



**Educating for Excellence**

# **Australian Ideal College**

## **Student Handbook (VET)**

**Australian Ideal College**  
**Registered as Australian Ideal College Pty. Ltd.**  
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## Introduction

Australian Ideal College (the College) is a Registered Training Organisation and meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards agreed by Federal, State and Territory Governments in Australia. The State Government registering authority monitors and subjects us to regular external audit to verify adherence to these standards. It is accredited by ASQA and provisionally accredited by the National ELT Accreditation Scheme (NEAS).

## Qualifications

Australian Ideal College offer the following accredited and nationally recognised qualifications programs to overseas students

## VET Course Information

BSB40507	Certificate IV in Business Administration (071193J)
BSB51107	Diploma of Management (071194G)
BSB60407	Advanced Diploma of Management (071195G)



### **BSB40507 - Certificate IV Business Administration CRICOS COURSE CODE: 071193J DURATION: 26 WEEKS**

The students who undertake the Certificate IV in Business Administration is provided with advice of further training options. Students who gain this qualification can further their study in the Diploma of Business Management or employment as an administrative officer or Assistant Administration Manager.

## Core Unit

BSBITU404A	Produce complex desktop published documents
BSBITA401A	Design databases
BSBITU402A	Develop and use complex spreadsheet
BSBFIA401A	Prepare financial reports
BSBADM405B	Organise meetings

## Elective Units

BSBWOR404A	Develop work priorities
BSBREL401A	Establish business networks
BSBLED401A	Develop teams and individual
BSBADM407B	Administer projects
BSBCUS401A	Coordinate implementation of customer service strategies

### **BSB51107 – Diploma of Management CRICOS Course Code: 071194G Duration: 33 weeks**

The students who undertake the Diploma of Management is provided with advice of further training options. Students who gain this qualification can further their study in the Advanced Diploma of Management or employment as an administrative officer or supervisor.

## Core Units

BSBMGT502B	Manage people performance
BSBFIM501A	Manage budgets and financial plans
BSBOHS509A	Ensure a safe workplace
BSBMGT515A	Manage operational plan
BSBMGT516A	Facilitate continuous improvement

## Elective Units

BSBWRK509A	Manage industrial relations
BSBHRM402A	Recruit, select and induct staff
BSBINM501A	Manage an information or knowledge management system

### **BSB60407 – Advanced Diploma of Management CRICOS Course Code: 071195G Duration: 33 weeks**

Students who gain this qualification can gain employment as a Business Development Manager or Executive Officer.

## Core Units

BSBINN601A	Manage organizational change
BSBMGT616A	Develop and implement strategic plans
BSBMGT605B	Provide leadership across the organization

## Elective Units

BSBMGT617A	Develop and implement a business plan
BSBFIM601A	Manage finances
BSBINM601A	Manage knowledge and information
BSBMGT608B	Manage innovation and continuous improvement
BSBDIV601A	Develop and implement diversity policy

**Duration & Fees**

CRICOS Course Code	Course Name	Duration	Tuition Fees
071193J	BSB40507 Certificate IV in Business Administration	26 Weeks	AUD\$ 4,000
071194G	BSB51107 Diploma of Management	33 Weeks	AUD\$ 5,000
071195G	BSB60407 Advanced Diploma of Management	33 Weeks	AUD\$ 5,000

- Enrolment Fees \$200 (Non refundable)
- Materials Fees \$250 each qualification
- Australian Ideal College reserves the right to vary Tuition Fees and/or Materials Fees at anytime without prior notice. For refund arrangement, please read Australian Ideal College Refund Policy for further details.

**Terms and Conditions of Enrolment**

**TUITION FEES:** Tuition fees do not include application fees, RPL fees, Text book fees, Stationary Fees and Cost of living.

**TRANSFER** – A release letter will not be provided for transfer or withdrawal before six months in the principal course (being the highest qualification level in a package of courses), except after consideration of limited circumstances. Students must pay all outstanding fees and accepted invoices prior to issuing a letter of release.

**PACKAGED COURSE** – Course offered as a package are considered as one course and the commencement date is counted from the first course. Once you enrolled in a package course, you may not apply for a refund of the second course after the commencement date of the first course.

**TEACHING HOURS**—20 hours per week face to face

**HOLIDAY REQUEST** - Regular holidays are scheduled for vocational students throughout the year. Requests for leave outside the set holidays will be approved under compassionate and compelling circumstances only. Students will need to extend their course at additional expense to cover all classes missed. Fees continue to be payable while on leave. Leave requests must be received in writing with supporting documents prior to your holiday commencement. If your holiday is not approved, your attendance will be affected.

**DISCONTINUATION OF ENROLMENT**

If you wish to discontinue your course, you will need to contact Student Services immediately and formally request your enrolment to be cancelled by completing the Course Variation Form which are available at the reception.

**SUSPENSION and CANCELLATION** – The college may suspend or terminate your enrolment due to unpaid fees, general or academic misconduct, or unsatisfactory attendance and academic progress in accordance with the policies. These policies also include information about a student's right to access the College's appeals and grievance procedures.

**VISA IMPLICATIONS**

If you have discontinued your enrolment or the College has suspended or terminated your enrolment, the college is required to inform the Department of Immigration and Citizenship (DIAC) and cancel your Confirmation of Enrolment (COE). Cancellation of enrolment will have implications for your student visa. Usually students who are in Australia, but are not enrolled in a registered course of study, must depart Australia or make other visa arrangements with DIAC within 28 days of the date their enrolment was cancelled. For information about your visa options, contact DIAC by telephone on 131 881.

Please note that if your enrolment is terminated due to unsatisfactory attendance and academic progress, the College must notify DIAC that you have breached visa conditions and send you a non-compliance notification with instructions to report to a DIAC office. DIAC must cancel your student visa if you have breached visa condition and the breach of the condition is not due to exceptional circumstances. In addition, you may not be granted another temporary visa for a period of three years.

**EXPULSION** – AIC reserves the right to suspend or expel students for serious breaches of discipline. No refund will be made in such cases.

**FEES & WITHDRAWALS**—There are no deferments of fees. There are no allowances for withdrawals. Once accepted the offer, you are responsible for the full course fees. It is the student's responsibility to pay all fees on time. You may withdraw of your own volition but all fees are due and payable. If you withdraw, or are dismissed or are otherwise excluded from the course all fees are due and payable.

**PRIVACY** – Information provided by students for enrolment at AIC may be made available to Commonwealth and State delegated agencies as required by the ESOS Act and related legislation. You have the right to gain access to your personal information held by the college.

The College keeps information about its students in student files which are kept in a secure location. The student files can only be accessed by the college's staff or by people who are from the relevant government organisation or from legal authority.

