT premises. This policy applies to all KIT staff, students, contractors and members of the public.

Smoking is not permitted within any KIT building or vehicle. The only designated area for smoking is under the breadfruit tree near the Security guard house (Betio).

Should you smoke in a designated area, you are to dispose of all packaging and butts in the appropriate bins provided.

3.8 Valuables/lost property

It is recommended you do not bring valuable items to KIT. Any personal items are your responsibility. KIT will not accept responsibility for the security and the loss of personal items and will not replace any personal valuables that are stolen or misplaced.

4.0 Campus Resources

4.1 KITSA

You are invited to join the Kiribati Institute of Technology Student Association (KITSA). The membership fee is $2 per student. The primary purpose of KITSA is for KIT students to be engaged in activities that will contribute to their learning and assist in contributing to community and KIT activities. You will gain leadership and management experience from your involvement. There is a chapter of KITSA at each KIT campus.

4.2 Orientation

As a new student, you will attend orientation on the first day of the KIT academic year. You will learn important information about KIT and also become familiar with your learning area.

4.3 Libraries

Each campus has a library, which is to be considered a quiet place to study and complete work. The library is available for you to access computers, borrow books and do private research and study.

Library hours are:

Monday to Friday	Open	Closed
Betio*	8.00am	4.15pm
Kiritimati	Not applicable	

Betio Campus library may open on Saturdays during the term. Please contact the Student Support Services team for further information.

There is a library policy in place for KIT. If you fail to return books or pay overdue fines, you cannot use computers, or borrow resources and may have your results withheld and be prevented from re-enrolling until books are returned and fines are paid. Orientation sessions are usually held to introduce you to the use of the library.

4.4 Toilets

The student toilet facilities aim to provide high standards of hygiene and are cleaned regularly. Should you have any concerns about facilities, please inform the Administration Office or Student Support Services. Any misuse of KIT facilities will be addressed through the Student Code of Conduct.

4.5 Transport

The Ministry of Employment and Human Resource (MEHR) provides transport support for sponsored students from specified programme areas. You are not allowed to use school transport unless authorized.

4.6 Fitness and sports facilities

KIT provides facilities for fitness and sporting activities with conditions for proper use. Please use these facilities appropriately with respect to your fellow students and classes that are in session nearby.

5.0 Course Information

KIT is an accredited institution with the Educational Quality and Assessment Programme (EQAP) of the Secretariat of the Pacific and offers a number of EQAP accredited courses which are recognised nationally, and regionally across the Pacific.

KIT also has sub-contract agreements in place with Australian Registered Training Organisations (RTOs) to award international qualifications for a number of programmes through the KIT Developmental Recognition of Prior Learning Model.

5.1 Full-time programmes

Fulltime programmes in Certificate I, II, III or IV and Skill Sets are competency-based and provide you with the opportunity to gain either an EQAP qualification or an Australian qualification. Each course is mapped to an equivalent Australian accredited course and is taught to the same standard. (See Competency-Based Courses).

5.2 Customised courses

Customised courses are developed and delivered especially for an organisation or employer who has identified a training need in their workplace. KIT delivers skills gap training to the people selected by the organisation or employer. A contract or agreement is made to deliver a customised course and a fee charged.

KIT also offers several customised inclusion-focused courses throughout each year. These are designed to meet the specific needs of people who may have a functional difficulty or form of impairment (low vision, hearing impaired etc.) that may prevent them from successfully engaging in a mainstream KIT course.

Students in customised courses are required to observe the Code of Conduct.

5.3 Short courses

Completing a short course at KIT is an excellent way to upgrade skills and advance your career prospects. It also provides you with a great opportunity to make new friends and to challenge your personal limits.

If you participate in a non-assessed short course you will be presented with a KIT Certificate of Participation. If you

successfully complete all requirements in an assessed course you will receive a KIT Statement of Achievement.

5.4 Competency-based courses

KIT's full-time courses are generally competency-based. In vocational education and training, you are considered competent when you are able to apply your knowledge and skills to successfully complete work activities in a range of situations and environments, to the standard expected in the workplace.

Both on and off-the-job training and assessment aim to make sure you are competent and work-ready.

You can be assessed during training, at the end of the training, or without even undertaking any training (for example if you believe you are already competent). The type of assessment and when it is carried out will vary depending on the assessor, the candidate and the competency being assessed.

Trainers and assessors collect evidence and make assessment judgments based on whether competence has been achieved. This confirms that you can perform to the standard expected in the workplace outlined in the relevant industry competency standards.

In competency-based courses, assessment involves collecting evidence. This evidence may be direct evidence (such as observation of workplace performance), indirect evidence (such as formal testing) or supplementary evidence (such as references from employers). KIT makes the initial assessment judgement.

KIT works with selected Australian registered training organisations (RTOs) and the RTO acts as the final assessor. All assessment evidence is checked, skills may be observed and you may undertake a conversation with

an assessor before an assessment decision is made. You are then deemed to be 'competent' or 'not yet competent'. If competent, then you will be awarded the recognition of prior learning (RPL). This means you are competent in the unit and have the necessary skills, knowledge and attributes for the industry area.

You will be awarded a qualification when RPL is gained for all the required units for the qualification. A Record of Results is received for each unit successfully assessed for an incomplete qualification.

5.5 Recognition of existing qualifications, knowledge and skills

KIT can help people with existing qualifications, or knowledge and skills to apply for a nationally recognised qualification. There may be a fee charged.

