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Welcome to NorthEd International College

NorthEd International College is a Registered Training Organisation that delivers nationally recognised training programs to students across Victoria.

It is our aim to help you find the right course that will develop the skills you need to gain employment and create a successful career.

NorthEd International College provides quality training and assessment services to enhance the skills and knowledge of our customers.

We employ qualified and competent trainers and assessors who are able to deliver a wide range of courses and qualifications specific for the Horticulture / Agriculture Industry.

At NorthEd International College you will learn from friendly, supportive, industry-trained and experienced trainers who are committed to your success.

Courses are offered in a range of training and assessment options on and off site, including workplace delivery.

The purpose of this handbook is to provide you with a quick reference about training programs and processes at NorthEd International College.

Please take the time to familiarise yourself with its contents.
## QUALIFICATIONS OFFERED

<table>
<thead>
<tr>
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<tr>
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Introduction

NorthEd International College aims to provide quality training and assessment services to clients in the Horticultural & Agricultural Industries. The college is a Registered Training Organisation (RTO) approved by Australian Skills Quality Authority (ASQA) and is governed by the Australian Qualifications Framework (AQF).

Purpose

The purpose of this Code of Practice is to ensure that our clients protected and receive high quality training and assessment services.

NorthEd International College ensures that the rights of clients are protected and they receive the services detailed in their enrolment by;

- Ensuring all marketing and advertising activities are conducted with integrity and accuracy
- Delivering courses on its scope of registration with appropriate staff and facilities to deliver these programs.
- Ensuring that clients are provided with accurate information regarding their financial obligation prior to enrolment in any course or program
- Ensuring documented fair refund policies are available to clients prior to enrolment. In the event that NorthEd is unable to fulfil its obligations, appropriate measures are in place.
- Maintaining complete and accurate academic, financial and other personal records, these records are maintained in the strictest of confidentiality and will not be divulged to third parties unless authorised by the client or required to by law. Clients are given the opportunity to view their personal records to confirm the accuracy and completeness.
NorthEd International College adhere to the principles of access and equity, meet legal obligations and maximise the outcomes for each Eligible student by;

- Providing learning and training in an environment that is free from harassment and discrimination
- Ensuring access and equity for all clients

NorthEd International College actively engages with industry so that students can be confident that the qualification awarded by the Training Provider is recognised and valued by potential employers by;

- Ensuring that the knowledge and skills of the Registered Training Organisation’s trainers are aligned to current industry practice and actively participate in professional development.
- Consulting with industry to develop, assess and evaluate training and assessment services

NorthEd International College assures the quality of Training and Assessments provided across all of its operations by;

- Complying at all times with relevant legislative and regulatory requirements including the Australian Quality Framework standards, Training and Skills Development Act 2008 (SA)

NorthEd International College is committed to continuous improvement and values the feedback received from clients.

Valuable feedback provides NorthEd International College the opportunity to improve our services.
NorthEd International College meets the individual needs of its clients by assessing their current skills and knowledge prior to the commencement of training by;

- Recognising that our clients may hold skills and knowledge that are relevant to their course outcome and provide assistance to these clients to gain recognition of these skills and knowledge through the process of Recognition of Prior Learning (RPL/RCC)

- Our policies and procedures ensure that clients are treated fairly and receive all reasonable assistance to successfully complete their course.

- Dealing fairly and constructively with client complaints and or concerns.

- Recognising if a client has completed relevant units with another RTO.

- Offering learning and assessment services that meet individual needs.
STUDENT CODE OF CONDUCT

Student Rights

All students have the right to:

- Be treated fairly and with respect by NorthEd International College staff and other students;
- Learn in an environment free of discrimination and harassment;
- Learn in a supportive and stimulating environment in which to pursue their goals;
- Have access to counselling if desired or required;
- Privacy concerning records that contain personal information, subject to statutory requirements;
- Be given information about assessment procedures at the beginning of the subject / competency and progressive results as they occur;
- Lodge a complaint without fear of retaliation or victimization;
- Have Principles of Natural Justice applied during any investigation process concerning a breach of the Student Code of Conduct.