**OVERDUE FEES** - Where a student elects to pay by installments, they must pay each and every installment before or on the due date. AIC does not provide "reminder" notices. Failure to pay more than seven days will attract a late payment penalty \$200.00 and will not be permitted to attend classes or appear for assessments, nor shall The College grant any administrative requests. The College reserves the right to cancel your enrolment, notify DIAC and take legal action where fees remain overdue. All recovery costs will be charged to you in addition to the outstanding fees. Where a fee is more than 14 days overdue, your enrolment will be cancelled. To rejoin a re-enrolment fee will apply and all outstanding payments and penalties must be paid.

### **OTHER FEES**

- \$150 re-assessment fee per unit of competency.
- \$400 for repeating a particular unit of competency for Certificate IV course.
- \$625 for repeating a particular unit of competency for Diploma or Advanced Diploma course.
- \$50 for late assessment task submitted after the due date without trainer's permission.
- \$50 for reissuing an eCoE
- \$100 Application fee for Recognition of Prior Learning (RPL)
- \$150 per subject for Recognition of Prior Learning (RPL)
- \$25 for reissuing letter of confirmation of studies
- \$25 for issuing of each attendance letter or transcript before course completion
- \$25 for reissuing of each attendance letter or transcript.
- \$50 for reissuing of each Certificate of Qualification.
- \$15 for reissuing a lost student card.
- \$0.5 per page for colour copy
- \$0.4 per page for colour print
- \$0.3 per page for black & white copy
- \$0.2 per page for black & white print

### **Entry requirements**

Selection for enrolment in our courses will be approved for applicants who meet the qualification selection criteria.

#### Certificate, Diploma and Advanced Diploma Qualifications

Applicants of 18 years and above who have satisfactorily completed year 12 or

Applicants of 18 years and above with no formal qualification and who can provide evidence of relevant and sufficient work experience may also be considered.

IELTS overall band 5.5 or a proficiency in English equivalent to IELTS 5.5

### **Language Literacy and Numeracy**

Applicants who wish to study for Certificate IV, Diploma or Advanced Diploma courses, and are unable to provide documentation attesting to their English proficiency levels will be tested before they can enrol in the course (s).

The following testing procedures apply:

Students have to sit for a designed English test at Australian Ideal College (ELICOS Division) specifically geared to establish the following English competencies:

- Syntax and grammar,
- Reading comprehension,
- Writing descriptive/free-style essay and/or a business-oriented essay,
- Listening to spoken and academic English,
- Speaking – a brief topic-oriented discussion.

Students who already have a satisfactory IELTS score and who are found to experience difficulty with the English language are counselled by the Director of Studies to undertake further studies or remedial studies in EAP for an appropriate duration. The student is referred to an Australian Ideal College (ELICOS Division) for this support program in English to be arranged.

## **Student Visa Requirements**

According to the Department of Immigration and Citizenship (DIAC), you must provide evidence that satisfies the assessment factors applicable to you to be granted a student visa. Assessment factors include your financial ability, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application". Once you have your visa granted, you have to abide by the student visa conditions such as maintaining adequate attendance and satisfactory academic progress.

Additional information on student visa issues is available on DIAC's website as well as on Study in Australia.

<http://www.immi.gov.au> [http://studyinaustralia.gov.au/Sia/en/WhatToStudy/howtoapply/visarequirements.htm#student\\_visa\\_sub-classes](http://studyinaustralia.gov.au/Sia/en/WhatToStudy/howtoapply/visarequirements.htm#student_visa_sub-classes)

## **Overseas Student Health Cover**

Overseas student health cover (OSHC) is insurance that provides cover on the costs for medical and hospital care which international students may need while in Australia. OSHC will also pay for most prescription drugs and emergency ambulance transport.

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation - commonly referred to as health funds before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia. Please refer to [http://www.immi.gov.au/students/\\_pdf/oshc-faq.pdf](http://www.immi.gov.au/students/_pdf/oshc-faq.pdf) for details.

The college arranges visa-length OSHC with OSHC Worldcare and Medibank Private. You can pay the health cover premium when accepting your offer of place. The college will inform DIAC that OSHC is in place for you and your family members and will indicate this on your Confirmation of Enrolment (COE).

You can also buy OSHC insurance from an approved Australian health insurance provider yourself. When you accept your unconditional offer of place, you must indicate that you have purchased OSHC for the duration of your course.

## **Full Time Study (Attendance requirement)**

Australian law requires International students to study at a full time study load. A full-time study load is normally a minimum of 20 hours per week for the registered study period.

Please be aware that if your attendance drops below 80% over any 10-weeks period the College is required to review your involvement, counsel you, implement an intervention strategy and, if poor attendance persists, report you to DIAC. The report to DIAC will lead to the cancellation of your Visa. If your attendance falls below the 80% attendance requirement and you have unsatisfactory academic progress you will be reported to DIAC which will lead to the cancellation of your visa.

## **Satisfactory Academic Progress**

If you do not have satisfactory academic progress you will be reported to DIAC which will lead to cancellation of your visa. Unsatisfactory academic progress is defined as failing more than 50% of units in any two consecutive study periods. A failure in more than 50% of units in one study period will trigger a review of academic progress by the College and the implementation of an intervention strategy.

## **Qualifications to be issued**

Students completing all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating which modules or units of competency they have completed.

## **Pathways**

Graduates of the College may seek credits to the relevant degree programs in Australian Universities. The College has no special arrangements with any Australian University and there is no guaranteed entry into University programs. As a general rule students with high marks will have the best chance of being accepted by a University.

## **Student Orientation**

Orientation is conducted on the first day of course commencement. Its aim is to fully inform new students of many areas as a student in AIC and to provide information on academic performance and attendance requirement, Sydney's costs of living, transportation, banking, accommodation, facilities, nearby banks and post office, culture differences and age sensitivity. In addition, the AIC staff will be introduced, a tour of the College and the local area will be shown around and an opportunity to ask questions will be given.

## **Student ID Cards**

Each student will be issued with an ID card. The card records student information such as name, student number, student photo and validity period of the ID card.

### **Change of Address and phone numbers**

Upon arriving in Australia you are required to advise the College of your residential address and telephone number and of any subsequent changes to your residential address. This is extremely important. Under Section 20 of the Education Services for Overseas Students (ESOS) Act 2000, the College is obliged to serve a notice at your last known address if you breach a student visa condition relating to attendance: or academic performance. The College may also send warning notices to you which are aimed at helping prevent breaches of your visa conditions. It is your responsibility and in your own interests to ensure that you always update your address details at the College to ensure you receives important information about your course, fees and possible breaches of your student visa.

Additional information on student visa issues is available on the DIAC web site at [www.immi.gov.au](http://www.immi.gov.au).