A conversation regarding existing skills, knowledge and qualifications may occur before or after enrolment in a course.

There are two main ways your existing qualifications, knowledge and skills may be recognised:

1. Credit transfer – transfer of an agreed amount of credit for previous formal study considered equivalent to a unit of study in your current course.
2. Recognition of prior learning (RPL) - assessment of your current knowledge and skills in unit(s)

6.0 Programmes and Courses/ Units Listing

*Please note that the following listings were accurate at the time of publishing. Check with the Administration Office or email **info@kit.edu.ki** for updates to programme and course/ unit information to be sure.*

6.1 School of Applied Technology (SoAT)

KITTRA20119 – Certificate II in Automotive Technology

Unit Code	Unit Name	Hours	Core/ Elective
TRASUS201	Follow environmental and sustainability best practice in an automotive workplace	25	C
TRAWHS201	Follow safe working practices in an automotive workplace	20	C
TRATOO201	Use and maintain tools and equipment in an automotive workplace	20	C
TRAELE201	Test and repair basic electrical circuits	40	E

TRAMEC201	Inspect and service engines	20	C
TRAWTB201	Inspect and service braking systems	20	C
TRAMEC202	Inspect and service cooling systems	10	C
TRATTX201	Inspect and service manual transmissions	10	E
TRAMEC203	Inspect and service petrol fuel systems	25	E
TRAMEC204	Inspect and service diesel fuel injection systems	20	E
TRATTX204	Inspect and service final drive assemblies	5	C
TRATTX203	Inspect and service drive shafts	5	C
TRATTX202	Inspect and service automatic transmissions	10	E
TRATTX205	Inspect and service steering systems	10	C

TRATTX206	Inspect and service suspension systems	10	C
TRAWTB202	Remove, inspect, repair and refit light vehicle tyres and tubes	40	E
TRAWTB203	Balance wheels and tyres	10	E
TRAMEC205	Carry out servicing operations	20	C
TRAATP201	Identify basic automotive faults using troubleshooting processes	20	C

KITTRC20119 – Certificate II in Construction Pathways

Unit Code	Unit Name	Hours	Core/ Elective
TRCWHS201	Apply OHS regulations, policies and procedures in construction industry	20	C
TRCTOO201	Use carpentry tools and equipment	100	E
TRCORG201	Plan and Organise	20	C
TRCIND201	Work effectively & sustainably in construction industry	20	C
TRCNUM201	Carry out measurements and calculations	20	C
TRCMAT201	Handle Carpentry Materials	18	E
	Manufacture and assemble joinery components	40	C
	Apply basic levelling procedures	40	E
TRCCON201	Erect and dismantle formwork for footings and slabs on ground	24	E

| TRCCON201 | Carry out concreting to simple forms | 20 | E |
| TRCCON203 | Undertake a basic construction project | 40 | E |

KITTRCSS003 – Certificate III in Carpentry and Joinery

Unit Code	Unit Name	Hours	Core/ Elective
TRCCJN301	Use static machines	70	C
TRCCJN302	Manufacture and assemble joinery components	26	C
TRCCCA301	Carry out setting out	30	C
TRCCCA302	Apply basic levelling procedures	20	C
TRCCCA303	Construct, assemble and install timber external stairs	48	C
TRCWFT301	Prepare surface for tiling application	20	C
TRCWFT302	Install floor tiles	48	C
TRCCON203	Undertake a basic construction project	96	E

KITTRE20119 – Certificate II in Electrotechnology

Unit Code	Unit Name	Hours	Core/ Elective
TREWHS201	Apply work health and safety regulations, codes, and practices in the workplace	20	C
TREWHS202	Prepare to work safely in the construction industry	10	C
ICTICT203	Operate application software packages	20	E
TREWRT201	Maintain documentation	20	E
TRESUS201	Apply environmentally and sustainable procedures in the energy sector	20	E
TREATP201	Solve problems in single path circuits	40	C
TRETEP201	Use of routine equipment, plant, technologies in an energy sector environment	40	C
TREWOR201	Carry out routine work activities in an energy sector environment	40	C
TREMAT201	Identify and select components, accessories and materials for energy sector work activities	20	C

UEECD0038	Provide solutions and report on routine electro-technology problems	60	C
TREFAB201	Fabricate, assemble and dismantle utilities industry components	40	E
TREMAT202	Fix and secure electro technology equipment	20	E
TRESUS203	Provide basic sustainable energy solutions for energy reduction in residential premises	40	C
TREELE201	Attach cords and plugs to electrical equipment for connection to a single phase 230 volt supply	20	E

KITTRS20119 – Certificate II in Sustainable Energy

Unit Code	Unit Name	Hours	Core/ Elective
TREWHS201	Apply work health and safety regulations, codes, and practices in the workplace	20	C
ICTICT203	Operate application software packages	20	E
TREWRT201	Maintain documentation	20	E
TRESUS201	Apply environmentally and sustainable procedures in the energy sector	20	C
TREATP201	Solve problems in direct current circuits	80	C
TREWOR201	Carry out routine work activities in an energy sector environment	40	E
TREMAT201	Identify and select components, accessories and materials for energy sector work activities	20	E
TREFAB201	Fabricate, assemble and dismantle utilities industry components	40	E
TREMAT202	Fix and secure electro-technology equipment	20	E

| TRESUS203 | Provide basic sustainable energy solutions for energy reduction in residential premises | 40 | C |
| TRESUS202 | Promote sustainable energy practices in the community | 40 | C |