Student Responsibilities

All students have a responsibility to:

- Treat other students and NorthEd International College staff with respect and fairness;
- Follow any reasonable direction from a member of staff;
- Refrain from swearing, drinking and eating in classrooms and other learning areas (water only allowed);
- Behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying or misusing NorthEd or other student's property;
- Behave responsibly by not being under the influence of drugs and alcohol during training and assessment activities;
- Refrain from using mobile phones, pagers or any other electronic devices that may disrupt classes;
- Do all assessment tasks and examinations honestly, and not engage in plagiarism, collusion or cheating;
- Follow normal safety practices, including wearing approved clothing and protective equipment and following both written and verbal directions given by NorthEd staff;
- Not behave in a way that would offend, embarrass or threaten others;
Whilst enrolled at NorthEd International College, the student will not:

• Wilfully obstruct or attempt to deter any Staff of NorthEd International College in the performance of their duties;

• Enter any place on the premises when unauthorised by a staff member of NorthEd International College;

• Fail to leave any part of the building when directed to do so by Training Staff;

• Wilfully damages or wrongfully deal with any NorthEd property;

• Attend NorthEd whilst under the influence of alcohol or affected by drugs, etc. or possess, use, or traffic a drug of addiction or drug of dependence within the meaning of the Crimes Act 1958 or the Drugs Poisons and Controlled Substances Act 1981 or any Act in substitution thereof;

• Carry or use such items as firearms, knives, syringes, etc. as weapons;

• Fail to comply with OH&S regulations or wilfully place another person in a position of risk or danger;

• Constantly interrupt class time through the use or presence of mobile phones and pagers;

• Use abusive language;

• Wilfully disobey or disregard any lawful direction given by a staff member of NorthEd International College;

• Act dishonestly or unfairly in connection with an examination, test, assignment or other means of assessment conducted by NorthEd International College;

• Wilfully obstruct any teaching activity, examination or meeting of NorthEd International College;

• Divulge any confidential information relating to any NorthEd International College matter.
NorthEd International College provides all students with clear standards of conduct that are expected of them during their participation in the course.

The rights and responsibilities of students are prescribed in:

a) The Student Code of Conduct

b) Other organizational policies and procedures available on our website.

Visit [www.northed.edu.au](http://www.northed.edu.au)

If any student breaches the requirements or expectations of them as a student, NorthEd International College will be required to take disciplinary action with the student to rectify and/or manage the behavior.
Principles to be applied in dealing with breaches of conduct

The following principles of Natural Justice will apply:

- All parties to a grievance should have the opportunity to put their case forward and have it considered;
- Any allegation made against a student of NorthEd International College should be made known to the individual concerned;
- All investigations and decisions should be made impartially; confidentiality is to be strictly maintained;
- A student or friend/advocate of that student who is involved in disciplinary procedures are not to be victimised or discriminated against because of that involvement;
- Resolution of behavioural problems is in the first instance to be attempted through discussion and mediation.

A student has the right of appeal against any decision made by NorthEd International College in regard to disciplinary measures imposed upon them.

Grievances about penalties or processes dealing with misconduct are to be dealt with through NorthEd International College appeals process.

A student must lodge an appeal to the NorthEd International College Director not more than seven days after the date on which the notice of decision was given to the student.

A written and signed notice of appeal must contain:

- The name of the person or body that made the decision
- Brief details of alleged misconduct.
- Outline of grounds of appeal.
At NorthEd International College we integrate access and equity principles into all our training and assessment activities. We aim to ensure that:

- Our clients have equitable access to the benefits of training and assessment irrespective of their gender, age, race, religion, culture, linguistic background, marital status, geographic location, socioeconomic background, disability, sexual preference, or political conviction.