### **Working in Australia**

When you are granted a student visa, your work permission is automatically granted. But you and your family members can only work when you have commenced your course of study. Immigration laws allow students to work for a limited number of hours, currently 20 hours per week during the College study time and full-time during holidays. However, work is not always easy to find and under no circumstances can students rely on income earned in Australia to pay tuition fees. Students are not permitted to work if it interferes with their study.

You also need to get a Tax File Number (TFN). If you don't, you will pay too much tax. To know more about TFN and to apply, please go to the Australian Taxation Office (ATO) website, [www.ato.gov.au](http://www.ato.gov.au), click on 'for individuals', go to the link that says 'apply for a tax file number' and follow the instructions. International students who are enrolled in a course that is longer than 6 months are considered residents for tax purposes. Organisations such as banks, financial institutions and employers are entitled to ask for your TFN.

### **School-aged Dependents**

There are requirements for compulsory school attendance for children or dependents of international students. In New South Wales, it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools and religious schools. People over the age of 16 can continue to attend school until they have completed year 12. Dependents of persons holding a student visa may be required to pay full fees in any school, college or university that they enrol in whilst in Australia.

### **College Facilities**

The college is located in the Central Business District of Sydney with very convenient access to trains, buses and other major places. The college has general-purpose classrooms, Internet access, student facilities for study and computer access. The college also offers students hot water, a vending machine, micro wave and refrigerator for students' convenience. Students will be given a minimum of 3 weeks notice if training facilities are relocated.

### **Social and Recreational Activities**

Mixed nationality classes and end of block parties, enabling students to broaden their horizons and learn about other cities in other countries they may only have dreamed of. Upcoming Events in Sydney which is uploaded on the college's electronic system RTOmanager, provides students with the chance to see all of what Sydney has to offer. A hard copy is also available on the noticeboard. The college also put the fliers provided by some travel agents on the noticeboard so students may join the tour for skilling on the snow mountain or one day tour to Canberra on weekend etc.

### **Student Support Services**

The Student Administration Manager, teaching staff and administrative staff of the College are available to provide general advice and assistance with matter such as studying, homework, accommodation, health, welfare, safety, English language problems and counselling. Students requiring special or intensive assistance must contact the Student Administration Manager who may refer them to external support services if required. Students requiring individual training needs must contact the Director of Studies for further assistance.

Student Administration Manager's details are:

**Name:** Susan Wang

**Phone:** +61 02 92622968

**Email:** [susan@idealcollege.com.au](mailto:susan@idealcollege.com.au)

### **Accommodation**

The following types of accommodation are available for International students:

- Homestay: A\$240-280.00 per week. It is where an international student lives and eats together with an Australian family. Students who are under 18 years must live either with an approved homestay or a member of their immediate family.

- Shared Accommodation: \$ 100.00 - AU\$ 170.00 per week including gas and electricity. It is where an international student lives with an Australian family by renting one room but does not eat together with the Australian family.
- Leasing a Flat: AU\$230.00 - A\$350.00 per week. It is where an international student lease the whole flat and live on your own and normally unfurnished.

Homestay can be booked prior to arrival. A minimum of 4 weeks advance notice is required before you depart for Australia. Once you are familiar with the study and life in Australia, you can rent a room and live with a family without meals or lease a flat and live by yourself and share with other students. Further details can be obtained from the Student Services Officer.

AIC employs professional homestay companies to organise homestay for our students. Currently, we have the contract with TUDA International Homestay and Accommodation and Global Experience for the service. Our Student Services Officer, Nicole Duan is responsible for monitoring the services provided.

### **Transport**

Australia has an efficient public transport system (buses, ferries, trains and trams) in all cities. Metropolitan areas are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long. Tickets can be bought at train stations, on buses and trams and at newsagencies.

International students using public transport cannot apply for a student concession card for discounted fares.

### **Normal Bank Trading Hours**

9.30 am – 4.00 pm Monday to Thursday

9.30 am – 5.00 pm Friday

Some banks are open Saturday mornings

### **Study Methods**

In Australia, much emphasis is placed upon private (individual) study along the lines of assignments, on research and learning to analyse data and present arguments about subject matter, and on being willing to defend one's argument. All these involve intensive note taking in lectures, and active participation in the learning process (as opposed to passive listening and note learning).

To be a successful student in Australia, you will need to adapt to these methods of learning, but the college is willing to help as the college offers counselling services and assistance to develop effective study skills. Our trainers have vast experience teaching overseas students, they understand the difficulties in getting used to different study methods and they will be patient in helping you to develop new skills.

### **Course Delivery**

A number of approaches to course delivery are used by College staff. Course delivery approaches may include: teacher led classroom delivery; workshops; seminars; tutorials and supervised study. During class time students will be expected to participate by, for example, answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role playing situations.

### **Course Assessment**

A number of approaches to course assessment are used by College staff. Assessment approaches may include: observation of performance in class; case studies; projects; assignments; presentations; role plays; written tests and exams.

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.

Students will be given an opportunity for at least one reassessment for any competencies not achieved on the first attempt.

### **Recognition of Prior Learning (RPL)**

Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is that you can prove that you **currently** have the required competencies. Application may only be made after enrolment and payment of fees and must be made using the RPL application form which is available at the reception.

### **National Recognition**

Exempt a student from enrolling in and being assessed in a unit or units because they have been granted recognition for having completed the identical unit or units under Australian Qualification Framework (AQF) within the context of Australian Vocational Education and Training.

### **Access and Equity Policy**

The College Code of Practice includes an access and equity policy. This document is available on request. It is the responsibility of all staff to ensure the requirements of the access and equity policy are met at all times. The applicants for each program offered by the college will be selected in a manner that reflects access and equity principles.

### **Use of Personal Information**

Information is collected during your enrolment in order to meet the College obligations under the ESOS Act and the National Code 2007; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Information collected about you during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances information collected during your enrolment can be disclosed without your consent where authorised or required by law.

It is a requirement of the Australian Quality Training Framework that students can access personal information held by the College and may request corrections to information that is incorrect or out of date. Apply in writing to the Administrative Manager if you wish to view your own records.

### **Dispute Resolution procedure**

The College has a dispute resolution procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. The dispute resolution procedure includes a requirement that an independent mediator will be appointed at no expense to the student if the student is dissatisfied with the resolution proposed by the College. The external independent mediator is Overseas Students Ombudsman. Details are as follows.

**Overseas Students Ombudsman**  
GPO Box 442, Canberra ACT 2601  
Ph: 1300 362 072 Fax: 02 6276 0123  
Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)  
Web site: [www.oso.gov.au](http://www.oso.gov.au)

## **Student Code of Behavior**

### **1.0 Purpose**

- 1.0 The purpose of this procedure is to outline the system used for ensuring students meet the behaviour requirements of the College.