KITTRE30121 – Certificate III in Electrical Engineering

Unit Code	Unit Name	Hours	Core/ Elective
UEECD0051	Use drawings, diagrams, schedules, standards, codes and specifications	40	C
UEECD0016	Document and apply measures to control WHS risks associated with electro-technology work	20	C
UEEEL0021	Solve problems in magnetic and electromagnetic devices	30	C
UEEEL0020	Solve problems in low voltage a.c. circuits	80	C
UEEEL0023	Terminate cables, cords and accessories for low voltage circuits	40	C
UEEEL0019	Solve problems in direct current (d.c.) machines	30	C
UEEEL0003	Arrange circuits, control and protection for general electrical installations	40	C
UEEEL0008	Evaluate and modify low voltage heating equipment and controls	20	C
UEEEL0009	Evaluate and modify low voltage lighting circuits, equipment and controls	20	C

UEEEL0010	Evaluate and modify low voltage socket outlets circuits	20	C
UEEEL0024	Test and connect alternating current (a.c.) rotating machines	50	C
UEECD0051	Use drawings, diagrams, schedules, standards, codes and specifications	40	C
UEEEL0025	Test and connect transformers	30	C
UEEEL0018	Select wiring systems and select cables for low voltage electrical installations	60	C
UEEEL0005	Develop and connect electrical control circuits	80	C
UEEEL0047	Identify, shut down and restart systems with alternate supplies	20	C
UEEEL0014	Isolate, test and troubleshoot low voltage electrical circuits	60	C
UEEEL0012	Install low voltage wiring, appliances, switchgear and associated accessories	40	C
UETTDRRF06	Perform rescue from a live LV panel	20	C

UEEEL0039	Design, install and verify compliance and functionality of general electrical installations	40	C
UEECO0023	Participate in electrical work and competency development activities	60	C
UEEEL0067	Rewind single phase induction motors	40	E
	Design, install and troubleshoot stand-alone PV systems	20	E
UEEEL0068	Rewind three phase induction motors	60	E

KITTRR20119 – Certificate III in Metal Roofing and Cladding

Unit Code	Unit Name	Hours	Core/ Elective
TRRTEP201	Operate elevated work platforms	32	C
TRGWHS201	Apply OHS requirements, policies, procedures in construction industry	20	C
TRRWHS201	Work safely at heights	8	C
TRRWHS202	Work safely on roofs	20	C
TRRFAB201	Fabricate and install roof drainage components	48	E
TRRFAB202	Flash penetrations through roofs and walls	18	C
TRRMAT201	Select and install roof sheeting and wall cladding	16	C
TRRFAB203	Fabricate and install external flashings	16	E
TRRMAT202	Install roof components	10	E

TRRMAT203	Install composite roof systems	20	E
TRPFAB201	Cut and join sheet metal	8	E
TRDPLU208	Collect and store roof water	10	E
TRRMAT204	Receive roofing materials	4	E
TRDFAB201	Cut using oxy – LPG – acetylene equipment	8	E
TRRFAB204	Weld using oxy acetylene equipment	16	E

KITTRP20120 – Certificate II in Plumbing

Unit Code	Unit Name	Hours	Core/ Elective
TRPWHS201	Carry out WHS requirement	50	C
TRPWPR201	Carry out interactive workplace communication	10	C
TRPWOR201	Work effectively in the plumbing & Services sector	15	C
TRDATP201	Read Plans and plumbing calculations	8	C
TRPMAT201	Handle store plumbing	6	C
TRPTOO201	Use plumbing hand and power tools	40	C
TRDCON201	Carry out levelling	6	C

TRPFAB202	Mark out materials	20	C
TRDCON202	Carry out simple concreting and render	16	C
TRDATP202	Locate and clear Blockage	8	C
TRPCON201	Install trench support	16	C
TRDPLU207	Drain Work Site	5	C
TRDPLU201	Plan and layout of a sanitary Drainage system	8	C
TRDPLU202	Install below ground sanitary drainage system	30	C
TRDPLU203	Install discharge pipe	28	C
TRDPLU204	Install on-site disposal system	8	C

| TRDPLU205 | Install domestic treatment plants | 20 | C |
| TRDMAT201 | Install prefabricated inspection opening and enclosures | 4 | C |

KITTRW30119 – Water Skill Sets

Unit Code	Unit Name	Hours	Core/ Elective
TRWPLU301	Set out and install water services	36	E
TRWPLU302	Install water pump sets	8	E
TRWPLU303	Install & fit off sanitary fixtures	20	E
TRWMAT301	Fit off and commission heated and cold-water services	16	E
TRWMAT302	Install and maintain domestic water treatment equipment	10	E

6.2 School of Business (SoB)

KITACC30119 – Certificate III in Accounts Administration

Unit Code	Unit Name	Hours	Core/ Elective
BUSWHS201	Contribute to health and safety of self and others	20	E
ACCFIN301	Process financial transactions and extract interim reports	60	C
ACCFIN302	Administer subsidiary accounts and ledgers	40	C
ACCFIN303	Perform Financial Calculation	30	C
BSBITU306	Design and Produce Spreadsheet	40	C
BUSWRT301	Write Simple Documents	30	C
ACCIND301	Work effectively in the financial services industry	30	C
BUSFIN401	Prepare Financial reports	50	E

ACCFIN304	Conduct business activities using a computerised accounting system	40	C
BUSCUS301	Deliver and monitor a service to customers	35	E
ACCORG301	Administer fixed asset register	50	E