- Enrolments into training courses will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with Equal Opportunity legislation.

- Students have equitable access to training resources, facilities, support services, information, trainers and assessors, materials, assessment opportunities, and learning opportunities.

- Our courses are designed and our facilities are set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation.

- We provide equal opportunity for all students regardless of their gender, physical appearance, race, marital status, sexuality, age, family responsibilities, disability, transgender, political conviction, cultural background, linguistic background, religious belief, geographic location or socio-economic background.
NorthEd International College has an evidence-based and outcome-focused approach to maintaining quality practices within its business.

Quality is assured in all aspects of the business, in particular training and assessment services, client services and the management of NorthEd International College operations.

Feedback from internal and external stakeholders is systematically and regularly collected, collated and analysed and the outcomes are used to monitor and improve business operations.

NorthEd International College uses the following business occurrences to collect invaluable feedback from clients, staff and/or stakeholders:

- course, client and class evaluation surveys/questionnaires;
- learner engagement and employer satisfaction surveys;
- interviews, focus groups and consultations with students, employers, industry organisations and licensing bodies;
- face to face contact between trainers/assessors and students;
- complaints and appeals;
- internal audit reports and organisational self-assessments;
- staff performance appraisal and self-assessment reports;
- internal staff meetings;
- moderation and validation exercises; and
- other interactions with stakeholders.
Students, prospective students and other clients are invited to provide feedback on any aspect of our services at any time. Feedback can be provided in person, over the phone or in writing. The Customer Complaints Policy and Suggestions Compliments and Complaints form are available on the website, from your trainers or from the local site office.

All feedback received will be used in NorthEd International College feedback and continuous improvement process. NorthEd International College considers all experiences an opportunity to learn, reflect and improve. Self reflection and evaluation plays a key role in the organisation’s continuous improvement and all managers and staff are actively encouraged to participate in continuous improvement processes.

NorthEd International College collects and uses data on the three Quality Indicators endorsed by the National Quality Council to gauge its own performance. The three endorsed indicators are:

1. Learner Engagement
2. Employer Satisfaction
3. Competency Completion

Reports from the Quality Indicator feedback collection tools will be used by NorthEd International College to monitor and benchmark its performance at regular intervals. This allows identification of:

- Areas that need improvement;
- Areas where performance is getting weaker;
- Improvement targets; and
- Whether the improvement plan is working.

Students and their employers (where appropriate) are asked to participate in this process by completing the learner engagement or employer satisfaction surveys when they are circulated each year.
NorthEd International College:

- Maintains adequate, current and appropriate insurance and registration.
- Complies with all laws relevant to the operation of its business. NorthEd maintains a register of all applicable laws and legislation.
- Allows government departments or their agents' access to training records, delivery locations and staff for auditing purposes when required, in line with privacy and confidentiality principles.
- Will keep records of competency completion for a period of at least thirty (30) years.
- Will manage the transition from superseded Training Packages within twelve (12) months of their publication on the National Register so that it delivers only currently endorsed Training Packages.
- NorthEd International College will appropriately manage the transition from superseded VET accredited courses so that it delivers only currently endorsed Training Packages or currently VET accredited courses.

All students are required to be aware of their responsibilities under Commonwealth, State and/or Territory legislation and regulation that applies due to their participation in vocational education and training with NorthEd.

The following legislation applies to you during your participation in your course.

If you are unsure what obligations these place on you, please call our office or ask your trainer/assessor.
As a Registered Training Organisation, it is our obligation to inform you about legislation, regulations and standards that apply to your training.

**Health and Safety**
NorthEd International College is committed to providing a safe and healthy workplace for all employees, clients and others by adopting a planned and systematic approach to the management of work health, safety, welfare and providing the resources for its successful implementation.