### **2.0 Responsibility**

- 2.0 The CEO is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and implement its requirements.

### **3.0 Requirements**

- 3.0 Students are required to adhere to the Registered Training Organisation's Student Code of Behaviour at all times
- 3.1 The CEO must, prior to implementation, approve any discipline actions arising from breaches of the Student Code of Behaviour
- 3.2 Any decision by the CEO in relation to student discipline can be appealed using the Student Complaints and grievance procedure
- 3.3 The Student Code of Behaviour requires the following rights to be respected and adhered to at all times.
- 3.4 The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- 3.5 The right to be free from all forms of intimidation
- 3.6 The right to work in a safe, clean, orderly and cooperative environment
- 3.7 The right to have personal property (including computer files and student work) and the Registered Training Organisation property protected from damage or other misuse
- 3.8 The right to have any disputes settled in a fair and rational manner (this is accomplished by the Grievance Procedure)
- 3.9 The right to work and learn in a supportive environment without interference from others
- 3.10 The right to express and share ideas and to ask questions
- 3.11 The right to be treated with politeness and courteously at all times

### **4.0 Method and Procedure**

Consequences for no-compliance with the Student Code of Behaviour, the following procedure for discipline will be followed.

- 4.0 The Director of Studies will contact students in the first instance to discuss the issue or behaviour & to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and put in student's personal file. (Step 1)
- 4.1 Where the issue or behaviour continues, students will be invited for a personal interview with the CEO to discuss this issue further. This meeting and its outcomes will be documented, signed by all parties and put in the student's personal file. (Step 2)
- 4.2 If the issue or behaviour continues, the student will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file. (Step 3)
- 4.3 After the three steps in the discipline procedure have been followed, if the issue or behaviour still continues, training services will be withdrawn and the student will be notified in writing that their enrolment has been suspended or cancelled.
- 4.4 Any suspension or cancellation will be undertaken in accordance with the College Deferral of commencement, suspension of studies, cancellation of enrolment procedure and may affect the status of a student's visa
- 4.5 At any stage of this procedure students are able to access the Complaints and Appeals Procedure to settle any disputes that may arise.

## **Student Transfer [National code 7]**

### **1.0 Purpose**

- 1.0 The purpose of this procedure is to address standard 7 of the revised National Code 2007 transfer between registered providers

### **2.0 Responsibility**

- 2.0 The CEO is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

### **3.0 Requirements**

- 3.0 No fee can be charged to the student by the College for issuing a letter of release
- 3.1 Registered providers are restricted from enrolling transferring students in the first six months of their principal course of study except in accordance with Standard 7 of Part D the National Code.
- 3.2 If a letter of release is refused by a registered provider, student may appeal the provider's decision.

### **4.0 Definitions**

N/A

### **5.0 Method**

#### **Letter of Release**

- 5.0 Students must apply for a letter of release on the appropriate form
- 5.1 Applications for a letter of release will be considered by the Student Administration Manager and responded to students within 14 days of being received by the college.
- 5.2 A letter of release will be granted in accordance with this procedure.
- 5.3 A letter of release will normally be granted in the following situations:
- The College is unable to continue to provide the course; or
  - The student can demonstrate they are experiencing threat to physical or mental health or safety by remaining at the College and can demonstrate clearly how this will be alleviated through a transfer; or
  - The current course of study is clearly not consistent with documented course requested for on their application.
- 5.4 A letter of release will normally not be granted in the following situations:
- The proposed transfer will jeopardise the student's progression through a package of courses; or
  - The student has unsatisfactory academic progress and has been or is about to be reported to DIAC; or
  - The student has unsatisfactory attendance and has been or is about to be reported to DIAC; or
  - The student cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made
- 5.5 If a letter of release is refused, reasons for the refusal will be documented in writing and the student will be informed of their rights of appeal using the college complaints and appeals procedure.
- 5.6 A copy of the student's letter of release application; notes recording the assessment of the application and a copy of the response letter sent to the student by the College must be placed in the student's file

#### **Enrolling a transferring student**

- 5.7 The College will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:
- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
  - the original registered provider has provided a written letter of release;
  - the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or

- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
- 5.8 In the event that the College knowingly enrolls a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study documentary evidence of at least one of the four conditions listed above must be obtained and placed in the transferring student's file.
  - 5.9 Student who has completed six months of the principal course of study can transfer to another education or training provider without applying a letter of release from the current provider.
  - 5.10 The College will not seek to enrol a student who has not yet completed six months of their principal course of study with another registered provider unless the requirements of the National Code are met and then only in accordance with this procedure.
  - 5.11 Applicants for National Recognition must complete the National Recognition application form, attach a copy of a verified Award or Statement of Attainment and submit the application to the Administrator.
  - 5.12 The Administrator must check the Award or Statement of Attainment and grant National Recognitions for identical units that have been identified as being completed at another Registered Training Organisation.
  - 5.13 Verified copies of Qualifications and Statements of Attainment used as the basis for granting National Recognition must be kept on the student files
  - 5.14 Granting of National Recognition must be recorded as a module outcome in the student's file
  - 5.15 After National Recognition is granted a student's course schedule must be reviewed and modified to ensure a full time load and details of this placed on the student's file.
  - 5.16 Any course duration reduction as a result of National Recognition granted to students must be indicated on the electronic Confirmation of Enrolment if granted prior to the issue of a visa **or** on PRISMS if granted after the issue of a visa.

#### **Deferral of commencement, suspension of studies, cancellation of enrolment [National code 13]**

Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the College.

The College may decide to accept an application for deferral of commencement or suspension of study on the following grounds:

- On medical grounds (a medical practitioner's certificate indicating the student is unable to attend class);  
or
- In exceptional compassionate circumstances beyond the student's control, such as serious illness or death of a close family member (independent evidence of the exceptional circumstances is required).

The College may decide to suspend or cancel a student's enrolment on its own initiative as a response to misbehaviour by the student

Students must be informed in writing that deferral of commencement, suspension of enrolment and cancellation of enrolment have to be reported to DIAC may affect the status of their student visa.

If the College intends suspending or cancelling the student's enrolment where it is not at the student's request, the student must be informed they have 20 days to appeal to the College. If the appeal is not upheld or the student withdraws from the appeal process then the College must report the student to DIAC. The suspension or cancelling of the student's enrolment cannot take effect until the appeal process is completed unless there are extenuating circumstances relating to the student's welfare.

Student initiated deferral of commencement or suspension of enrolment cannot be granted retrospectively (after the event) or if it was taken by the student without authorisation.

If students have taken unauthorised leave then they will be recorded as absent and reported to DIAC if their attendance falls below the College requirements.