KITACC40119 – Certificate IV in Accounting and Bookkeeping

Unit Code	Unit Name	Hours	Core/ Elective
ACCFIN402	Establish and maintain payroll systems*	45	C
ACCFIN403	Set up and operate a computerised accounting system	80	C
ACCFIN404	Prepare financial statements for non-reporting entities	60	E
ACCBUS401	Prepare Operational Budget	60	C
ACCIND401	Work effectively in the accounting and bookkeeping industry	40	C
ACCFIN401	Complete business activity and instalment activity statements*	50	C
ACCFIN405	Process business tax requirements	50	E
The units listed below are completed in Certificate III in Accounts Administration and will become a Credit Transfer in this qualification.			
ACCFIN301	Process financial transactions and extract interim reports	60	C

ACCFIN302	Administer subsidiary accounts and ledgers	40	C
BSBITU306	Design and Produce Spreadsheet	40	E
BUSWRT301	Write Simple Documents	30	E
ACCFIN303	Perform Financial Calculation	30	E
BUSFIN401	Prepare Financial reports	50	C

KITBUS20120 – Certificate II in Workplace Skills (Business)

Unit Code	Unit Name	Hours	Core/ Elective
BUSCOM211	Apply communication skills	40	C
BUSIND211	Work effectively in business environments	30	C
BUSWHS211	Contribute to the health and safety of self and others	20	C
BUSFIN311	Process financial transactions	30	E - B
BUSSUS201	Participate in sustainable work practices	30	C
BUSTPS201	Develop and apply thinking and problem-solving skills	20	E - A
BUSTIM201	Plan and apply time management	20	C
BUSICT201	Use business software applications	60	E - B

| BUSCUS211 | Deliver a service to customers | 40 | E |
| BUSWOR211 | Work effectively with others | 15 | E |

KITICT30120 – Certificate III in Information Technology

Unit Code	Unit Name	Hours	Core/ Elective
BSBDCT301	Develop and extend critical and creative thinking skills	30	C
BSBIWS313	Securely manage personally identifiable information and workplace information	30	C
BSBITM303	Work in a team	30	C
ICTIPP313	Identify IP, ethics and privacy policies in ICT environments	40	C
ICTAIP302	Apply introductory programming techniques	40	C
ICTCUS301	Provide ICT advice to clients	40	C
ICTITM302	Maintain Standard Operating Environments	30	E
ICTITM301	Connect internal hardware components	20	E

ICTCUS304	Provide basic system administration	20	E
ICTITM314	Maintain and repair ICT equipment and software	30	E
ICTNWS312	Install, configure and secure a small office or home office network	40	E
ICTCUS315	Build simple web pages	20	E

KITHTH20119 – Certificate II in Hospitality

Unit Code	Unit Name	Hours	Core/ Elective
HTHWHS201	Participate in safe work practices	12	C
HTHHFP201	Use hygienic practices for food safety	15	E
BUSWOR201	Work effectively with others	15	C
HTHIND201	Source and use information on the hospitality industry	25	C
HTHWOR201	Use hospitality skills effectively	0	C
HTHCUS201	Interact with customers	20	C
HTHWOR202	Show social and cultural sensitivity	20	C
BUSWRT201	Produce digital text documents	60	E
BUSCOM201	Communicate in the workplace	40	E

HTHCUS202	Serve food and beverage	80	E
HTHCUS203	Provide customer information and assistance	20	E
HTHPRG201	Prepare rooms for guests	25	E

6.3 School of General Studies (SoGS)

KITBDG2019 – Certificate in Bridging

Unit Code	Unit Name	Hours	Core/ Elective
BDGLRN101	Uses simple learning strategies	50	C
BDGOCM101	Participate in simple spoken interaction	100	C
BDGRDG101	Read and respond to simple information	100	C
BDGWTG101	Write simple information	100	C
BDGNUM101	Use basic numeracy skills	100	C
BDGDTH101	Use digital technology for simple tasks	50	E

BDGCON101	Use basic construction tools and equipment	50	C
BDGCON102	Read simple plans and specifications	20	E
BDGCON103	Carry out measurement	30	E
BDGCON104	Undertake basic construction projection	50	E
BDGPN101	Use basic painting tools and materials	50	E
BDGPN102	Apply paint with brush or roller	50	E

KITENG2018 – Certificate I in English

Unit Code	Unit Name	Hours	Core/ Elective
ENGBPI101	Share basic personal information	75	C
ENGCSD101	Communicating simple descriptions	75	C
ENGLRN101	Learning to learn	50	C
ENGNUM101	Use simple everyday numeric contexts effectively	75	C
ENGRWI101	Respond appropriately to written instructions	75	C
ENGRWR101	Reading, Responding to, and writing recounts	75	C
ENGSST101	Take part in short spoken transactions	75	C

KITENG2019 – Certificate II in English

Unit Code	Unit Name	Hours	Core/ Elective
ENGDRC201	Developing independent English language reading competence	80	C
ENGDWC	Developing independent English language writing competence	80	C
ENGDLG201	Developing independent English language listening competence	80	C
ENGDSC201	Developing independent English language speaking competence	80	C
ENGDIC201	Develop integrated communicative English Language competence	80	C

KITCSS2019 – Certificate II in Community Services

Unit Code	Unit Name	Hours	Core/ Elective
CSSWHS201	Participate in workplace health and safety	20	C
CSSWOR201	Communicate and work in health or community services	40	C
CSSWOR202	Work with diverse people	50	C
CSSCUS201	Provide first point of contact	40	C
BUSORG201	Organise and complete daily work activities	20	C
BUSATP201	Use strategies to respond to routine workplace problems	15	E
CSSCIN201	Meet community information needs	70	E
CSSGRP201	Support Group activities	30	E
CSSVOL201	Be an effective volunteer	20	E

Vocational Support Units (VSU)

Unit Code	Unit Name	Hours	Core/ Elective
ENGSAL101	Speaking and listening	114	C
ENGRAW102	Reading and writing	114	C
ENGNPS103	Numeracy and Problem solving	95	C
GENVSS101	Vocational study skills	50	C
GENEFS102	Preparation for Employment and Further studies	45	C

7.0 Policies

7.1 Speaking English

You need to speak English at all times on the campus: in class and during breaks.

