



**National Training College Of Australia**

## **Student Handbook**

National Training Centre Of Australia Pty Ltd t/a  
National Training College Of Australia  
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# 1. Orientation Program

The orientation program at National Training College Of Australia (will herein after being referred to as NTCA) covers the information listed below and will be conducted on the first day of your course. It is essential that you attend the orientation program otherwise you may miss out on information that affects your study, your visa and your enjoyment of your stay in Australia.

The purpose of the orientation session is to fully inform new students of most aspects of life at the College and to introduce various aspects of studying in Australia, Melbourne's costs of living, transportation, facilities, banking and accommodation. In addition, College staff will be introduced, a tour of the College and the local area will take place and an opportunity to ask questions will be given. Some aspects of orientation are:

- Fees and fee refunds
- English requirements and other entry criteria for your study
- Assessment
- Recognition of prior learning and credit transfer
- College contact details
- Student visa conditions
- Working and your student visa
- Health insurance
- Banking and tax file numbers
- Transportation
- Communication (e.g. internet and mobile phones)
- Complaints and appeals
- Student code of behaviour
- Course progress requirements
- Completion of the course within expected duration
- Keeping address and contact details up to date
- Support services for students
- Legal services for students
- Emergency and health services for students
- College facilities and resources



## 1.1. Student Orientation Self-Assessment

After your orientation program, please go through the list below and make sure that you can tick off each item as having been done and understood. If there are any items that you cannot tick off, then you must contact the RTO Manager so that these matters could be properly explained to you.

Have you:

- Guided to the Student Handbook available on the website
- Checked your enrolment status - if required, please make relevant amendments of necessary information
- Obtained the names and contact details of key administrative people in the College
- Understood the terms "cheating" and "plagiarism" as they pertain to College study
- Familiarised yourself with the key support services of the College
- Been explained the types of assessments you will receive in your course
- Understood the criteria, weighting, and submission dates of the assessments you will be set
- Understood the nature of the feedback you are likely to receive from teachers

- Understood the competency system of assessment tasks at the College
- Appreciated the need for balance between academic and social experiences at the College
- Understood the number of contact hours you have per week
- Located the toilets in the College
- Located the emergency exits in the College
- Familiarised yourself with the usage of public transport and how to look up the timetables
- Established a meeting point and time to catch up with friends
- Understood the College academic progress requirements
- Understood the 'limitation to work' requirements

## 1.2. College Contact Details

**Campus (Head Office):** National Training College Of Australia

**Address:** Level 11, 190 Queen Street, Melbourne, VIC 3000, Australia

**Phone:** +61 3 9606 0032

**E mail:** info@ntca.edu.au

**Mobile:** 0498026985 (24/7-contact this number only in emergency afterhours)



This location is in the heart of Melbourne CBD (central business district). It is easily accessed by trains and trams. We are close to three train stations, the closest being Southern Cross Station, which also offers an airport bus shuttle service.

## 2. Facilities

NTCA provides students with a range of facilities to enhance and support their learning experiences in the campus, such as:

- Well-designed computer labs with internet access
- Student Common Room for self-study and extracurricular activities
- Spacious climate-controlled classroom with modern technology
- Learning Resources and Support material can be accessed by the students from the library



## 2.1. Training Facilities

The training classrooms and administration of the college are located at Level 11, 190 Queen Street, Melbourne, VIC 3000. This location is on a main road about 1 km from the centre of Melbourne. It is easily accessed by trains with frequent services to Southern Cross Station, which is a mere 5 minutes' walk from the College. Other stations such as Melbourne Central and Flagstaff are also located very close to the College.



## 2.2. First Aid

A first aid kit is available in the college kitchen.

## 2.3. Evacuation Drills

From time to time, in addition to actual evacuation procedures, practice evacuation procedures may occur. Usually, they are scheduled for, every 6 months.

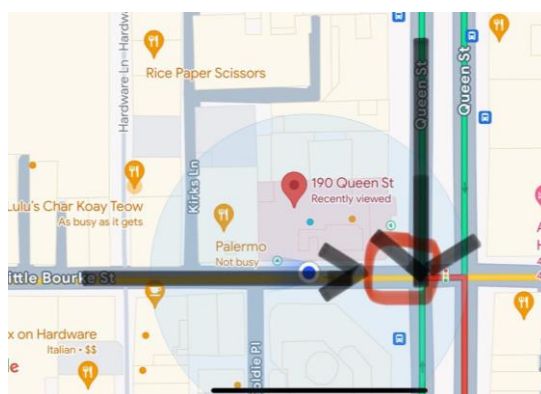
Please cooperate with your teachers/admin staff in evacuating the building, as directed, by going to and staying in the assembly area until advised otherwise.

You may not re-enter the building until advised by the building Fire Warden or his delegate.



### 2.3.1. Emergency Evacuation Steps

- Do not use the lift in case of emergency
- Use the stairs to go down through emergency stairs exit, located next to the toilets
- After exiting, turn right to assemble at Corner of Queen Street and little Bourke Street.



## 3. Student Support and Welfare Services

The Training Coordinator, student contact officer, teaching staff and administrative staff of the College are available to provide general advice and assistance with matter such as studying, homework, accommodation, English language problems. Students requiring special or intensive assistance must contact the Training Coordinator or the student contact officer who may refer them to external support services, if required. The College will not charge for support services it provides for referring students to external support services. However, students will have to pay any fees charged by external support services that they use.

NTCA will support students throughout the duration of their course. Students are encouraged to ask for help so that they can assimilate and adjust to their new learning environment and life in Australia.

## 3.1. Academic Study Skills Support

A free service is available to students. Students who wish to take advantage of this service should see their Course Co-ordinator. Help is available with time management, assignment preparation, referencing and bibliographies, writing reports, reading skills, numeracy skills, giving presentations, library research and note taking. Students are also encouraged to seek assistance from their individual teachers and Course Co-ordinator with all aspects of their studies to ensure successful completion of the course.

### 3.1.1. English language and literacy support

Help with oral and written English expression, reading comprehension and listening is available on an individual basis or as a part of a small group

### 3.1.2. Student social activities

Students are given the opportunity to participate in a range of social activities organised by College.

### 3.1.3. Job search and career advice

Regular workshops are run to assist students with career planning, interview preparation, resume writing, personal development, work experience and market information.

Working while you study in Australia can help complement your study and living experience. There are several reasons you might want to undertake part time work while studying in Australia, including assisting with living expenses and gaining work experience in your study area. Most student visas allow you to work for up to 40 hours a fortnight while your course is in session, and unrestricted hours during any scheduled course break, but before you undertake any paid work you need to make sure your visa allows you to work. Find out more at the [Department of Home Affairs](#) website.

Paid work - Australia has a wide range of industries and many have part time employment opportunities, including:

- Retail - supermarkets, department and clothing stores.
- Hospitality - cafes, bars and restaurants.
- Tourism - hotels and motels.
- Agricultural - farming and fruit-picking.
- Sales and telemarketing.
- Administration or Clerical roles.
- Tutoring.

If you have existing qualifications and/or professional work experience, you may be able to secure casual or part time work in your field.

#### 3.1.3.1. Volunteering

There are many charities and non-government organisations (NGOs) in Australia and they always need volunteers to help. It can be a great way to meet friends, get some hands-on work experience and give back to the community.

To find out more about volunteering, start your search at: <http://www.govolunteer.com.au/>

### 3.1.3.2. Your rights

- Everyone working in Australia, including international students or those on working holiday visas, have basic rights at work. These rights protect entitlement to:
  - A minimum wage and superannuation.
  - Challenge of unfair dismissal from the job
  - Leave breaks and rest periods.
  - A healthy and safe work environment.
- To find out more about your work rights visit the Australian Government's [Fair Work Ombudsman's website](#) or call them on 13 13 94. You can also [read about \(PDF 68.6KB\)](#) some common myths about being paid and working in Australia as an international student.
- If you're a temporary resident working in Australia, your employer must pay super for you if you are eligible.
- When you leave Australia, you can claim your super as a departing Australia superannuation payment (DASP) if you meet all the requirements. To find out more about super for temporary residents visit the [Australian Taxation Office](#) website.
- In Australia, employers (your boss) must also do all they can to make sure your job does not hurt you or make you sick. This law is called work health and safety (WHS) or occupational health and safety (OHS).
- The law also says your boss must have insurance for you in case you are hurt at work. This is called workers' compensation. If you are hurt or get sick at work, the insurance may pay for your medical treatment and for your wages until you can work again.
- This covers all workers in Australia, even if you are on a temporary visa. Visit [Safe Work Australia](#) for more information.
- You will also need to get a tax file number to work in Australia.
- Visit the [Australian Taxation Office](#) website to find out more information on getting a tax file number, as well as information about paying taxes in Australia.