## Refund Policy

1. All fees and charges must be paid in full prior to course commencement unless a “payment plan” is arranged with AIC. Student tuition fees are safeguarded through the use of insurance and assurance schemes mandated by Australian Legislation.
2. Student must complete the refund application form and submit to AIC. Refunds will be processed within 28 days of receipt of a refund application form and will include a Refund Calculation Form explaining how the refund is calculated.  
If the refund request is made due to visa refusal, the refusal letter from DIAC must be provided.

### 2.1 Grounds for Refund of Tuition Fee:

. Visa refused before course commencement	100% refund of tuition fees
. Visa refused after course commencement	100% refund of the unused tuition fees
. Withdrawal notified in writing and received by AIC 28 days or more prior to course commencement	50% of the tuition fees will be forfeited.
. Withdrawal notified in writing and received by AIC less than 28 days prior to course commencement	70% of the tuition fees will be forfeited.
. Withdrawals notified in writing and received by AIC on the course commencement date or after the course commences	No refund of tuition fees.
. If a student's enrolment is terminated for failure to comply with AIC's policies and procedures and DIAC's visa requirements	No refund of tuition fees.

3. Provider default on delivery of qualification. In the unlikely event that AIC is unable to deliver the course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by AIC at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If AIC is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme (TAS) ACPET will place you in a suitable alternative course at no extra cost to you. Finally, if ACPET cannot place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.
4. Fees not listed on 2.1 will not be refunded. Prior to a student enrolling, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.
5. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

## Attendance and Academic Progress Policy and Procedures

Australian Ideal College (AIC) abides by the DEEWR-DIAC attendance and academic progress requirement for international students. As such, AIC has introduced the internal policy and procedures to monitor the attendance and academic progress of each student in order to meet DIAC's requirement for student visa holders.

- Responsibility: Chief Executive Officer
- Implementation: Student Administration Manager / Student Services Officers/Director of Studies/Trainers

### 1. Attendance Policy

1.1 The attendance of international students enrolled in AIC is monitored closely to meet the requirements of the ESOS Act 2000, and National Code 2007. Students are informed of their requirement to attend a minimum of 80% of classes at all times but are encouraged to attend 100% of classes to ensure successful academic outcomes in their studies. Any class which is missed due to any reasons reduces chance for learning and can adversely affect students' results in their enrolled course(s).

1.2 AIC systematically monitors students' compliance with student visa conditions relating to attendance. AIC is proactive in notifying and counselling students who are at risk of failing to meet attendance requirements. AIC is required under the ESOS ACT 2000 and National Code 2007 to report to the Department of Immigration and Citizenship (DIAC) any students who are unable to meet 80% attendance for unsatisfactory attendance.

1.3 Students are required to maintain full time enrolment in their chosen course with a minimum 20 face to face contact hours per week. Students who want to study additional subjects may attend classes for more than 20

hours per week. However for attendance monitoring purposes only 20 hours per week will be recorded in any given weeks of the session. The students should maintain overall minimum 80% attendance at any time.

1.4 Students may apply for deferral from studies under exceptional circumstances. For example, medical reasons or compassionate and compelling reasons (grief). The application for deferral must be accompanied by document evidenced (for example, medical certificates from medical center)

1.5 Students will be reported to DIAC if their attendance falls below 80% and cannot be made up to 80% by the end of the course.

1.5.1. When a student has been assessed as not achieving satisfactory attendance, AIC notifies the student of its intention to report the student. The written notice/warning letter informs the student that he or she is able to access the AIC's complaints and appeals process and that the student has 20 working days for internal appeal and 20 working days for external appeal.

1.5.2. If the appeal is unsuccessful, the student will be reported to DIAC through PRISMS for not achieving satisfactory attendance and will be sent a Section 20 Notice (Non Compliance Notification Letter) which instructs the student to contact DIAC within 28 days to explain why the students are in relation to breach of visa condition. . AIC does not report student until the appeal process is completed.

- AIC contacts and counsels any students who have been absent for one week or more without approval; or are at risk of not attending for at least 80% of the scheduled course contact hours for the course in which he or she is enrolled.
- AIC keeps records of all contact and counselling made with the students who have been absent for one week or more or where the student is at risk of not attending at least 80% of the course contact hours. The intention of contacting these students is to find out why the students have been absent and to see what support AIC may be able to offer the student.

1.6 Students won't be reported for breaching the 80% attendance requirement when:

1.6.1 Students produce justifying documentary evidence clearly demonstrating that compassionate or compelling circumstances apply. For example, illness where a doctor certificate states that the student is unable to attend classes for a certain period; and

1.6.2 Student is attending at least 70% of the scheduled course contact hours for the course in which he or she is enrolled and has satisfactory course progress. Satisfactory course progress at AIC is defined as student has completed at least 50% of the total subjects studied in each term.

However, if the student's attendance has fallen below 70%, AIC has to issue a notice of intention to report the student for unsatisfactory attendance, informing the student of his/her right to appeal.

Compelling and Compassionate circumstances:

- Health issues (Serious illness or injury)
- Mental health issues
- Death in family
- Bereavement of close family members such as parent or grandparents;
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.

Or,

A traumatic experience which could include:

- Involvement in, or witnessing of a serious accident; and,
- Witnessing or being the victim of a serious crime.

Any of these cases which has impacted on the student should be supported by death certificate, doctor certificate and police or psychologists reports

Please note that the abovementioned are some examples of what AIC may consider compassionate or compelling circumstances. AIC will use professional judgement and to assess each case on its individual merit. When determining whether compassionate or compelling circumstances exist, AIC only considers documentary evidence provided to support the claim by individual student, and keeps copies of these documents in the student's file.

1.7 To inform the students about their attendance, warning letters will be sent to the contact details given by the students. The warning letters will outline the student's unsatisfactory attendance and give instructions on when and where to meet with Student Administration Manager to discuss their concern.

1.8 Reporting is the last option after the student has been counselled and has been given 20 working days for internal appeal to AIC and 20 working days for external appeal (For more details refer to Student Complaints and Appeals and Grievance policy).

1.9 AIC maintains the following documents in student files:

- warning letters
- notes from counselling sessions
- medical certificates
- appeal documents
- any other relevant documents
- PRISMS breach letters

## **2. Procedures for Monitoring Attendance**

### **Persons Involved and Responsibility**

Trainers to mark attendance in attendance roll call sheet and enter attendance as per the roll sheet into the RTO Manager System.

Catherine Shi, Student Services Officer is responsible for contacting students.

Nicole Duan, Student Services Officer is responsible for generating, sending and filing warning letters from RTO Manager System.

Susan Wang, Student Administration Manager to administer counselling, approved leave, appeal process and reporting of students to DIAC via PRISMS.

### **Important Steps Involved:**

- Marking attendance sheet by trainer
- Recording/filing Medical certificates
- Reviewing attendance by compliance team
- Sending warning letters as well as reporting letters

2.1 Trainers use the attendance roll to record student attendance at each scheduled class and note early departures and late arrivals. Mark “X” for full attendance for every hour, if students present in class, and an “A” for students are absent from class for each hour.