Your classes are taught in English because you need to have sound English skills to participate fully in your training and gain skills that reach internationally recognised standards. You will also attend English classes that aim to improve your speaking, listening, reading and writing skills. Make the most of opportunities to improve your English as this will greatly help you to succeed in your course and to gain employment.

KIT promotes a 'no mocking' environment regarding the use of English across the campus. Students are not to mock others.

7.2 Plagiarism and referencing

Assignments and other forms of assessment must be your individual and original work. Copying directly from your research sources or another student's work, including reworded or paraphrased material without proper acknowledgement is plagiarism.

Plagiarised work will not be accepted and will result in disciplinary action. Staff may assist in providing a referencing guide providing information on how to acknowledge sources and use correct referencing techniques.

7.3 Privacy

KIT collects personal, health and sensitive information to allow it to manage applications, student admissions, training, and graduate outcomes.

You may request access to your information and you will be provided with the opportunity to correct the information if it is established that it is incorrect.

7.4 Dress code

You are encouraged to wear appropriate clothes to KIT and in workshops in particular. Caps/hats and sunglasses should not be worn in class. Information about the clothes in the workshop will be provided as part of departmental orientation.

7.5 Withdrawals and refunds

If you wish to withdraw from your course, you should notify your course trainer and then the Administration staff who will be able to provide you with the appropriate Student Withdrawal/Refund Form.

To request reimbursement of fees, you must complete the Student Withdrawal/Refund Form and submit it to Administration for processing.

Reimbursement of fees will be approved only as indicated on the form or in exceptional circumstances only.

The Fees and Refund Policy 020 (See Administration Office) provides information on the conditions where a fee reimbursement may be approved by the Deputy Director, Teaching and Learning.

7.6 Student computer account & IT

Full-time students should use their ID to log in to the KIT domain. During your first IT class, a trainer will provide you with step-by-step instructions on how to successfully log in to the system.

Students for short courses requiring a computer are assisted by their respective course trainers.

The KIT IT User Policy 022 sets out clear guidelines for the proper use all IT equipment and facilities owned and distributed by KIT. You are advised to read and understand the policy for compliance purposes.

KIT Information Technology staff monitor activities such as downloads from the internet and email transmissions. Access to some sites is blocked.

Please contact **helpdesk@kit.edu.ki** for further assistance.

7.7 IT usage and storage

Limited storage space for IT files is available for students. A student account and data files will be deleted after course completion. The use of KIT's network does not guarantee backup of important work.

7.8 Moodle

Moodle is KIT's official learning management system that may be used in some of your courses. It may contain your course notes, quizzes, announcements and activities to submit your assignments when they are due. Your KIT

username and password details are normally used to log in to Moodle as well. The main KIT Moodle site is located here: **https://moodle.kit.edu.ki/** Contact the IT helpdesk for further assistance.

7.9 Wireless access

KIT does not allow you wireless access to the network and the internet.

7.10 Mobile phones/ personal music players

You must switch off mobile phones and personal media devices during classes. You are to be considerate of the rights of others at all times whilst on the KIT campus. Where you impose on the rights of others you may be subject to disciplinary action.

7.11 Flash drives

You are not permitted to use external USB storage devices on KIT computers without first having them scanned for viruses by the IT Technicians.

8.0 Student Code of Conduct

The code of conduct outlines a student's responsibilities and rights. The purpose of this code of conduct is to ensure an atmosphere of understanding, respect, professionalism, and a supportive adult learning environment that celebrates diversity and embraces equal opportunity. Every student has the right to participate in KIT courses, free of inappropriate behaviour that may impair the learning process or the emotional, physical and mental well-being of individual students, staff and visitors to KIT.

KIT is committed to the following:

- promoting mutual respect for people, property and different points of view;
- providing support, learning and avenues of assistance to inspire confidence, ability and enjoyment of learning;
- providing a learning environment, free from discrimination, mocking, bullying and harassment, in which students are encouraged to undertake independent thought;
- flexibility of teaching and assessment practices, to ensure an inclusive learning environment;
- providing relevant, up-to-date information to facilitate students in making informed decisions about their studies;
- addressing any complaints about students or staff.

8.1 Student responsibilities

Students are expected to:

- respect the rights, privacy and safety of other students and staff;
- treat other students and staff with dignity and respect;
- conduct their studies with honesty and integrity;
- respect all KIT facilities, resources and property;
- be accountable and responsible for their own decisions;
- conduct all activities in a lawful and safe manner under supervision and guidance;
- provide accurate, current student information as needed, to facilitate the process of administration, enrolment, and assessment;
- actively participate in the learning process;
- respect the rights of other students and staff to have their own opinion;

- be open to, and welcoming of, the diversity of students on campus;
- observe the restricted smoking area;
- not chew gum or *kouben* in any classroom, lab or learning space.
- show consideration to others.