### 3.1.3.3. Finding Work

Immigration laws allow students to work for a limited number of hours whilst studying on a student visa in Australia. However, work is not always easy to find and under no circumstances can students rely solely on income earned in Australia to pay tuition fees. Students are not permitted to work if it interferes with their study.

There are plenty of ways to find work that suits you, including:

- Newspapers and online job sites.
- Some institutions provide job noticeboards on campus and online. Contact your institution's international student support staff to find out what options your institution offers.

Register your details at a recruitment firm; many of them help place people in casual or short-term work. Some job sites are:

- <https://www.alljobs.com.au/>
- <https://www.seek.com.au/>
- <https://au.indeed.com/>
- <https://www.gumtree.com.au/s-jobs/>
- <https://www.jobseeker.org.au/>

### 3.1.4. Accommodation Assistance

Help is provided to students to select from the various housing options available to international students in Melbourne.

Once you have confirmed where you will be studying, you can look for accommodation that suits your needs and budget. Some tips when searching for accommodation include:

- The costs will vary depending on your chosen state, city, and type of accommodation.
- Always confirm the total cost and any other expenses you may be required to pay, such as a bond and utility fees.
- Consider how far it is from your campus and whether it is easily accessible by public transport, such as bus or train.
- Find out what shopping centres, hospitals and emergency service facilities, and other amenities are nearby.

#### **3.1.4.1. Short-term accommodation**

Short-term accommodation options you might want to consider when you first arrive in Australia include:

- Hostels and discounted rates on hotels.
- Temporary housing which may be offered through your institution while you get settled. Talk to your institution's international support staff or check their website for details.

#### **3.1.4.2. Rental**

- You can rent or 'lease' a property by yourself or with friends. This can be done through a real estate agent or privately. When renting a property, you will need to pay a security deposit or 'bond' (which is usually four weeks rent), as well as rent in advance (also usually four weeks). The bond is held to repair any damage that you, your house mates or house guests cause to the property while renting. Some, or all, of this amount may be refunded to you once your tenancy agreement has terminated.
- For more information on your rights and obligations when renting in Australia you should visit the relevant government Fair Trading agency in your state/territory.

#### **3.1.4.3. Homestay**

- With homestay, you will live with a family in their home. Homestay can be a good option for younger students as you will have all the comforts of an established home, often with meals and cleaning included.
- Families offering homestay accommodation to international students are thoroughly screened to ensure they can provide a suitable living environment for students.

#### **3.1.4.4. Accommodation Cost**

Expect to pay between \$175-400 a week depending on how many people you share with and or where you live.

#### **3.1.4.5. Legal protection**

- You have certain responsibilities to meet when it comes to paying accommodation expenses on time, cleaning and maintenance. You also have the right by law to feel secure in your property, maintained with working facilities. If there are any problems with your accommodation, talk to your agent or landlord (if renting), your international student support staff for on-campus living or the service where you found your homestay.
- There are also organisations such as tenants' unions and consumer advocates that can aid. To find out more visit the relevant government Fair Trading agency in your state/territory.

### 3.1.5. Airport pickup

Airport pick up if requested will be charged at AUD \$100.00

### 3.1.6. Adjusting life to Australian Culture

- Living in Australia will be a new experience, but there are support services in your institution as well as from other organisations to help make adjusting to life in Australia easier.
- Australia is among the happiest countries in the world (World Happiness Report 2017) and we have four of the 30 best cities in the world for students (QS Top University Rankings 2017), you are sure to enjoy your time here.

#### 3.1.6.1. Living Cost

Department of Home affairs estimated that the 12-month living costs are (As of Year 2023)

- For students - AUD\$29,710
- For partners coming with you - AUD\$10,394
- For a child coming with you - AUD\$4,449

#### 3.1.6.2. Planning your departure.

Once you have been accepted to study at an institution and have received confirmation of your student visa, the next step is to start planning for your arrival. **Here is a checklist to help you plan your departure:**

- **Passport and Visa** – Check that your passport is valid for at least 6 months prior to your entry arrival in Australia, and that you have all your visa documentation. It is also a good idea to make copies of your passport in case you lose your passport.
- **Student enrolment and orientation documents** – You will need your electronic Confirmation of Enrolment (eCoE) and student information pack, which you will have received from your institution.
- **Overseas Student Health Cover (OSHC)** – This is a requirement for entry to Australia, so make sure you have your health cover policy arranged before you leave home.
- **Travel Insurance** – You should also consider travel insurance, which covers things your OSHC may not – such as cancelled flights, lost documents, dental or optical care, etc.
- **Contact details** – You may want to have a list of emergency contact details for family, as well as your embassy, accommodation and institution details. If you have used an education agent, keep their contact details on you, in case you need to contact them once you arrive in Australia.
- **Australian currency** – There are money exchange places available at Australian airports and in cities, but it is recommended to have some Australian currency on you prior to leaving your home country.

#### 3.1.6.3. Arriving in Australia

When you arrive at an Australian airport, you will first need to go through immigration and customs clearance. If you need help finding your way around, just ask the airline staff or one of the border officials in the arrivals area. A clearance officer will check your travel document and visa, and once cleared you will be able to collect your luggage to go through customs and quarantine clearance processes.

More information on what to expect when you arrive at the airport is available at the [Department of Home Affairs](#) website.

### 3.1.7. Accessing support services



- There are many consumer protection and support services available for international students. This includes services provided directly by institutions as well as those provided by a range of state, territory and federal government departments.
- Students may approach the following counselling services. NTCA does not have any contract with these service providers. External Counselling services may charge fee to the students.

External Counselling	Telephone	Website
Study Melbourne. The centers are spread over at various places. Closest is at 599 Lt Burke Street.	1800 056 449	<a href="https://www.studymelbourne.vic.gov.au">https://www.studymelbourne.vic.gov.au</a>
Fair Work Australia	13 13 94	<a href="https://www.fairwork.gov.au/">https://www.fairwork.gov.au/</a>
Lifeline	13 11 14	<a href="https://www.lifeline.org.au/">https://www.lifeline.org.au/</a>
Crisis Support	(03) 8371 2800	<a href="http://www.crisissupport.org.au">www.crisissupport.org.au</a>
Reading and Writing Hotline	1300 655 506	<a href="https://www.readingwritinghotline.edu.au/">https://www.readingwritinghotline.edu.au/</a>
Legal Aid Victoria	1300 792 387	<a href="https://www.legalaid.vic.gov.au/">https://www.legalaid.vic.gov.au/</a>
The Victorian Equal Opportunity & Human Rights Commission	1300 292 153	<a href="http://humanrightscommission.vic.gov.au/">humanrightscommission.vic.gov.au/</a>
Beyond Blue Support Service:	1300 22 4636	<a href="https://www.beyondblue.org.au/">https://www.beyondblue.org.au/</a>
CARE in MIND Wellbeing Support Service	1300 096 269	<a href="https://careinmind.com.au/">https://careinmind.com.au/</a>
Deaf or Hearing-Impaired Vic Deaf	(03) 9473 1118	<a href="http://www.vicdeaf.com.au">www.vicdeaf.com.au</a>
Aboriginal and Torres Strait Islander Victorian Aboriginal Education Association	(03) 9480 0800	<a href="http://vaeai.org.au">vaeai.org.au</a>
Blind or Vision Impaired Vision Australia	1300 87 87 66	<a href="http://www.visionaustralia.org">www.visionaustralia.org</a>
Acquired Brain Disorder Brain Link	1800 677 579	<a href="http://www.brainlink.org.au">www.brainlink.org.au</a>
Learning Difficulties Australia	(03) 9890 6138	<a href="http://www.ldaustralia.org">www.ldaustralia.org</a>
Physical Disability	(03) 9843 3000	<a href="http://www.scopevic.org.au">www.scopevic.org.au</a>
Career Gateway	1800 422 737	<a href="https://www.carergateway.gov.au/">https://www.carergateway.gov.au/</a>
Mental Health Australia	1800 187 263	<a href="https://mhaustralia.org/">https://mhaustralia.org/</a>
Gambling Helpline	1800 858 858	<a href="http://www.gamblinghelponline.org.au">http://www.gamblinghelponline.org.au</a>

Dyslexia Association	(07) 3299 3994	<a href="https://dyslexiaassociation.org.au/">https://dyslexiaassociation.org.au/</a>
Nurse on Call	1800 022 022	<a href="http://www.healthdirect.org.au">http://www.healthdirect.org.au</a>

### 3.1.7.1. Emergency Services

For Fire, Police and Ambulance **000** emergency telephone number

### 3.1.7.2. Police Stations

- Melbourne West Police Station  
A: 313 Spencer St, West Melbourne VIC 3008  
P: (03) 8690 4444
- Australian Federal Police Melbourne  
A: 383 La Trobe St, Melbourne VIC 3000  
P: (03) 9607 7777
- Melbourne East Police Melbourne  
A: 226 Flinders Ln, Melbourne VIC 3000  
P: (03) 9637 1100