We aim to ensure that:

- All hazards to health and safety are identified, the risks assessed and where they cannot be eliminated they are effectively controlled
- Measures to control hazards and risks to health and safety are regularly monitored and evaluated
- Employees are consulted and encouraged to contribute to the decision making process on work health and safety matters effecting their health and safety at work
- All managers, supervisors and employees receive appropriate information, instruction, training and supervision they need to safely carry out their responsibilities.

**Prevention of Harassment, Victimisation and Bullying**
NorthEd is committed to providing a positive training environment free from intimidation, ridicule and harassment. All managers and employees have a responsibility to maintain a working environment free from harassment, victimisation and bullying behaviour. We investigate all complaints of harassment, victimisation and bullying and will take remedial action where necessary.
NorthEd International College has a legal obligation to ensure that our training environment and workplaces are free of any harassing, discriminatory or bullying behaviour.
Equal Opportunity

The training environment at NorthEd International College is one where our clients are treated with courtesy, dignity and respect. Each individual has the right to work in a professional atmosphere that promotes equal opportunities and prohibits discriminatory practices, including harassment.
We strive to become a training organisation that recognises values, understands diversity and provides our student and employees with genuine opportunities to improve and reach their full potential.
NorthEd International College is committed to the principle of equal opportunity and to providing an environment free from discrimination for employees and students in accordance with the:

- Human Rights & Equal Opportunity Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

Vocational Education and Training (VET) Quality Framework

NorthEd International College is required to comply with the VET Quality Framework. As a student at NorthEd International College, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provide a pathway to further study.

VET in Australia is regulated by a variety of Australian, state and territory laws. Employment, workplace and equity issues are also covered by a range of Australian, state and territory legislation. Where the state or territory and the Australian laws deal with the same situation differently, the Australian law has jurisdiction.

The Australian VET system is recognised as among the most sophisticated in the world because employers and industry representatives define what outcome is required from training. The system is jointly managed by state, territory and Australian government and it is flexible, relevant and responsive to client needs.
Privacy

We will endeavour to collect Personal Information directly from you in order to provide the best service possible.

We will ensure that the information you provide us remains private and is used only for the purpose you agree to.
NorthEd International College will not reveal, disclose, sell, distribute, rent, licence, share or pass your Personal Information on to a third party, other than with your consent, or with other service providers i.e. Centrelink.

You are encouraged to help us keep your Personal Information accurate, complete and up to date by contacting us and informing us of any changes to your details. You will be provided with the opportunity to access Personal Information we hold on you and where appropriate, you may be able to correct that information if it is incorrect.

NorthEd International College will not collect Personal Information revealing your racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, or details of health, disability or sexual activity or orientation, unless:

– Your consent has been obtained;

– The collection is required or specifically authorised by law;

– The collection is necessary to prevent or lessen a serious and imminent threat to the life or health of any individual, where the subject of the information is physically or legally incapable of giving consent;

– Or the collection is necessary for the establishment, exercise or defence of a legal claim.

You are able to raise any concerns you may have regarding our Personal Information handling procedures, you can contact us at:

Privacy Officer/HR Officer
NorthEd International College
585 River Avenue
Merbein South
VIC 3505
Copyright Act

At NorthEd International College we seek permission or licence from the copyright owner prior to copying materials. We require that permission of the copyright owner is clearly acknowledged.

Materials are appropriately identified to ensure that we comply with and do not incur penalties or fees under the Educational Statutory Licence.

Materials for educational purposes include materials used for training, copying and sharing information with students as part of a course of study.

Student Plagiarism

Plagiarism, either intentional or unintentional is a practice that is not condoned or accepted by NorthEd International College.

Our trainers will also ensure that students understand the difference between intentional and unintentional plagiarism, group-work and collusion.

Students found to be in breach of plagiarism, regardless whether intentional or unintentional, will be given one opportunity to resubmit the piece of work/unit in their own words and must acknowledge all reference works.

Students who fail to declare reference sources or fail to re-submit their work within the period of time as defined or required by the relevant trainer will receive a Not Yet Competent (NYC) grade for the unit.