8.2 Student rights

Students have the right to:

- learn in a safe, secure and supportive environment;
- be treated by others with dignity and respect;
- privacy – only information necessary to the core function of KIT may be shared without the student's prior consent;
- be free from mocking, bullying, or harassment.

8.3 Bullying

Bullying is described as repeated, unreasonable behaviour, directed at a staff member, student or group of students that creates a risk to health and safety. Students are expected not to bully staff members or fellow students. Any bullying claim will be considered serious and reported to the Deputy Director, Teaching and Learning, with the student to be disciplined according to the nature and severity of the case.

8.4 Discrimination

Discrimination in any form is unacceptable. Discrimination could include religion, age, gender, disability, nationality or another form. Students are encouraged to report any discrimination (from other students or staff) to their trainer or the Deputy Director Teaching and Learning.

8.5 Harassment and sexual harassment

Harassment is any form of behaviour that is unwelcome and not wanted (e.g. bullying, intimidation, discrimination on the basis of race, age, religion, appearance or gender).

Sexual harassment is unwanted and unwelcome sexual attention and will not be tolerated. Types of sexual harassment may include but are not limited to: unwelcome physical contact; sexual innuendo; displays of offensive

print material; leering; or the use of text or other electronic media to send unwelcome material. If you are concerned about any form of harassment, please contact a staff member or the Deputy Director, Teaching and Learning. All reports will be kept confidential. A sexual harassment complaint or other serious breaches should immediately be directed to the Director.

8.6 Vandalism and antisocial behaviour

The use of offensive language on campus is unacceptable. Acts of vandalism or antisocial behaviour, including graffiti carried out within the campus grounds or immediate areas, will be dealt with in accordance with the Student Code of Conduct, and KIT policies and may be reported to the Police.

Students are to treat KIT property with care and will be held responsible for any damage that they cause.

8.7 Drugs

Students are not to bring drugs to campus or come to class under the influence of drugs or alcohol. This includes *kava, kouben*, alcohol and other drugs. If you disobey this, you will be asked to leave the premises and the Police will be advised if the matter is serious.

8.8 Penalties for misconduct

Course trainers deal with minor misconduct however more severe or repeated offences will require consideration by the Head of School, a Deputy Director or the Director.

Misconduct will be reviewed individually and, depending on severity and frequency, will result in:

- a verbal warning;
- a written warning;
- a required written explanation or apology.

Serious Misconduct, including but not limited to reckless or intentional actions endangering life; unauthorised access or use of medicines, tools or workspaces; abuse, assault, carrying of weapons, drunk/drugged or violent behaviour; theft, fraud and deception, are considered illegal actions and may immediately result in any of the following penalties:

- suspension;
- expulsion;
- referral to the police or other appropriate authority.

All cases of Serious Misconduct will be reported and addressed by the KIT Executive team, with notification provided to the Ministry of Employment and Human Resource for all outcomes. Authorities will be contacted as deemed appropriate.

8.9 Academic integrity

KIT promotes an environment of academic integrity, meaning that all students and staff should commit to and demonstrate honest and ethical behaviour in an academic setting.

Academic integrity is demonstrated by:

- presenting work that is your own and not someone else's;
- acknowledging where you have used the words or ideas of others within your work, by citing the original source.

8.10 Academic misconduct

Academic misconduct is academic behaviour that is dishonest or unfair and includes:

- cheating;
- copying another student's work;
- getting someone else to do your work for you;
- collusion – working together on an assignment and submitting the same work;
- copying and pasting without acknowledging the original author and source of that information.

By demonstrating academic integrity, a student will avoid the potential for academic misconduct and the penalties that apply.

The penalties below do not relate to extension, lateness or re-submission of assignments. They relate to plagiarism, submitting someone else's work as your own work, cheating and other forms of academic dishonesty.

Academic misconduct may be considered and dealt with by the course trainer, Head of School, or the Quality

Teaching and Learning Committee, depending on the severity and number of occurrences.

Misconduct will be reviewed individually and, depending on severity and frequency, will result in:

- a re-submission or re-sit being required;
- a fail or 'not yet competent' result being awarded;
- suspension;
- expulsion.

9.0 Workplace Health and Safety

9.1 Health, safety and wellbeing

KIT is committed to providing a safe working and studying environment with the highest standards practicable for the workplace health, safety and welfare of employees, students, contractors and any community members who may be affected by the Institute's operations. Please immediately report any maintenance or hazardous issue to the campus Administration or a Deputy Director.

Please use the toilet if you want to either spit or blow your nose.

You also need to cover your mouth and nose if you are about to cough or sneeze.

9.2 Personal protective equipment (PPE)

Trade course students may be required to wear personal protective equipment and/or special clothing. Examples include safety glasses, safety boots, ear plugs, hairnets, gloves, and/or overalls. This is the normal industry requirement for certain trades. If your course requires you to wear PPE, you must wear PPE in your practical activities. If you do not wear PPE, you will not be able to

participate in practical activities until compliant. Trade course students are expected to wear safety boots.

9.3 Accidents and injuries

Accidents can result in loss of life, injury, and property or equipment damage. You must report all injuries or incidents that occur on KIT premises or property, including when on practical placement or excursions. If you are injured or involved in an incident you must advise your course trainer and you will be asked to complete an injury report/incident report form. This report will assist KIT in determining what happened, how it happened and how to prevent it from happening again.