### 3.1.7.3. Local Medical Centres, Pharmacies & Hospitals

Name	Address	Phone Number
Melbourne City Medical Centre	68 Lonsdale St, Melbourne VIC 3000	(03) 9639 9600
Swanston Street Medical Centre	Level 3/255 Bourke St, Melbourne VIC 3000	(03) 9205 7500
CBD Doctors Melbourne	10/53 Queen St, Melbourne VIC 3000	(03) 9077 9912
Vita Medical Centre	375 King St, Melbourne VIC 3000	(03) 9193 6221
William Angliss Medical Centre	Level 2, 555 La Trobe St, Melbourne VIC 3000	(03) 9606 2208
Chemist Warehouse Spencer Outlet Centre	MM2/201 Spencer St, Melbourne VIC 3000	(03) 9642 0598
Priceline Pharmacy	18-19/111 William St, Melbourne VIC 3000	(03) 9629 1147
The Royal Melbourne Hospital	300 Grattan Street, Parkville VIC 3050	(03) 9342 7000
St Vincent's Hospital Melbourne	41 Victoria Parade, Fitzroy VIC 3065	(03) 9231 2211

### 3.1.7.4. Relevant Legislation

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

Occupational Health & Safety	<a href="http://www.worksafe.vic.gov.au">http://www.worksafe.vic.gov.au</a>
Equal opportunity	<a href="https://www.humanrightscommission.vic.gov.au/">https://www.humanrightscommission.vic.gov.au/</a>
RTO & CRICOS registration	<a href="http://www.asqa.gov.au/">http://www.asqa.gov.au/</a>
Department of Home Affairs	<a href="http://www.homeaffairs.gov.au">www.homeaffairs.gov.au</a>
ESOS	<a href="http://aei.deewr.gov.au/ESOS">http://aei.deewr.gov.au/ESOS</a>
Privacy	<a href="http://www.privacy.gov.au/">http://www.privacy.gov.au/</a>
Vocational Educational Training	<a href="http://www.skills.vic.gov.au/">http://www.skills.vic.gov.au/</a>

It is the responsibility of all staff to ensure the requirements of relevant legislation are always met. Please make good use of the web sites indicated or contact the General Manager International if you require further information.

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

### 3.1.8. Consumer Protection

Australia has a strong consumer protection framework to protect the rights of Australian consumers, including international students in Australia. The Australian Consumer Law includes a national law guaranteeing consumer rights when buying goods and services. You should contact the relevant government trade and consumer agency in your state or territory, if you:

- Would like information about your consumer rights.
- Have a problem with a consumer good or service that you have bought or are considering buying.
- Would like to know how a business should behave under the law.
- Would like to make a complaint about a business.
- Visit [australia.gov.au](http://australia.gov.au) or [www.consumerlaw.gov.au](http://www.consumerlaw.gov.au) to find the relevant government agency for where you are living and studying.

#### 3.1.8.1. Overseas Students Ombudsman

The Overseas Students Ombudsman (OSO) investigates complaints about problems that overseas students have with private education and training institutions in Australia. The Ombudsman's services are free, independent and impartial. You can find out more about this service on their website: [www.ombudsman.gov.au](http://www.ombudsman.gov.au).

If you are studying at a public institution, such as TAFE colleges and many universities and schools, you should contact the Ombudsman in the state or territory in which you are studying to lodge a complaint. You can find details of what the Ombudsman can investigate on their website. Below is a list of the Ombudsman websites for all states and territories in Australia:

- Australian Capital Territory Ombudsman - [www.ombudsman.act.gov.au](http://www.ombudsman.act.gov.au)
- New South Wales Ombudsman - [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

- Northern Territory Ombudsman - [www.omb-hcsc.nt.gov.au](http://www.omb-hcsc.nt.gov.au)
- Queensland Ombudsman - [www.ombudsman.qld.gov.au](http://www.ombudsman.qld.gov.au)
- South Australian Ombudsman - [www.ombudsman.sa.gov.au](http://www.ombudsman.sa.gov.au)
- Tasmanian Ombudsman - [www.ombudsman.tas.gov.au](http://www.ombudsman.tas.gov.au)
- Victorian Ombudsman - [www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)
- Western Australian Ombudsman - [www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)

### 3.1.8.2. Tuition Protection Service

- The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist you if your institution (referred to as 'Education Provider' under the TPS) is unable to fully deliver your course of study. The TPS may also assist you if you have withdrawn from, or not started, your course and are eligible for a refund of tuition fees and the institution has not paid them.
- The TPS will ensure that you are able to either:
  - Complete your studies in another course or with another institution, or
  - Receive a refund of your unspent tuition fees.
- Under the Tuition Protection Service international students have several rights and obligations. For more information visit the [Tuition Protection Service](#) website.

### 3.1.8.3. Student associations

Australia has several student associations representing and assisting students from Australian institutions. National associations include:

- **Council of International Students Australia (CISA)** - national peak student representative body for international students studying at the postgraduate, undergraduate, private college, TAFE, CRICOS and foundation level.
- Australian Federation of International Students (AFIS) - assisting international students in maximizing the scope and potential of their experience living and studying in Australia.

Most institutions in Australia also have their own student associations - you can visit your institution's website for more information.

### 3.1.9. Disability support

Australia has laws that protect individuals from discrimination in many areas of public life, including education. A person with a disability has just as much right to study as any other student. This means that institutions cannot:

- Refuse admission based on disability.
- Accept a student with a disability on less favourable terms than other students (for example, asking for higher fees).
- Deny or limit access to a student with a disability (for example, not allowing access to excursions, or having inaccessible student common rooms or lecture facilities).

Many institutions offer services for students who require assistance with their studies because of a disability or chronic medical condition. These may include voice-recognition software, hearing aids or note-taking services. You should contact your institution several weeks before you arrive to make the appropriate arrangements for your specific needs.

Institutions must make every effort to accommodate a student with a disability. However, the institution is not legally required to make modifications if the changes involve major difficulties or unreasonable cost. The institution must prove the changes are unjustified and, before making such a claim, must have direct discussions with the student and seek expert advice.

### 3.1.10. Childcare

While many larger institutions have childcare facilities with trained staff, there are also a wide variety of private and not-for-profit childcare centres available around Australia. The Australian government provides financial assistance to help parents with childcare costs.

International students who receive direct financial assistance from the government, through a government scholarship, may be eligible to receive the childcare benefit. To find out if you are eligible for child care financial assistance, read more at the [Australia.gov.au](http://Australia.gov.au)

### 3.1.11. Health and Safety

As an international student in Australia, you are required to have Overseas Student Health Cover (OSHC) for the entire duration of your study in Australia. But there are also other types of insurance which you may find useful.

#### 3.1.11.1. Overseas Student Health Cover

International students undertaking formal studies in Australia, and their dependents (for example, spouses and children under 18 years old), must obtain OSHC. It includes cover for visits to the doctor, some hospital treatment, ambulance cover and limited pharmaceuticals (medicines). OSHC insurers can provide a range of different OSHC products. These may range from a basic product which covers only the compulsory minimum services to comprehensive products which cover, in addition to the compulsory minimum services, extra services as specified under the policy.

The Department of Home Affairs requires overseas students to maintain OSHC for the duration of time they are in Australia. For further information please visit the [Department of Home Affairs](http://Department of Home Affairs) website.

#### 3.1.11.2. Private Health Insurance

Along with your OSHC you might want to consider purchasing private health insurance to cover items that your OSHC does not cover. You can take out private health insurance to cover just you or your family as well. Benefits, membership costs and eligibility can vary greatly between funds and insurance policies, so when buying health insurance take care to ensure the cover you select is suitable for your needs. You can find more information at: [www.privatehealth.gov.au](http://www.privatehealth.gov.au)

#### 3.1.11.3. Travel Insurance

Australia has a very reliable travel industry, but cancelled flights, lost luggage or other un-planned issues can arise. If you are travelling with valuables or are on a travel schedule you must meet, travel insurance can help cover any mishaps or missed flights. You can arrange travel insurance through a range of providers including travel insurance companies, airlines and travel booking companies.

#### 3.1.11.4. Home and Contents Insurance

Home and contents insurance cover the building you live in and your belongings, such as furniture, clothes and appliances. If you rent a property, building insurance is the responsibility of the owner and you do not need to worry about it. But contents insurance is worth considering if you have valuable items you couldn't afford to replace very easily if something happened to them.

### 3.1.11.5. Types of Health Care in Australia

- The Australian healthcare system is mixed.
- Responsibilities for healthcare are divided between the Federal and State governments, and both the public and the private sectors play a role.
- Medicare, is funded out of general tax revenue, pays for hospital and medical services. Medicare covers all Australian citizens, pays the entire cost of treatment in a public hospital, and reimburses for visits to doctors.
- In respect of the visitors please see the conditions specified in your health Insurance.
- In Australia you do not have to go to a hospital to see a doctor. You can see a doctor; General Practitioner (also known as a GP) in their private practice or medical centre (also called as Surgery).