2.2 If student presents a medical certificate for the missed class, record it as an absence with medical certificate and ask the student to keep his/her original medical certificate and provide a copy to the Student Services Officer at reception.

2.3 Trainers are to mark and maintain the attendance roll of each of their classes every lesson. The attendance rolls are the college property and at no time, they are to be removed from campus or given to a student. All attendance rolls are to be kept in the Attendance Record Folder for each trainer at VET DOS office at the end of the day.

2.4 Trainers must sign, add comment (if any) on the hard copies of the attendance roll, then enter the attendance into RTO Manager System and return the original class rolls at the end of the week to the Director of Studies.

2.5 Trainers will in the first instance deal with any student who arrives late. Student who continuously arrives late to the college will be taken care of by the trainer, noted and then would be brought onto the Director of Studies' attention.

2.6 Students will not have approved leave granted during the academic term unless they produce evidence of compassionate and compelling reasons or medical grounds. Failure to do so may result being marked as absent

2.7 Student Services check the attendance rolls such as:

- Checking Number of hours present/absent marked correctly in RTOmanager;
- Filing Medical Certificates/Approved Leave documents etc. and entering data/notes in the RTO

Manager system.

2.8 Contacting Students with Unsatisfactory Attendance

- .First approach to contacting students will be by email
- .If email is not successful, then contact by phone
- .Class room trainer
- .Surface mail

2.9. Counselling

- .The college's activities to interfere with the student to improve attendance by counselling students when their attendance begins to drop.
- .Warning letters will offer counselling to determine reasons for low attendance and advise ways for improving attendance
- .The college keeps record of counselling in RTO communication database of the student.

2.10. Three warning letters

- .Student is at risk of falling below 80% attendance to the end of the study period, the first warning letter will be sent immediately and a counselling session arranged with the Student Administration Manager.
- .If the student's attendance falls below 80% to the end of the study period, the second warning letter will be

sent.

- If the student does not respond to the second warning letter within the scheduled time or the explanation is not satisfactory, the final warning letter with intention to report will be sent to the student.

### **3. Procedure Manual guidance**

#### **a) Case 1: Absent in class for 2 consecutive weeks without notice**

- 3.1 Nicole Duan, Student Services Officer contacts the student regarding the issues and the "1st Student Attendance Warning Letter" is sent to the student by email and advises the student to come and meet with Student Services Manager within 5 working days.
- 3.2 If there is no response from the student within 5 working days, the Student Services Manager will send out intention to report letter to the student and allow the student 20 working days for appeal. If the student responds within the 20 working days and the appeal is successful the student will be given a chance to continue to maintain 80% attendance and 50% course academic progress.
- 3.3 If the student does not respond to the intention to report letter or does not commence appeal within 20 working days, the Student Administration Manager will report the student to DIAC via PRISMS for cessation of studies.
- 3.4 If the student turns up within the 20 working days, but the appeal is unsuccessful, the student can go for external appeal within 20 working days. If the external appeal is successful, the student will be given a chance to continue to maintain 80% of attendance and 50% of course progress. If the external appeal is unsuccessful, or the student does not attempt the external appeal within 20 working days, the Student Services Manager will report the student to DIAC via PRISMS for cessation of studies.

#### **b) Case 2: Unsatisfactory attendance**

- 3.5 When students' attendance is at the risk of falling below 80% to the end of the study period, Nicole Duan, the Student Services Offer contacts the student regarding the issues and asks the student to come and meet with the Student Administration Manager within 5 working days.
- 3.6 If there is no response from the student within the 5 working days the Student Services Manager will send out "1st Student Attendance Warning Letter" and allow the student 5 working days for an interview.
- 3.7 If the student turns up within the 5 working days and the interview is successful the student will be given a chance to continue to maintain 80% of attendance and 50% of course progress. Student will be monitored through the next term to ensure student has maintained satisfactory attendance and academic progress.
- 3.8 If the student does not respond to the "1st Student Attendance Warning Letter" or does not come for interview within the 5 working days, or the interview is unsuccessful, the Student Services Manager will send out the "2<sup>nd</sup> Student Attendance Warning Letter" and allow the student 5 working days for interview.
- 3.9 If the student turns up within the 5 working days and the appeal is successful the student will be given a chance to maintain 80% attendance and 50% course progress. Student will be monitored through the next term to ensure student has maintained satisfactory attendance and academic progress.
- 3.10 If the student does not respond within 5 working days, the Student Administration Manager will send out Intention to report letter and allow student 20 working days for appeal.
- 3.11 If the student turns up within the 20 working days and the appeal is successful, the student will be given a chance to maintain 80% attendance and 50% course progress.
- 3.12 If the student does not respond to the intention to report letter or does not commence the appeal within 20 working days, the Student Services Manager will report the student to DIAC via PRISMS for non-compliance.
- 3.13 If the student responds to the intention to report letter within the 20 working days, but the appeal is unsuccessful, the student can go for external appeal within 20 working days. If the external appeal is successful, the student will be given a chance to maintain 80% of attendance and 50% of course progress. If the external appeal is unsuccessful, or the student does not attempt the external appeal within 20 working days, the Student Services Manager will report the student to DIAC via PRISMS for non-compliance.

### **4. Academic Course Progress Policy and Procedure**

- 4.1 Students are required to successfully complete various tests, examinations, projects and practical demonstrations. The assessment tasks and dates are set out in the Delivery and Assessment timetable that are distributed by trainers and on the AIC noticeboards at the commencement of each term. Academic course results will be recorded by the trainers and submitted to the Director of Studies. Students will receive feedback on results for every assessment from trainers.
- 4.2 Monitoring during a term  
The trainer will inform the Director of Studies of student assessment / progress and related attendance issues.
- 4.3 After the assessments or at the end of the term  
The Director of studies will consult with the trainers by the end of unit results or term. The Director of Studies will check on attendance records. The Director of studies will review and issue the final exam results. The

Director of Studies will make notes in the excel sheets or database to flag support needs and monitoring of students in the following units for that term.

#### 4.4 Action taken if a student has 'failed' a unit and maintained attendance

If the student has 'failed' the unit of competency by not achieving the required competencies or competent in assessments and has maintained good attendance, there is a re-assessment option or an intervention and support option to support the student.

### **5. Re-assessment option for students who maintain good attendance**

Students who have submitted assessments to trainer on time and has maintained above 80%attendance will be offered the chance to:

- Re-sit the exam AND/ OR
- Re-submit the practical project
- The students work will be remarked

#### **5.1 Course progress and intervention strategy:**

Students who have failed 50% or more units or subjects in one term, the college will implement a strategy to improve their studies within 10 working days of term completion.