9.4 Safety

Safety is everyone's responsibility. Students are expected to conduct themselves in a safe manner at all times. Staff may suspend you if they believe there is an immediate

safety concern. If you are suspected of being affected by alcohol, *kava, kouben* or other drugs you will not be permitted to attend class.

You are also required to wear shoes on campus. Any staff member has the authority to ask you to leave the campus if you are seen without shoes.


9.5 Medical emergency

A medical emergency is one that cannot be dealt with by a trained first aid officer and is one that requires doctors or hospital services. The emergency may include:

- suspected heart attack, stroke or other life-threatening illness;
- broken limbs or other serious injuries.

If a person is injured:

- provide them with support and immediately advise a senior staff member or first aid officer;
- don't move the injured person unless they are exposed to a life-threatening situation, and it is safe to move them;
- remain with the injured person until the first aid officer arrives;
- follow the first aid officer's instructions.

You must contact a trainer, Administration or Executive member as soon as possible.
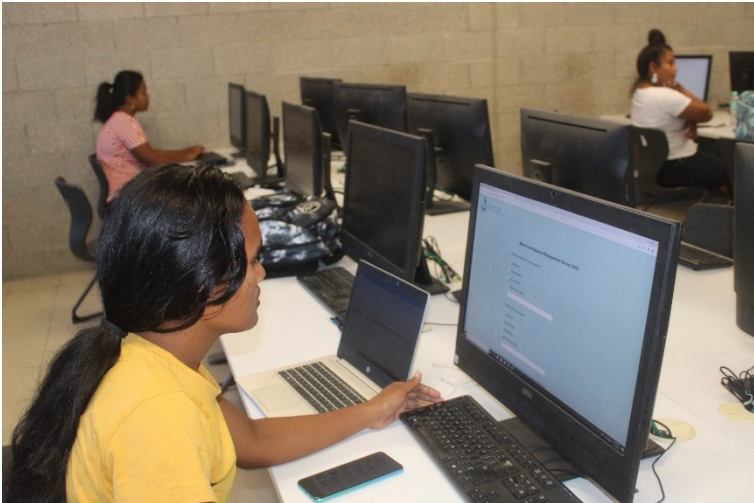
9.6 Emergency management/ evacuation

A number of staff members are trained in implementing an emergency management plan. You will attend emergency drills throughout the year and in the event of an emergency, all students will be asked to follow the direction of a staff member.

If you are asked to evacuate you should proceed to the emergency assembly area — specified during the drill. An emergency evacuation is not a morning tea break.

Under the evacuation procedure you should:

- on hearing an alarm, prepare to follow instructions from staff;
- secure (if safe to do so) any activity or process that may become hazardous or suffer damage if left unattended as a consequence of the evacuation;
- assist with the evacuation of disabled occupants;
- move calmly to the nominated emergency assembly area. Follow the instructions of emergency control personnel;
- not leave the emergency assembly area until the 'all clear' has been given by the emergency control personnel.

10.0 Attachments

Table 1: Student Result Codes

The result codes detailed below OR the equivalent set of codes as prescribed by another RTO are to be used for assessment outcomes for competency-based courses at KIT.

Competency-Based Courses Result Codes		
Code	**Description**	**Comments**
PA	Pass Achieved	The student has satisfied all assessment requirements for the unit of competency.
F	Fail	The student has undertaken/attempted all assessment requirements and has not satisfied all the assessment requirements for the unit of competency.

Table 2: Student Complaint or Appeal Form

KIT is committed to a fair and transparent handling process, and we will treat any complaint or appeal you have with any aspect of KIT services or facilities confidentially, respectfully and in a timely manner. See the attached Student Complaints/Appeals Procedure for full details of the process.

Before making a formal complaint, we ask that you discuss the issue with the person(s) concerned and try to resolve it informally. If the issue is not resolved and you wish to make a formal complaint or appeal, please lodge this form with Administration, directly with the Director or through the KITSA Executive.

The Director will notify you within 3 days of how your complaint or appeal will be investigated. This may involve an interview with you, and if so, you may bring someone with you to the interview to support you.

Generally, academic appeals will be forwarded to the Deputy Director Teaching and Learning and the Quality Teaching and Learning Committee to investigate and decide on the appeal outcome.

You will be advised of the outcome of the investigation within 3 weeks of the date of lodging the complaint or appeal. If the investigation will take longer than 3 weeks, you will be advised in writing.

You have the right to withdraw your complaint or appeal at any time during the process if you so wish.

Should the matter remain unresolved following this process and it is related to an RTO qualification, then you have the right to lodge a complaint or appeal with the RTO.

Please see the **Complaint or Appeal Form** on the following page:

PLEASE TICK ONE:	COMPLAINT	APPEAL

Name of person lodging request:	Phone Number:

Name of Course enrolled in:

Please explain the reasons for the complaint/appeal (attach more details if necessary):

Have you discussed this issue with the person(s) concerned? If so what was the outcome?

How would you like to see this complaint/appeal resolved?