### 3.1.11.6. Public Hospital Waiting Times

- If you cannot get an appointment with a GP and want to go to a public hospital to see a doctor, you may find a public hospital which has a general practice clinic attached.
- If not, and you attend an emergency room to see a Doctor, be prepared to wait a VERY long time.
- It is not uncommon to wait more than 3 hours, and at some hospitals you could wait if 5-6 hours to see a doctor.

### 3.1.11.7. Prescription Medication

- Medication prescribed by your doctor is not free.
- You must pay the pharmacy.

### 3.1.11.8. Over-the-Counter Medication

- Pharmacies/chemists also provide a variety of over-the-counter medications useful for treating colds, headaches, allergies and the like which do not require a prescription.
- Ask the pharmacist on duty for advice regarding the best medication for your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking.

### 3.1.11.9. Seeing a Doctor

- When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc.
- The doctor will then give you some advice regarding management of your illness and may give you a prescription for some medication.
- If you have had or need to take time off studies, you will need to get a medical certificate from the doctor to provide to your education provider.
- If your illness is more serious or the doctor is unsure of a diagnosis, she or he may refer you for further tests e.g. blood tests or x-rays, or to see a specialist Doctor.
- It is important to note that if you are dissatisfied with the diagnosis or service of the Doctor you see, you have the right to obtain an opinion from another Doctor.

### 3.1.11.10. Pharmacies

- GP surgeries do not have medications to dispense to you.
- You must take the prescription given to you by the doctor to a Pharmacy or Chemist to obtain the medication.
- You will need to provide the pharmacy with your Health Insurance card, your full name and address.

- You can walk in off the street to any pharmacy/chemist/drug store in Australia and will only have to wait a short while for your prescription medicine to be prepared.

## 4. Visa Requirements

### 4.1. Remaining visa compliant

Once you have received your visa, there are requirements you must meet for it to remain valid, including:

- You must remain enrolled and maintain satisfactory course progress and attendance.
- If you wish to change your qualification level, you will need to apply for a new student visa.
- Provide your Australian address to your institution so they can contact you and let them know if you change address.
- You must continue to be able to support yourself financially while you're in Australia.
- Do not breach the working conditions applicable to your visa.

### 4.2. Visa help and assistance

- The Department of Home Affairs website provides all information in relation to visa requirements, responsibilities and compliance.
- Your institution's international student support staff can provide you with assistance about the visa you'll need for your course
- Education agents can also help with your visa application and paperwork (as well as your course application)

According to the Department of Home Affairs, you must provide evidence that satisfies the assessment factors applicable to you to be granted a student visa. Assessment factors include your financial ability, academic qualifications, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application.

The Department of Home Affairs publishes a full list of mandatory and discretionary student visa requirements at <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500> and the Study in Australia internet site <http://www.studyinaustralia.gov.au/global/apply-to-study/visas/visa-information>.

### 4.3. Student Visa Conditions

Condition Number	Description
8501	You must maintain adequate arrangements for health insurance (OSHC) while you are in Australia.
8105	You must not engage any work before your course start date. You are also not permitted to work more than 48 hours per fortnight when your course of study is in session.
8202	<ul style="list-style-type: none"><li>You must remain enrolled in a registered course. You must maintain enrolment in a registered course that is the same level as, or at a higher level than, the registered course for which you were granted a visa.</li><li>You must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.</li></ul>
8208	You cannot undertake a postgraduate research course, thesis or research topic related to a specified critical technology without approval.
8516	You must continue to maintain your eligibility as a person who would satisfy the criteria for the grant of your visa.
8517	You must ensure that adequate schooling arrangements are maintained for your school age dependents who will be in Australia for more than three months on the visa.
8532	You must maintain adequate accommodation, support and general welfare arrangements. You are not permitted to change those arrangements without the approval of your education provider.
8533	You must notify your education provider within seven days after arriving in Australia of your residential address. You are also required to notify them of any change to your residential address in Australia within seven days after the change.

## 5. Student Code of Behaviour

The Student Code of Behaviour always requires the following rights and expectation to be respected and adhered to:

- 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
- The right to be free from all forms of intimidation
- The right to work in a safe, clean, orderly and cooperative environment
- The right to have personal property (including computer files and student work) and the Registered Training Organisation property protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the Grievance Procedure)
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions
- The right to be always treated with politeness and courteously
- The expectation that students will not engage in cheating or plagiarism



- The expectation that students will submit work when required.
- The expectation that students will maintain consistent academic performance by attending required classes and completing assessments. The required level of academic performance is to achieve more than 50% of the units in a study period as competent. Academic Performance will be reviewed at the end of each study period.

## 5.1. Non-Compliance with the Code of Conduct

For non-compliance with the Code of Conduct, the following procedure for discipline will be followed:

- a) A member of the Registered Training Organisation staff will contact students in the first instance to discuss the issue or behaviour and to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file.
- b) Where the issue or behaviour continues, students will be invited for a personal interview with the Assistant Director to discuss this issue further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file.
- c) Should the issue or behaviour continue, the student would be provided with a final warning in writing and a time frame in which to rectify the issue a copy of this letter will be included on the student's personal file.

After the three steps in the discipline procedure have been followed, should the issue or behaviour continue, training services will be withdrawn, and the student will be notified in writing that his/her enrolment has been suspended or cancelled.

Suspension or cancellation of your enrolment must be reported to Department of Home Affairs and may affect the status of your VISA

At any stage of this procedure, students can access the college complaints and appeals procedure to settle any disputes that may arise.

## 6. Study Method

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 heavy use of libraries, intensive note taking in lectures, and active participation in the learning process (as opposed to passive listening and remote learning).

To be a successful student in Australia, you will need to adapt to these methods of learning, but most education institutions in Australia are very willing to help as they offer support services or free referral and assistance to develop effective study skills. Many lecturers in Australia 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.

# 7. Policies

## 7.1. Access and Equity Policy

The College Code of Practice includes an access and equity policy. This document is also available on request. It is the responsibility of all staff to ensure the requirements of the access and equity policy are always met.

All training and assessment policies and procedures incorporate access and equity principles.

All learners have equitable access to the benefits of training and assessment irrespective of their gender, age, race, religion, culture, linguistic background, marital status, geographic location, socio-economic background, disability, sexual preference, family responsibility or political conviction.

All nominations and enrolments into training courses and programs will always be conducted in an ethical and responsible manner, ensuring fairness and compliance with Equal Opportunity legislation; and all learners/clients have equitable access to training resources, facilities, equipment, support services, information, training and assessment personnel, materials, assessment opportunities, training opportunities.

### 7.1.1. Workplace Harassment

Harassment is any behaviour which is unwelcome, offends, humiliates or intimidates a person and causes the work environment to become unpleasant. If a person is being harassed, then their ability to do their work is affected as they often become stressed and suffer health problems.

Harassment may result from behaviour which is not intended to offend or harm, such as jokes or unwanted attention however, this does not mean that it is lawful.

### 7.1.2. Sexual Harassment

Sexual harassment is an unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated and/or intimidated, where a reasonable person would anticipate that reaction in the circumstances.

The Sex Discrimination Act 1984 (Cth) defines the nature and circumstances in which sexual harassment is unlawful. It is also unlawful for a person to be victimised for making, or proposing to make, a complaint of sexual harassment to the Human Rights and Equal Opportunity Commission.

#### Examples of sexually harassing behaviour include:

- Unwelcome touching;
- Staring or leering;
- Suggestive comments or jokes;
- Sexually explicit pictures or posters;
- Unwanted invitations to go out on dates;
- Requests for sex;
- Intrusive questions about a person's private life or body;
- Unnecessary familiarity, such as deliberately brushing up against a person;
- Insults or taunts based on sex;
- Sexually explicit physical contact; and
- Sexually explicit emails or SMS text messages.

### 7.1.3. Bullying

Bullying is when people repeatedly and intentionally use words or actions against someone or a group of people to cause distress and risk to their wellbeing. These actions are usually done by people who have more influence or power over someone else, or who want to make someone else feel less powerful or helpless.

Bullying is not the same as conflict between people (like having a fight) or disliking someone, even though people might bully each other because of conflict or dislike.

Bullying can happen anywhere. It can be in schools, at home, at work, in online social spaces, via text messaging or via email. It can be physical, verbal, emotional, and it also includes messages, public statements and behaviour online intended to cause distress or harm (also known as cyberbullying). But no matter what form bullying takes, the results can be the same: severe distress and pain for the person being bullied.