##### **5.1.1 Strategies:**

Letter for counselling will be sent for the students who have failed 50% or more units in one term (10 weeks programme).

Plan will be drawn in counselling meeting for the students:

- Student attendance timetable drawn up
- Student study timetable drawn up
- A fortnightly meeting for the current study period with the Director of Studies
- A fortnightly academic involvement report requested from each subject teacher
- Place a warning letter in the student file along with the other documents

##### **5.1.2 Course progress and intervention strategy**

- Students failing to attend the course counselling interview without a reasonable excuse will be reported to DIAC for unsatisfactory academic progress

##### **5.1.3 Course progress and intervention strategy**

At the fortnightly intervention meeting, the following will be reviewed:

- Fortnightly attendance
- Fortnightly academic improvement
- If any support needed will be offered for students to improve in their academic progress

##### **5.1.4 Course progress and intervention strategy**

- During the intervention period, the students who fail to attend 80% attendance, fail to achieve satisfactory academic involvement or fail to implement the study timetable may be reported to DIAC for unsatisfactory academic progress.
- If a student fails 50% or more of units in two consecutive periods then the college must notify the student in writing of its intention to report to the student for not achieving satisfactory academic progress.

##### **5.1.5 Course progress and intervention strategy**

- The students will have 20 working days for appeal to the college. If the appeal is not upheld or the student does not attempt the appeal process within 20 working days, the Student Administration Manager must report the student to DIAC via PRISMS.

## **Student Complaints and Appeals [National code 8]**

### **1.0 Purpose**

- 1.0 The purpose of this procedure is to define the system available to students for dealing with student complaints and appeals

### **2.0 Responsibility**

- 2.0 The CEO is responsible for implementation of this procedure and ensuring that staff and students are made aware of its application.

### **3.0 Requirements**

- 3.0 Students who are concerned about the conduct of the training provider are encouraged to attempt to resolve their concerns using this procedure.
- 3.1 All students will be provided with information about the complaints and appeals procedure before making an agreement to enrol.
- 3.2 All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution
- 3.3 Students will be provided with details of external authorities they may approach, if required
- 3.4 At any stage in the internal complaint or appeal process students are entitled to have their own nominee included to accompany and support them.
- 3.5 All complaints and appeals will be managed fairly and equitably and as efficiently as possible
- 3.6 Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.
- 3.7 For internal complaints and appeals:
  - 3.8 The student will have an opportunity to formally present their case, in writing or in person
  - 3.9 The student may be accompanied and assisted by a support person at any relevant meetings.
  - 3.10 A student's enrolment must be maintained whilst an internal complaint or appeal is in progress and the outcome has not been determined.
  - 3.11 The College will encourage the parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to review the process implemented by the College.
  - 3.12 If there is any matter arising from a student complaint or appeal that is a systemic issue which requires improvement action this will be reported to the RTO management meeting as part of the continuous improvement process.
  - 3.13 Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to: Contact a solicitor

### **4.0 Definitions**

N/A

### **5.0 Method**

#### **Informal Complaint Process**

- 5.0 Any student with a question or complaint may raise the matter with staff of the Registered Training Organisation and attempt an informal resolution of the question or complaint.
- 5.1 Questions or complaints dealt with in this way do not become part of the formal complaint process and will not be documented, recorded or reported on unless the College staff member involved determines that the issue question or complaint was relevant to the wider operation of the College.
- 5.2 Students who are not satisfied with the outcome of the question or complaint are encouraged to register a formal complaint.

### **6.0 Formal Complaint Process**

- 6.0 Students who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so. To register a formal complaint a student must complete the student complaint form and contact the Student Services & Admin Manager to arrange a meeting. At this meeting the complaint can be raised and a resolution attempted.
- 6.1 The following matters must be lodged as formal complaints within 20 working days of notification of an intention to report the student to DIAC in order to be considered by the College.
- 6.2 Deferral of commencement, suspension or cancelling a student enrolment
- 6.3 Non achievement of satisfactory attendance
- 6.4 Non achievement of satisfactory course progress
- 6.5 At the stage of the complaint meeting the complaint must be recorded in writing and signed and dated by the complainant and the Student Administration Manager. The complaint is recorded in writing by completing the student complaint form prior to the meeting or a new document can be prepared and signed during the meeting.
- 6.6 The Student Administration Manager will then attempt to resolve the complaint with the student and any other parties who may be involved. The resolution phase must commence within 10 working days of the complaint being lodged in writing.
- 6.7 A maximum time of 20 working days from the commencement of the resolution phase will be allowed for the resolution unless all parties agree in writing to extend this time. This period is called the resolution phase.
- 6.8 At the end of the resolution phase, the Student Administration Manager will report the College decision to the student. The College decision and reasons for the decision will be documented by the Student Administration Manager and placed in the students file.
- 6.9 Following the resolution phase, the College must implement the decision as conveyed to the student
- 6.10 If a student is dissatisfied with the outcome of the formal complaint process, they may institute an internal appeals process by completing the appeals form.

## **7.0 Internal Appeal Process**

- 7.0 Internal appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by the College.
- 7.1 A student's enrolment must be maintained whilst an appeal is in progress and the outcome has not been determined.
- 7.2 The appeals process is initiated by a student completing the student appeals form.
- 7.3 The appeal resolution phase must commence within 10 working days of the internal appeal being lodged in writing.
- 7.4 A maximum time of 30 working days from the commencement of the appeal resolution phase will be allowed for the appeal resolution unless all parties agree in writing to extend this time.
- 7.5 After a student makes an internal appeal, the registered training organisation will appoint a person or body to hear the appeal and propose a final resolution. This person or body must not be the same as any person or body that heard the original complaint
- 7.6 Students appealing an assessment or RPL outcome will be given the opportunity for reassessment by a different assessor selected by the College. Costs of reassessment will be met by the College. The recorded outcome of the assessment appeal will be the most favourable result for the student from either the original assessment or the reassessment.
- 7.7 The outcome of the internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the student and the College and placed in the student file
- 7.8 There are no further avenues within the College for complaints or appeals after the internal appeals process has been completed, however an external appeals process is available

## External appeal process

The purpose of the external appeals process is to consider whether the College has followed its student complaint and appeals procedure, not to make a decision in place of the College. For example, if a student appeals against his or her subject results and goes through the College internal appeals process, the external appeals process (if accessed) would look at the way in which the internal appeal was conducted; it would not make a determination as to what the subject result should be.

- 7.9 For external appeals the independent mediator will be the Overseas Student Ombudsman.
- 7.10 The external appeals procedure will be determined by the independent mediator.
- 7.11 Following the receipt of the outcome of the external appeal the College must immediately implement the decision and convey the outcome to the student.