Signed: _____

Date: _____

Office Use Only

Complaint forwarded to the Director by (signature)_____ on (date) _____ OR

Appeal forwarded to Deputy Director T&L by (signature)_____ on (date) _____

Referred to Director: Yes □   No □   Complaint noted in Complaint Register Ref No_____

Investigation by Director /Deputy Director and notes of any meeting(s) held

Outcome and decision:

Recommendations for improvements:

Name_____
(signature)_____ on (date) _____

Communication of complaint decision:

□ Written Notification to complainant sent by (Name) _____ on (date) _____ OR

□ Written Notification to appellant sent by (Name) _____
on (date) _____

Follow up action:

□ Written Notification to other party…………………. Sent by
(name)_____on (date) _____

□ Copy of completed complaint kept on student/staff file
(name)_____on (date)_____

□ Recommendations for corrective action referred to SLT
by_____ on_____

□ Other action:
_____
__

□ Improvements implemented and recorded in Complaints Register:

_____
_____

(signature)_____ (date) _____

Table 3: Student Complaint or Appeal Procedure

Step	Process/ Key points	Who is responsible/ Timeframe
1. Request for formal resolution of a complaint or appeal by lodging a Complaint or Appeal Form	Student to fill in the Complaints Form, stating **Complaint or Appeal** and the nature and details of the complaint or appeal, and where possible the preferred solution. Student lodges Complaint Form with Administration, Director or through KITSA Executive. Administration may refer the complaint or appeal to the appropriate staff member to assist in completing the form.	Administration/ KITSA Executive to forward the complaint or appeal to the Director within 1 day of receipt. The complaints/ appeal resolution process should be completed within 3 weeks of lodgements.
2. Director acknowledges receipt of complaint or appeal	Director records receipt of the complaint in the Complaints Register. Director notifies the complainant that the complaint or appeal has been received and how it will be investigated. Director investigates complaint or appoints a nominated investigator. Deputy Director T&L convenes QTLC	Director within 3 days of receipt. Deputy Director within 3 days of receipt.

3. Director or nominated investigator investigates the complaint or appeal.	Director investigates the complaint or appeal and appoints a nominated investigator.	Director or nominated investigator should attempt to resolve the complaint or appeal within 10 working days.
	In the case of suspected criminal conduct, the investigator must refer the matter to the Director, who will decide whether the Police and MHLRD should be notified.	If the complaint or appeal takes more than 10 working days to resolve, the complainant/appellant should be advised of the progress of the investigation.
	In the case of substantiated complaints against staff, the disciplinary procedures detailed in the Kiribati National Conditions of Service will be followed.	
	In the case of substantiated complaints against students, the KIT Student Code of Conduct should be followed.	
	The investigation may involve interviewing parties to the complaint or appeal and/or organising a meeting with the complainant or appellant and all other parties involved in the complaint or appeal.	
	The person lodging the complaint has the right to bring a support person to relevant meetings	
	The meeting and its outcome must be documented on the Form.	

4. Notify the complainant or appeal of the final outcome of the investigation in writing	The Director documents the outcome of the complaint investigation and notifies the complainant of the decision and reasons.	Director
		Deputy Director
	The Deputy Director documents the outcome of the appeal investigation through QTLC minutes and notifies the appellant in writing of the decision and reasons.	MLHRD
	If the dispute has not been resolved to the complainant's satisfaction, then the complainant may make a formal submission for an independent review by MHLRD or a mutually acceptable third party. For a student, enrolment will be maintained while the complaints and appeals process is ongoing.	

5. Recording and acting on complaint	The Director should: • document the outcome of the complaint in the Complaints Register, and where relevant on file of staff/student against whom a complaint has been substantiated • regularly report to the Executive about complaints lodged and any improvement measures needed • implement corrective actions arising from the complaint	
6. Unresolved complaints related to RTO qualifications	The Director should: • Provide information on the RTO's Complaints processes.	Director provides this information at the time complainant is notified of the outcome of the formal complaint.

Table 4: Imposable Penalties for Student Misconduct

	Action	Responsibility	Authority	Inform
1	Student counselling.	Trainer	Head of School	DDTL
2	Written reprimand & further counselling (2nd written reprimand may incur a fine).	Head of School	DDTL	QTLC & DIR/OIC
3	Official warning letter.	Head of School	DDTL	QTLC & DIR/OIC
4	Fine – Pocket money suspended for 4 days.	DDTL	QTLC	KIT Executive
5	Fine – Pocket money suspended for 2 weeks.	DDTL	QTLC	KIT Executive
6	Suspension of pocket money for the remainder of the term.	DDTL	QTLC	AAB
7	20 working day suspension from Internet access on the campus (KIT Student ICT Policy 023).	DDTL	QTLC	IT Techs/ KIT Executive
8	20 working day suspension from access to any computer (KIT Student ICT Policy 023).	DDTL	QTLC	IT Techs/ KIT Executive
9	Total ban from any Internet access on the campus (KIT Student ICT Policy 023).	DDTL	QTLC	IT Techs/ KIT Executive
10	Total ban from any access to any KIT computer (KIT Student ICT Policy 023).	DDTL	QTLC	IT Techs/ KIT Executive

11	Reimbursement to KIT for the cost of damage caused or lost property pertaining to KIT equipment and /or facilities (KIT Student ICT Policy 023).	DDTL	QTLC	IT Techs/ KIT Executive
12	Reimbursement to KIT for replacement of library items and suspension of library privileges until the amount has been paid in full.	DDTL	QTLC	Librarian/ KIT Executive
13	1-week suspension – including campus access and computers.	Head of School	DDTL	QTLC & DIR/OIC
14	2-week suspension – including campus access and computers.	Head of School	DDTL	QTLC & DIR/OIC
15	Suspension until next intake.	DDTL	KIT Executive	MEHR
16	Expulsion and discontinuation of the course.	DDTL	KIT Executive	MEHR
17	Police Intervention.	DDTL	KIT Executive/ DIR/ OIC	Police/ MEHR