**The sort of repeated behaviour that can be considered bullying includes:**

- Keeping someone out of a group (online or offline)
- Acting in an unpleasant way near or towards someone
- Giving nasty looks, making rude gestures, calling names, being rude and impolite, and constantly negative teasing.
- Harassing someone based on their race, sex, religion, gender or a disability
- Intentionally and repeatedly hurting someone physically
- Intentionally stalking someone

## 7.2. Course Assessments

- Several 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 who are dissatisfied with their assessment outcome may apply for reassessment by contacting their trainer or assessor.
- Students are entitled to a maximum of two assessment attempts for each assessment.
- If after three assessment attempts and the student's competence is marked "Not Yet Competent", they will be required to repeat the unit and pay any fees associated with that unit.
- Not attending for an assessment will be counted as absent and may not be allowed free re-assessments, unless:
  - a) The student can provide a certificate from a registered medical practitioner indicating that they were medically unable to attend the assessment; or
  - b) The student can provide independent evidence of exceptional, compassionate circumstances beyond the student's control, such as serious illness or death of a close family member.

### 7.2.1. Types of Assessment

#### Assignment

An assignment is regarded as any work required for the assessment of competency; the due date for assignments is final. Assignments received after the due date may not be assessed.

## Submission of Assignments

Assignments are usually completed both inside and outside normal class times and time allocations are reasonable.

- All assignments should be submitted using the appropriate “Assignment Cover Sheet”. Students should retain a backup copy of their assignments until the original is returned.
- All assignments must be presented in word-processed format. All assignments will be marked on content, in relation to the performance criteria. The assignment outline may specify a presentation component or style of format.
- All assignments are to be submitted to your teachers in scheduled class time. Assignments will not be accepted by any of the College staff at any time; they will only be accepted by the relevant teacher concerned.

## Case Studies

A case study is a written or verbal presentation of a situation that either did or could happen in a related area. Students are then required to solve problems or make decisions.

## Presentations

Students may be required to make a presentation to the class, either as an individual or as part of a group. This usually involves research of the topic, design of the presentation and selection of appropriate presentation aids such as videos, poster, overhead transparencies, etc. A written submission may be required to support the presentation.

## Tests

Students may be required to complete a written test. This may consist of short answer questions, multiple choice, open-ended essay, sentence completion, structured essay, true-false questions, or matching pair’s questions

## In Class Activities/Exercises

Students may be assessed by way of an in-class exercise and/or experiential activity during a class.

### 7.2.2. Assessment Guidelines

All assessments are identified on the Unit Descriptor as a part of the assessment requirements.

- Students who are absent from an assessment due to illness or other serious cause must apply to the teacher of the unit/s of competency to undertake the assessment at another time. A medical certificate must be provided to the teacher.
- Students must be seated in the classroom at the commencement time.
- Pencil cases are not permitted. Students must display writing implements on the desk.
- Calculators are permitted.
- Telephones must be turned to silent mode.
- Foreign language dictionaries must be approved by the teacher/assessor before being used.
- Notes / books are not permitted unless the assessment is designated as open book.
- Talking is not permitted.
- Bags must be left at the front of the room.

- Reading time is permitted in addition to the assessment time. This is usually 5 minutes for every hour of the assessment, e.g. 5 minutes reading time for a one-hour assessment, 10 minutes for a two-hour assessment, etc.
- Late arrivals will only be admitted during reading time.
- Students may not leave the classroom during the first thirty minutes, or last ten minutes of the assessment.

### 7.2.3. Irregularities

The unauthorised use or attempted use by or for any student of any means to gain unfair advantage in any examination, test, assignment, essay or other work, the assessment of which forms part of the final assessment. It includes any action taken by a student which would constitute an unfair advantage or intentionally fraudulent attempt to demonstrate competency in an examination or assessment context which forms part of a final assessment. An irregularity includes misconduct and plagiarism.

### 7.2.4. Assessment Policy

- During all parts of the assessment process the academic standards and integrity of the College will be maintained and safeguarded and the principles of natural justice will be followed in all proceedings.
- Assessments will be planned, conducted and validated by appropriately qualified staff.
- Teachers shall inform students of the requirements for assessments and will ensure that they have every opportunity, consistent with the policy and procedures, to complete all assessments for a module/competency.
- This procedure aims to ensure that:
  - Teachers are using the version of the curriculum/training package that relates to the agreed student program;
  - Assessment covers all elements/learning outcomes of the units of competency/module being assessed;
  - Academic standards are safeguarded;
  - Assessment is valid, reliable, flexible and fair;
  - Assessment is moderated when appropriate;
  - Students are provided with timely feedback on assessment.

### 7.2.5. Definitions

<b>Assessment</b>	The process of collecting evidence and making judgements about whether competency has been achieved or learning outcomes satisfactorily completed.
<b>Irregularity for the purposes of student examination or other legitimate assessment processes</b>	The unauthorised use or attempted use by or for any student of any means to gain unfair advantage in any examination, test, assignment, essay or other work, the assessment of which forms part of the final assessment. It includes any action taken by a student which would constitute an unfair advantage or intentionally fraudulent attempt to demonstrate competency in an examination or assessment context which forms part of a final assessment. An irregularity includes misconduct and plagiarism.
<b>Misconduct for the purposes of student examination or other legitimate assessment processes</b>	An action by a student which is in breach of any legitimate directions issued by the examination supervisor or printed on the examination material or notices. This includes taking into an examination any material with the intention of using said material to obtain an unfair advantage.

<b>Moderation</b>	The process of establishing comparability of standards of student performance in order to ensure that assessment is valid, reliable and fair.
<b>Plagiarism</b>	The act of copying and inclusion of another's work, including information downloaded from the Internet.
<b>Validation</b>	The act of reviewing, comparing and evaluating the assessment processes, tools and evidence contributing to judgments made by a range of assessors against the same competency standards

### 7.2.6. Backup Disks/Memory sticks

It is strongly recommended that students purchase one or more memory sticks in order to save important files. Although there is room for student files to be stored on the network, the assessments are destroyed after a period of 6 months. It is your responsibility to ensure that backup copies of your work are saved on additional disks.

### 7.2.7. Access and Use of Computers

- No access to College computers is permitted unless a staff member is present.
- Computers may be made available if a student wishes to do any work outside of class time. Students will need to check with the Course Co-ordinator regarding their availability and the supervision requirement.
- Food and drinks are not permitted in computer rooms at any time.
- Students are not permitted to load or copy any software, including games, onto College computers.
- Disciplinary action will be taken for any breach of these rules.

#### 7.2.7.1. Use of the internet and the World Wide Web

- Students may only browse the internet and use email or chat lines only for the purpose of their course related research.
- Sites known to contain material which is pornographic or illegal under International, Australian or State laws should not be visited and students should be aware that site visits may be logged.

#### 7.2.7.2. Breaches of Copyright

- Unauthorised use of software, images or files is a breach of copyright and is regarded as a serious matter by the College.
- It is against College policy for students to install, copy or reproduce any licensed software on the College computing equipment.
- Students who abuse the use of computer software images or files will be held legally accountable.
- Non-compliance with College policy on computer usage (may result in any of the following):
- Suspension of computing privileges
- A disciplinary review which may include suspension or expulsion from the College.
- Legal action

## 7.3. Critical Incident Policy

This policy applies to all students and staff in compliance with the ESOS Framework. The critical incidents covered in this procedure include, but are not limited to, those incidents which occur at our premises and/or training and assessing locations either during or after hours.

A Critical Incident is any traumatic event, or threat of such (within or outside Australia) which has the potential to harm life or well-being, and causes extreme stress, fear or injury to the person experiencing or witnessing the event.

### **Critical incidents may include, but are not limited to:**

- Serious injury, illness, or death of a student or staff
- A missing student
- Serious illness, such as any illness which causes the deterioration of the student /staff member's health over time
- Serious Injury which prevents or severely affects the student's ability to complete the course
- Physical or Sexual assault
- Occupation Health & Safety Risk
- Student or Staff witnessing a serious accident or violent act
- Natural disaster
- Fire, bomb-threat, explosion, gas or chemical hazard
- Drug or Alcohol abuse
- Damaging Media attention
- Traumatic events that affect students; such as
  - Sexual Assault
  - Mental Health Crisis
  - Drug / Alcohol Overdose

### 7.3.1. Policy Statement

This policy should not be confused with the standard incident reporting policy and procedures that pertain to staff and students contained within the college or whilst on Work Based Placement.

Should an incident be deemed to meet the above criteria, that incident report can be upgraded to a Critical Incident and be subject to the following information within this policy.

The National Training College of Australia Critical Incident Response Procedures will address the actual management of a Critical Incident and include the following items:

- The time of the incident
- The type of incident
- Immediately after the incident
- Following the incident
- Post the incident
- Review the Critical Incident management

This policy shall be disseminated to all Staff and Student's to ensure that they are aware of these requirements in the event of a Critical Incident and shall form part of the orientation process.

Overseas students will be provided with information about assistance available and how to seek assistance or and report any incidents. Assistance will also be available for reporting and seeking assistance through Student Support Services and staff.