If an appeal is against a College decision to report the student for unsatisfactory course progress or unsatisfactory attendance the College must maintain the student's enrolment (i.e. not report the student for unsatisfactory progress or attendance) until the external appeals process is complete and has supported the provider's decision to report.

If an appeal is against a College decision to defer or suspend a student's enrolment due to misbehaviour or to cancel a student's enrolment the College only needs to await the outcome of the internal appeals process (supporting the provider) before notifying DEEWR through PRISMS of the change to the student's enrolment.

## 8.0 Revision history

Revision	Date	Description of modifications
1		
2		
3		
4		
5		

## Relevant legislation

A range of legislation is applicable to all staff and students. Information on relevant legislation can be found at the following websites.

OH&S	<a href="http://www.business.nsw.gov.au">http://www.business.nsw.gov.au</a>
EO	<a href="http://www.lawlink.nsw.gov.au/">http://www.lawlink.nsw.gov.au/</a>
ASQA	<a href="http://www.ASQA.nsw.gov.au/">http://www.ASQA.nsw.gov.au/</a>
ESOS	<a href="http://aei.dest.gov.au/AEI/ESOS/default.htm">http://aei.dest.gov.au/AEI/ESOS/default.htm</a>
DIAC	<a href="http://www.diac.gov.au/study/index.htm">http://www.diac.gov.au/study/index.htm</a>
Privacy	<a href="http://www.privacy.gov.au/">http://www.privacy.gov.au/</a>

- Occupational Health and Safety
- Accident Compensation (Work Cover Insurance)
- Equal Opportunity
- Education Services for Overseas Students
- The National Code of Practice for Overseas Students
- The Australian Student Visa Program administered by the Department of Immigration and Citizenship
- AQTF 2007
- ESOS Framework
- NSW Equal Employment Act
- NSW Anti Discrimination 1977
- Privacy Act 1988
- VET Act 2005
- Child Protection Act 1998
- Any other legislation or regulations identified as relevant to the Registered Training Organisation

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the web sites indicated, or contact the CEO if you require further information.

There maybe additional, course-specific, legislation that is relevant. Information about this legislation will be communicated during the course.

## Helpful Contacts

- Fire, ambulance and police emergency - dial 000
- Translation services - contact the Translating and Interpreting Service by phoning 131 450
- Local doctors-contact 9268 0133 at 242 Castlereagh St, Sydney, NSW 2000
- Local dentists-contact 9267 7777 at Suite 403, Level 4 307 Pitt St, Sydney, NSW 2000
- Local community health centre-  
[http://www.sesiahs.health.nsw.gov.au/community\\_health\\_centres/index.asp](http://www.sesiahs.health.nsw.gov.au/community_health_centres/index.asp)
- Local physiotherapist- <http://sanctuary.sanitarium.com.au/health-and-wellbeing-services>
- Local lawyer- <http://www.raveaboutit.com.au/local/Lawyers/NSW/Sydney-Metro/>
- Local religious institutions-<http://www.linkedin.com/directory/companies/religious-institutions/sydney.html>
- Local immigration agent- <https://www.mara.gov.au/agent/ARSearch.aspx?FolderID=394>
- Study in Australia - <http://studyinaustralia.gov.au/Sia/en/Home.htm>
- Counselling services - contact Life Line on 131114 or call Sydney Counselling Centre on 02 9415 2223 or e-mail to [help@sydneycounselling.com.au](mailto:help@sydneycounselling.com.au) or check the website [www.sydneycounselling.com.au](http://www.sydneycounselling.com.au)
- Public transport - <http://www.131500.info/realtime/default.asp>, <http://www.sydneybuses.info/> and <http://www.cityofsydney.nsw.gov.au/AboutSydney/ParkingAndTransport/PublicTransport.asp> or call Transport Infoline on 131 500 to speak to an operator.
- Medical Centre: 308 George Street, Sydney (02) 9231 3211

## Serious Medical Issues

Sydney Children's Hospital:	(02) 9382 1111
Westmead Hospital:	(02) 9845 0000
Royal Hospital for Women:	(02) 9382 6111
Sydney Eye Hospital:	(02) 9382 7111
St Vincent's Hospital:	(02) 8382 7111

## Transferring to another education provider to study

### Have you completed six months of your principal course of study?

(Your principal course is usually the final course of study you will undertake. For example, if you are studying ELICOS followed by a Bachelors programme, the Bachelor degree is your principal course.)

**Yes**

You can transfer to another education or training provider without seeking permission from your current provider.

If you decide to transfer:

- 1) check your provider's refund policy to determine if you are entitled to any refund for monies paid, and
- 2) contact the Department of Immigration and Citizenship to check if you need a new student visa.

**No**

Government regulations prevent other education and training providers from enrolling you in one of their courses unless:

1. you have a letter of release from your current provider,
2. you are sponsored by a government and they consider that it is in your best interests to change provider,
3. your current provider or course is no longer registered, or
4. your current provider has been sanctioned for breaching its regulatory obligations.

### If you haven't completed six months of your principal course and you need a letter of release, you need to...

1. Approach the other provider/s that you want to transfer to and request a letter of offer. Without a letter of offer, your current provider (the provider you are studying with now) is not able to release you.

2. Request a letter of release from your current provider and show that you have a letter of offer from another provider.

Your current provider will assess your request according to its transfer policy and procedure. Your provider is entitled to make a decision in accordance with its policy. However, your provider can not charge you for a letter of release and its assessment must be made in a reasonable timeframe.

The provider's transfer policy and procedure must be made available to you and will specify the circumstances in which a transfer will and will not be granted. If the policy is unreasonable, you can make a complaint to the Department of Education, Science and Training.

If your request is **granted**:

- 1) contact the Department of Immigration and Citizenship to check if you need a new student visa
- 2) check your current provider's policy to determine if you are entitled to a refund, and
- 3) show the letter of release to the provider you want to transfer to so they can enrol you.

If your request is **declined**, your current provider must:

- 1) give you written reasons for refusing your request, and
- 2) inform you that you can appeal the decision using the provider's complaints and appeals processes.

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the *Education Services for Overseas (ESOS) Act 2000* and the National Code.

### Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.dest.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

### Your rights

The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses, fees modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.
- your right to know:
  - how to use your provider's student support services;
  - who the contact officer or officers are for overseas students;
  - if you can apply for course credit;
  - when your enrolment can be deferred, suspended or cancelled;
  - what your provider's requirements are for satisfactory progress in the courses you study;
  - if attendance will be monitored for those courses;
  - what will happen if you want to change providers; and

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AEI contact: telephone 1300 363 079 (local call costs), email: [aei@dest.gov.au](mailto:aei@dest.gov.au) or visit the website: [aei.dest.gov.au](http://aei.dest.gov.au).