If the plagiarism offence is deemed serious enough, then students may be removed from classes and prohibited from attending all classes conducted by NorthEd International College.
STUDENT FEES AND CHARGES

A majority of courses offered by NorthEd International College attract government funding to eligible students.

Tuition fees and concessions for eligible students are set in line with the guidelines of the State Government in which the student enrols into.

To check whether you are eligible, or for current fees and charges information please visit our website www.northed.edu.au

Students who do not meet the eligibility criteria for Government subsidised training, will be required to pay a Fee for Service (FFS) course fee for their training. The charges for fee for service courses are determined by NorthEd International College and may vary depending on the course. FFS course fees are inclusive of all tuition, service and materials fees and will be charged at a rate per nominal hour for the units undertaken.

Fees are due before the start of the course* and students will be invoiced on enrolment. A purchase order is required where a 3rd party is paying the fees. NorthEd International College will protect any money paid by students in advance of their course.

*If course fees are above $1500, the full fee will not be due before commencement. A payment schedule will be negotiated with individual students.

REFUNDS

Where a student withdraws from a training program, an application for refund of course fees or charges must be made in writing addressed to the CEO.

Your refund application will be assessed in line with the relevant Fees, Charges & Refunds Policy which are available on our website.

A full refund will be paid for courses cancelled by NorthEd International College.

Please allow ten days to process a refund application.
ISSUING QUALIFICATIONS/ STATEMENT OF ATTAINMENT

NorthEd will issue to students, who have been assessed as competent in accordance with the requirements of a Training Package or accredited course, an AQF Qualification or Statement of Attainment (as appropriate) that:

- Meets the requirements of the VET Quality Framework
- Identifies NorthEd International College by its national provider number
- Includes the Nationally Recognised Training (NRT) logo in accordance with current conditions of use.

All Statements of Attainment and AQF Qualifications issued by NorthEd International College for nationally recognised training will be in accordance with its Scope of Registration.

NorthEd International College will not issue AQF documentation to students without being in receipt of a verified Student Identifier (USI), unless an exemption applies under the Student Identifiers Act 2014.

NorthEd International College ensures the integrity of all qualifications and statements through clearly defined training, assessment and administrative processes which ensure counter cross-checks.

**Re-Issuing Statements and Qualifications**

Records of qualifications and statements of unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time.

There may be a fee associated with re-issue for more information contact NorthEd International College on **1300 NORTHE**
All students are required to complete an enrolment form prior to commencing training. As part of the enrolment process a pre-training review and Language, Literacy and Numeracy (LLN) skills assessment will be conducted. The information collected during this process will be used to assess your eligibility and will assist in identifying specific needs to achieve your vocational goals.

Our employees are committed to providing you the best training and assessment services, support and assistance from enrolment to completion of your training.

**Student Number**

New students will be issued with a student number when their enrolment is processed. Your student number is unique and will remain the same while you are a student at NorthEd International College.

**Unique Student Identifier (USI)**

From 1 January 2015 you will need to provide your Unique Student Identifier (USI) to enrol in nationally recognised training delivered by NorthEd International College. This will normally happen when you enrol.

NorthEd International College can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you have not provided your USI. For more information visit [www.usi.gov.au](http://www.usi.gov.au)

**Recognition of Prior Learning (RPL)**

RPL allows for the skills and knowledge already gained from work (paid or voluntary), study and life experiences to be recognised. You will be guided through a process which; measures prior experiences against the standards of the qualification you wish to complete. An assessor will evaluate your application and make a decision to either grant or deny your application. You may be required to complete a theory or practical assessment to demonstrate competence before a Statement of Attainment or Certificate can be issued.
**Credit Transfer**

Credit Transfer is available to any student enrolling with NorthEd International College.

Credit Transfer — means credit towards a qualification granted to students on the basis of outcomes gained by a student through participation in courses or training packages with another Registered Training Organisation (RTO).