### 7.3.2. Critical Incident Response

- If a member of National Training College of Australia's staff believes that a critical incident has occurred, that staff member is required to contact emergency services (if required) and contact the CEO / PEO immediately.
- The staff member shall contact emergency services (if appropriate) immediately.
- Wherever emergency services are required to be contacted' all personnel are to be cleared from any dangerous area without delay
- In the instance of injury or onset of illness on premises, National Training College of Australia First Aid Officer should be notified whenever a student or staff member requires assistance
- Contact should be made with the family of any student involved in situation requiring emergency services
- Parents/legal custodians of any younger student involved in any form of critical incident must be contacted and informed
- A Critical Incident Report Form is to be completed by the appropriate staff member involved in the incident
- The Critical Incident Report Form is to contain as much information as possible and indicate the people directly involved in the incident

### 7.3.3. Designated Officer

Any Staff Member who is either a direct witness or the first to be informed of the incident or potential incident can assume the position of the Designated Officer and

- Is to assume temporary control over the Critical Incident and to assign duties and responsibilities to Staff and Students as required
- Is to alert the CEO or most Senior Staff Member at the first available opportunity,
- Is to provide a brief to and form part of the Critical Incident Response Team,
- Is to complete the Critical Incident Report Form.

### 7.3.4. Critical Incident Response Team

When an incident occurs, the CEO or most Senior Staff Member will form a Critical Incident Response Team – CIRT.

- The CEO or most Senior Staff Member shall be the designated Critical Incident Team leader,
- The CIRT is to take over control of the Critical Incident from the Designated Officer, after a handover brief, and
- The Designated Officer will form part of the CIRT

**The CIRT is responsible for:**

- Implementation of this procedure,
- Identifying the cause to the Critical Incident circumstance, assessing and controlling any further risk
- Implementing, monitoring and maintaining risk control measures,
- Regularly monitoring the effectiveness of the Critical Incident risk control measures and rectify any deficiencies in the procedures,



- Consulting with Staff and Students on Critical Incident practices,
- Liaison with Emergency Response Authorities,
- Liaison with Department of Education and the Department of Employment, Affairs and other relevant agencies,
- Ensuring the well-being of Staff and Students following the Critical Incident,
- Arranging Counselling or Trauma Services following the Critical Incident should the student request it. Counselling can be arranged should the Critical Incident Team leader deem it relevant.
- Regularly monitoring the effectiveness of the Critical Incident response and updating any response measures to ensure ongoing support of the student.

### 7.3.5. Critical Incident Response Timeline

When an incident occurs, CEO will form a Critical Incident Response Team – CIRT

- CEO shall be the designated Critical Incident Team leader
- The CIRT is to take over control of the Critical Incident from the Designated Officer, after a handover brief, and
- The Designated Officer will form part of the CIRT
- RTO Manager informs CEO/PEO

#### At the time of occurrence and within 24 hours

- Identify the cause of the Critical Incident
- If practical, remove or minimise the cause for a potential further Critical Incident
- Ensure the Safety and Well-being of Staff and Students
- Ensure injured and/or traumatised Staff and Students are provided with appropriate Emergency Care
- Arrange Counselling, Trauma or Religious Services
- Ensure support for Staff and Students in the event an incident is still continuing
- Keep Staff, Students, Parents, Agents and where necessary the Department of Education and Australian Department of Home Affairs informed
- Manage Media Reports
- Designated Officer is to Complete the Critical Incident Report Form
- Commence an investigation to record real-time or factual data on the Critical Incident

#### Immediately After

- Arrange Counselling, Trauma or Religious Services
- Allow Staff and Students to contact relatives and friends
- Ensure Staff and Students who have been exposed to the Critical Incident with Support and Practical assistance
- Debrief all relevant personnel involved in the Critical Incident
- Where applicable, ensure the site of the incident is not disturbed in relation to a Police matter or when an investigation is required by the state or territory safety authority
- Keep Staff, Students, Parents, Agents and where necessary the Department of Education and Australian Department of Home Affairs informed
- Restore Normal daily operations, where practical and as soon as possible
- Manage Media Reports

## Following

- a) Ensure Staff and Students are provided ongoing access to Counselling, Trauma or Religious Services
- b) Monitor Staff and Students attitudes and behaviour for any signs of PTSD
- c) Monitor Health and Well-being of any Staff and Students hospitalised
- d) Keep Staff, Students, Parents, Agents and where necessary the Department of Education and Australian Department of Home Affairs informed
- e) Assist in the arrange of memorial proceedings if appropriate
- f) Conduct a CIRT debrief and provide the report to Staff and Students where necessary
- g) Manage Media Reports

## Post

- a) Ensure Staff and Students are provided ongoing access to Counselling, Trauma or Religious Services
- b) Analyse the findings of the CIRT Incident debrief and where necessary implement RISK Control Measures to minimise the likelihood of reoccurrence

### 7.3.6. Reporting of The Critical Incident

In accordance with the ESOS Act, National Training College of Australia is required to notify the Department of Education and Australian Department of Home Affairs as soon as practical after the incident and in the event of a student's death or other circumstance affecting the student's attendance. In this instance notification will be made initially by Phone followed by reporting via PRISMS.

### 7.3.7. Review the Critical Incident management

The CIRT shall monitor and review the critical incident responses, strategies and the support offered to the student during, immediately after and post incident reporting.

## 7.4. Complaints

This applies to all International students enrolled at NTCA.

### 7.4.1. Policy Statement

- As part of our commitment to providing a fair and equitable student experience, the following complaints handling and appeals system has been developed and is freely and readily accessible and clearly explained to all students and prospective students on our official website, the student handbook and at student orientation.
- National Training College of Australia acknowledges that students have the right to raise grievances and make complaint where they see fit.
- National Training College of Australia also acknowledges that students have the right to appeal an assessment decision, based on valid grounds for appeal.
- National Training College of Australia has provision for students to appeal against assessment decisions, including those made by staff members or by a third party partner and will respond to any complaint or appeal made against any of these parties. (10.2.2)
- National Training College of Australia ensures that students have access to a fair and equitable process for lodging an appeal against an assessment decision. (10.2.5)

- In doing so, National Training College of Australia:
  - has written processes in place for collecting and dealing with appeals in a constructive and timely manner (see Complaints and Appeals Procedure); (10.2.1)
  - ensures that these procedures are communicated to all staff, third party partners and students;
  - ensures that each appeal and its outcome are recorded in writing;
  - ensures that each appeal is heard by an independent person or panel;
  - ensures that each complainant has the opportunity to formally present their case free of cost; (10.2.4)
  - ensures that each complainant is given a written statement of the appeal outcomes, including reasons for the decision; (10.2.6)
  - retains written record and statement of the outcome of the appeal or complaint; (10.2.7)
  - takes appropriate action upon the subject of any appeal that is found to be substantiated; and
  - utilizes outcomes of appeals to review current practices which may potentially lead to continuous improvement.
- All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the student.
- If the appeals process fails to resolve the appeal or the complainant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third party review will be advised to the complainant.
- All appeals are acknowledged in writing and finalised as soon as practicable.
- National Training College of Australia may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be advised to the complainant.
- National Training College of Australia strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.
- All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current or future training.

#### 7.4.2. Resolving Grievances

Students or potential students are encouraged, wherever possible, to resolve grievances directly with the person(s) concerned. For example: if the issue concerns an academic matter, the complainant should talk directly with their trainer. Similarly, any issues relating to fees should be discussed first with accounts.

If the student has attempted to resolve the issue directly, but is not satisfied with the outcome or does not wish to approach the person(s) concerned directly, he/she may discuss the issue with a Student Support Officer first or directly with the CEO. The student may be accompanied by a support person during this process.

The CEO will consider the issue and may either suggest a course of action to resolve the issue, or attempt to mediate between the student and the staff member(s) concerned.

If the matter is not resolved informally the grievance may be put to a complaint, whereby the student can complete a Complaint Form.

#### COMPLAINTS

To commence the formal process, the complainant must complete a Complaint Form (available from Student Services). The following information needs to be provided in writing:

- a) outline the details of the complaint;
  - b) supporting information that the complainant wishes to have considered;
  - c) an explanation of the steps already taken to try to resolve the complaint informally;
  - d) why the responses received are not considered satisfactory if applicable and
  - e) what the complainant thinks needs to be done to address his/her concerns
- The Complaint Form will be lodged within 7 calendar days. CEO will commence the process of considering the complaint and will acknowledge receipt of the complaint in writing to the complainant.
  - CEO will ensure all steps are taken to resolve the complaint as soon as is practical, with the assessment of all complaints and appeals commencing within 10 working days of lodgement. (10.2.3)
  - Complaints or appeals wherever possible are to be resolved within 15 working days of the initial application.

### **Complaint Outcomes - Unsuccessful**

If the complainant is not satisfied with the outcome of their complaint they have the option to seek outside assistance to pursue the appeal.

If the overseas student is not successful in our internal complaints handling and appeals process, they must be advised within 10 working days about their rights as an overseas student to access an external complaints handling and appeals process at minimal or no cost. They may wish to contact the International Overseas Student Ombudsman as an independent reference. Contact details: <sup>(10.3)</sup>

*Mail: Commonwealth Ombudsman, GPO Box 442, Canberra ACT 2601*

*Phone: 1300 362 072*

*Online: <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form>*

If the student remains unhappy with the Internal and External outcome, they may refer the matter to the National Training Complaints Hotline on 13 38 73

### **Complaint Outcomes - Successful**

Should the decision of the internal complaints handling or appeal process or any external process be in favour of the overseas student, that decision shall be implemented immediately. Any resulting recommendation and/or preventive or corrective action required by the decision shall also be taken as soon as practicable. All decisions and changes/actions will be recorded and the student will be notified in writing of the action taken.

## **APPEALS**

Valid grounds for an appeal against an assessment decision (where the Student feels the assessment decision is incorrect) could include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly;
- The judgement was not made in accordance with the Assessment Plan;
- Alleged bias of the assessor;
- Alleged lack of competence of the assessor;
- Alleged wrong information from the assessor regarding the assessment process;
- Alleged inappropriate assessment process for the particular competency;

- Faulty or inappropriate equipment; and/or
- Inappropriate conditions.
- Alleged wrong refusal of course deferment/suspension requested by student
- Alleged wrong decision of course deferment/ suspension issued by RTO
- Alleged wrong decision on refund applicable

The Complaint Form will be lodged within 7 calendar days. CEO will commence the process of considering the complaint and will acknowledge receipt of the complaint in writing to the complainant.

### Appeal Outcomes

An investigation into an Appeal may result in one of the following outcomes:

- a) Appeal is upheld; in this event the following options will be available:
  - i. The original assessment will be re-assessed, potentially by another assessor as soon as can be arranged
  - ii. Appropriate recognition will be granted forthwith
  - iii. A new assessment shall be conducted/arranged without delay <sup>(10.4)</sup>
- b) Appeal is rejected/ not upheld; in accordance with National Training College of Australia assessment policy the Student will be required to:
  - i. undertake further training or experience prior to further assessment; or
  - ii. re-submit further evidence; or
  - iii. submit/undertake a new assessment

### Actioning Outcomes

Where the complaint or appeal is upheld, National Training College of Australia will implement the required corrective action within 28 days and advise the student in writing of the outcome.

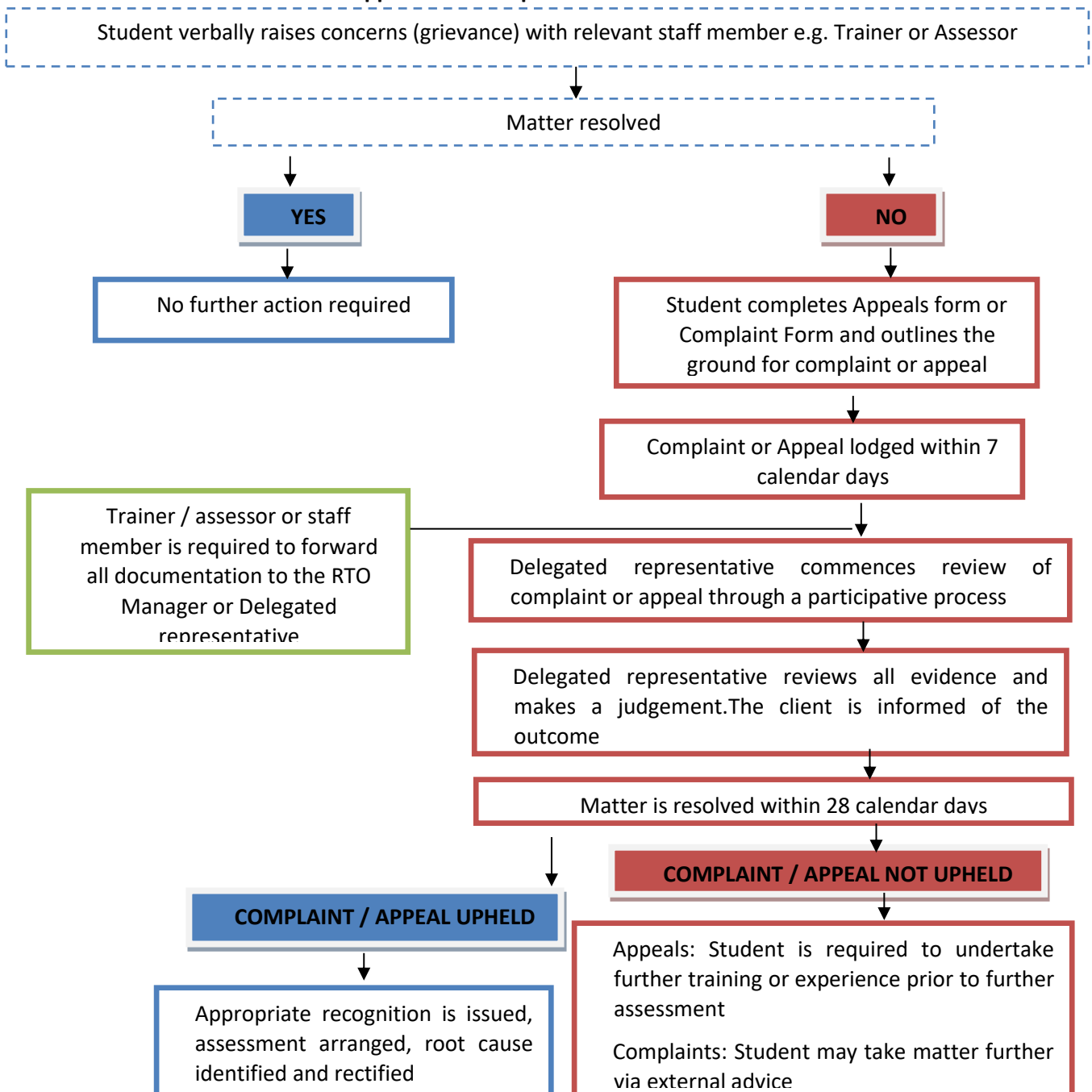
- a) If you are Under 18 years of age a copy of your Complaint Form will be sent to your Parent or Legal Guardian.
- b) A copy of all outcomes and correspondence raised during the process will also be forwarded to your Parent or Legal Guardian.

### Internal appeals or complaints

- All internal complaints / appeals should be committed to in writing at the earliest possible opportunity utilizing the Complaint Form.
- A submitted Complaint Form will constitute a formal complaint/appeal from the student.
- The CEO of National Training College of Australia will be informed through receipt of all student complaints/appeals.
- The CEO of National Training College of Australia may delegate responsibility for the resolution of the complaint/appeal as required.
- In the case of a complaint/appeal, the CEO of National Training College of Australia will initiate a transparent, participative process to deal with the issues at hand.
- Assessment appeals will be processed in accordance with the Assessment Appeals Procedure - Annex A.
- Complaints or appeals where ever possible are to be resolved within 10 working days of the initial application.
- Length of time may vary depending on the complexity of the case
- If you are Under 18 a copy of your Complaint Form will be sent to your Parent or Legal Guardian

- A copy of all outcomes and correspondence raised during the process will also be forwarded to your Parent or Legal Guardian
- In all cases the final conclusion will be endorsement by the CEO of National Training College of Australia.
- The student will be advised in writing of the outcome of their complaint/appeal.
- If the outcome is not to the satisfactory of the Student, he/she may seek an appointment with the CEO of National Training College of Australia.
- The CEO of National Training College of Australia decision will be final. The Student has the option to seek the judgement of the CEO/PEO if they are not satisfied with the decision of the CEO.
- If they are still not satisfied with the decision they may seek outside assistance to pursue the complaint, grievance or appeal, the student will be advised of this within 10 days of the decision.
- All grievances, complaints and appeals will be handled as Staff-In-Confidence.
- All complaints/appeals will be discussed at Management Review meetings for continuous improvement of the processes.

### Appeals and Complaints Process Flowchart



### 7.4.3. Responsibility

Role within RTO	Area of responsibility
CEO	Approval Authority
Compliance / Training Manager	Development/Review
Administration Manager	Monitoring and Evaluation
Student Support Officer(s)	Compliance/Implementation

CEO of National Training College of Australia is the Appeals Resolution Officer. CEO may delegate responsibility for the resolution of the appeal if necessary.

Details concerning the scope of the Appeals Policy are to be clearly displayed throughout the organisation and contained within the Staff Induction Process, Student Handbook and National Training College of Australia website.

All appeals practices are monitored by Administration Manager National Training College of Australia and will be discussed at Management Review Meetings with areas for improvement identified and acted upon. (See Continuous Improvement Policy)

## 7.5. Deferral, Suspension and Cancellation Policy

This policy applies to National Training College of Australia and all overseas students and enrolling overseas students.

National Training College of Australia may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances, as defined below.