Students who have completed units from their course at other RTO’s will be given recognition on presentation of a verified transcript, award or Statement of Attainment.

**Enrolment Variation**

A change of enrolment can include one or more of the following actions:

- Add and/or substitute a unit
- Withdrawal from a unit
- Withdrawal from a course
- Change of course

Course or unit withdrawal should be discussed with your trainer who will assist in completing a Client Withdrawal Form.

Additions or variations to your agreed training plan will be submitted to NorthEd International College administration by your trainer.

**Traineeships**

If for some reason you leave your employer during the term of your traineeship and would like to continue the traineeship with a new employer, contact NorthEd International College for assistance in transferring your traineeship. Please notify NorthEd International College of any major changes that could impact upon your completing the course e.g. change in your employment conditions, lengthy absence from work, long term illness etc. Should you prefer to withdraw from your traineeship please advise your trainer.
At NorthEd International College we treat our students fairly to allow them to learn in a supportive and stimulating environment. We aim to ensure students enjoy their study and receive the appropriate support to successfully complete their course.

**Language, Literacy and Numeracy Assistance**

If you are new to studying VET and you want to improve your skills or find out about learning strategies, you can contact one of our offices. We can provide one-on-one tutoring, as well as classroom assistance. The help provided is based on your course material so that it is relevant and useful to you.

**Flexible Learning and Assessment**

NorthEd International College delivers flexible modes of training and assessment for courses to meet students’ needs. Available modes of learning include flexible delivery, traditional classroom, evening classes, one-on-one and outreach programs. Individual training plans can be developed on request.

**Training that meets your needs**

NorthEd International College has a commitment to providing equity and to eliminating discrimination against students in vocational education and training. Students with Language, Literacy and Numeracy problems, a disability and people from non-English speaking backgrounds are encouraged to pursue their vocational education and training goals with NorthEd International College.

Please discuss your needs with NorthEd International College staff, preferably during your pre-training interview. NorthEd International College will access appropriate support services, and ensure the necessary support services are provided for you as required.

**Note:** Any information you disclose in relation to your needs will remain confidential.
**Access to Records**

Students have the right to access their records. Such requests must be made in writing.

Appropriate arrangements will be made for students wishing to review their assessments; if the request is made within three months of the release of results, and the assessment does not contain material that is to be used in successive assessments.

**Appeals against results**

All students have the right to appeal assessment results. If you do not agree with the result of your assessment or require additional information please discuss this with your trainer.

Appeals must be in writing, indicating the reasons for your appeal (include a copy of your assessment) and forwarded to the:

RTO Manager: studentsupport@northed.edu.au

OR Mail to

585 River Avenue  
Merbein South  
Victoria, 3505
**Class Times**

Students must be in the classroom **10 minutes** before scheduled class times.

**Attendance**

Students are required to attend all days during their training course.

If a student is unable to attend a training session due to illness/unforeseeable circumstances the student must inform NorthEd International College before commencement of the session that they will be unable to attend.

**Mobile Phones**

Mobile phones must be turned off or on ‘silent’ mode during class times.

**Medical Certificates**

Any medical certificates produced for non-attendance must be presented to the course trainer or NorthEd International College administration staff within 2 business days.

**Change of Name / Address / Telephone Number**

You must advise NorthEd International College of any changes to your personal details. Changes must be advised in writing using the Personal Details Amendment Form which is available on our website.

*No responsibility will be accepted by NorthEd International College for failure to follow the above procedure.*
<table>
<thead>
<tr>
<th>Head Office:</th>
<th>Bendigo office:</th>
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<tbody>
<tr>
<td>585 River Avenue</td>
<td>172-176 McIvor Highway</td>
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<tr>
<td>Merbein South</td>
<td>Bendigo</td>
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<tr>
<td>VIC 3505</td>
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</tbody>
</table>

**Contact us:**

1300 NORTHED  
enquiries@northed.edu.au  
www.northed.edu.au