### 7.5.1. Definitions

**Deferral:** means to delay the commencement of a course.

**Suspension:** means to temporarily delay the enrolment once the course has commenced.

**Cancellation:** means the cessation of an enrolment on a course.

**Withdrawal:** Means a student that wishes to withdraw from a commenced course

**Compassionate or Compelling circumstances:** is defined as circumstances beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- a) Serious illness or injury, where a medical certificate states that the student was unable to attend classes,
- b) Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided),
- c) Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies,
- d) A traumatic experience which could include:
  - Involvement in, or witnessing of a serious accident; or

- Witnessing or being the victim of a serious crime, and these experiences have impacted on the student (cases should be supported by police or psychologist's reports)
- e) Inability to begin studying on the course commencement date due to delay in receiving a Student VISA

**Student Misconduct:** also, misbehaviour, is defined as students who display unacceptable behaviour in accordance with the Student Handbook and Code of Conduct

To ensure all students receive equal opportunity to gain the maximum benefit from their training, any person(s) displaying the following dysfunctional or disruptive behaviour may be asked to leave the session and/or the course. Examples of unacceptable behaviour include but are not limited to the following:

- Continuous interruptions of the trainer.
- Smoking in non-smoking areas.
- Being disrespectful to other participants.
- Harassment by using offensive language.
- Sexual harassment.
- Acting in an unsafe manner that places themselves and others at risk.
- Refusing to participate when required, in group activities.
- Continued absence or late arrival at required times.

### 7.5.2. Policy Statement

Acceptable reasons for suspension or cancellation.

In accordance with the National Code 2018, National Training College of Australia can defer or temporarily suspend a student's enrolment on the grounds of:

- Compassionate or compelling circumstances

In addition, National Training College of Australia can suspend or cancel a student's enrolment including, but not limited to, the following factors:

- Student misconduct
- Failure to comply with the Offer of Terms as outlined in the Letter of Offer and Acceptance (Written Agreement) for Course Progress or attendance, and any formal warning issued by National Training College of Australia against these processes, which are in accordance with Standard 8 (Overseas student visa requirements)
- The non-payment of fees in accordance with the Offer of Terms as outlined in the Letter of Offer and Acceptance (Written Agreement) and Payment Schedule
- The suspension or cancellation of the overseas student's enrolment for these reasons may not take effect until the internal appeals process is completed, unless the health or wellbeing of the overseas student or the wellbeing of others, is likely to be at risk

### 7.5.3. Deferral

Applications for deferral of the commencement of the course must be made by completing a Deferment Suspension Cancellation Withdrawal Form (DSCW) with any additional evidence and submitting it to National Training College of Australia Admissions Staff prior to the course commencing.

- The DSCW Form can be submitted via Email, Mail or in Person.

Once National Training College of Australia has processed the deferral request, the student will receive a written correspondence of the outcome.



- An updated Confirmation of Enrolment letter and Enrolment Agreement will be provided to reflect the new training plan.
- National Training College of Australia will inform the Secretary of the Department of Education via PRISMS as required under the ESOS Act.

#### 7.5.4. Suspension

Applications for Suspension of enrolment must be made by completing a DSCW Form with any additional evidence and submitting it to National Training College of Australia Student Support Officer.

- Applications must be received at least 10 working days prior to the requested Suspension date.
- Applications received less than 10 working days prior to the requested Suspension date will not be processed.
- In the event of an emergency requiring Suspension, the submission timeline of 10 working days may be waived by the National Training College of Australia.

Once National Training College of Australia has processed the Suspension request, the student will receive a written correspondence of the outcome.

- National Training College of Australia will inform the Secretary of the Department of Education via PRISMS as required under the ESOS Act.

#### 7.5.5. Cancellation

Applications for cancellation of enrolment must be made by completing a DSCW Form with any additional evidence and submitting it to National Training College of Australia Student Support Officer.

- The DSCW Form can be submitted via Email, Mail or in Person
- The Student Support Officer will then check all information is attached and send the cancellation request to the Compliance Manager for review against Policy & Procedures.
- The Administration Coordinator will then pass the cancellation request to RTO Manager for processing.

Once National Training College of Australia has processed the Cancellation request, the student will receive a written correspondence of the outcome from Administration Coordinator.

- If the request is granted, the student will receive a Letter of Release. Once the Cancellation has been processed, National Training College of Australia will inform the Secretary of the Department of Education via PRISMS as required under the ESOS Act.
- If the request is denied, then the student may appeal the outcome in accordance with the Complaints and Appeals Policy.

#### 7.5.6. Withdrawal

Applications for Withdrawal from a course must be made by completing a Deferral Suspension Cancellation Withdrawal (DSCW) Form with any additional evidence and submitting it to National Training College of Australia Student Support Officer.

- Any withdrawal must be done formally with evidence of why the student is withdrawing
- National Training College of Australia has the right to refuse a withdrawal where a student has not completed six (6) months of their primary course
- National Training College of Australia has the right to refuse a withdrawal on the grounds that the student has outstanding fees or if the student is in the debt recovery process as 'unresolved'
- Any refund application will be processed in accordance with the refund policy
- Certification of any description will only be processed after all outstanding fees are paid
- Certification will be issued within 30 calendar days of these conditions being met

- All documentation will be recorded in the student file
- In this instance the reasons must be documented and recorded to justify this decision
- Should the student wish to withdraw and return to their home country, the student must advise Australian Department of Home Affairs to cancel their student visa

#### **7.5.7. Prior to suspension or cancellation**

In any given situation that leads to a deferment, suspension or cancellation of studies, instigated by National Training College of Australia, prior to imposing a suspension/cancellation:

- Formal written notification will be provided to the student of the intent and reasons for suspension/cancellation
- The student will be informed of their right to appeal this decision, as well as the timeframe and process for doing so
- The student shall have 20 working days to access National Training College of Australia's Internal Complaints and Appeals process in accordance with Standard 10 (Complaints and appeals)

#### **7.5.8. Complaints and Appeals Process**

The deferment, temporary suspension or cancellation of studies cannot take effect until the Internal Complaints and Appeals process has been completed, unless extenuating circumstances relating to the welfare of the student apply.

- At the completion of the complaints and appeals process, should the deferment, temporary suspension or cancellation of studies be upheld by the complaints and appeals hearing, National Training College of Australia will inform the Secretary of the Department of Education via PRISMS as required under the ESOS Act.

#### **7.5.9. Deferral, suspension or cancellation advising and reporting obligations**

In the instance of deferral, suspension or cancellation action going ahead National Training College of Australia will inform the overseas student regarding the need to immediately contact Immigration for advice on the potential impact to the student's visa.

National Training College of Australia will report the change to the overseas student's enrolment as per section 19 of the ESOS Act.

#### **7.5.10. Guidelines and Implications of Suspension or Cancellation**

Should a student enrolment be suspended for a period of 28 days or longer, the student must return home, unless special circumstances exist.

Students are to be made aware that:

- Students can only temporarily suspend enrolment for a maximum period of six months,
- Deferral, Suspension or Cancellation of enrolment may affect the student's VISA,
- If the enrolment is suspended for a period greater than six months, the student's visa may be cancelled by Australian Department Of Home Affairs.

## 7.6. Educational Agents Policy

This policy applies to all International Education Agents, and/or their employees or contractors engaged by National Training College of Australia on any basis and at all times. This document presents National Training College of Australia's Policy relating to:

- Appointment of International Education Agents
- Agency agreement
- Monitoring of International Education Agents
- Termination of Partner Agreements

### 7.6.1. Policy Statement

Education agents acting on behalf of National Training College of Australia are required to provide a high standard of service and information to all potential overseas students. National Training College of Australia will take reasonable measures to use education agents who are professional and ethical. National Training College of Australia will not use education agents who are dishonest or lack integrity, or who have had negative reports issued publicly or privately through our due diligence process.

The RTO takes all reasonable measures to ensure that the Education Agents it engages have an appropriate knowledge and understanding of the Australian international education industry, a good working knowledge of:

- The National Code 2018,
- The Education Services for Overseas Students Act 2000 (ESOS Act)
- The Education Agents Code of Ethics
- National Training College of Australia's services

National Training College of Australia will not accept or continue to accept overseas students recruited by an agent if they know, or reasonably suspect the agent to be:

- Engaged in, or to have previously been engaged in, dishonest practices, including suggesting to overseas students that they come to Australia on a student visa with a primary purpose other than full-time study, or acting otherwise in contravention of the obligations of Acknowledge Education under the National Code or the ESOS Act, particularly by deliberately attempting to recruit a transferring student within the first six months of study of his or her principal course in contravention of Standard 7 of the National Code
- Facilitating the enrolment of overseas students who the agent believes will not comply with the conditions of their student visas
- Engaged in false or misleading advertising and recruitment practices
- Using PRISMS to create Confirmations of Enrolment for other than bona fide students
- Providing immigration advice where not authorised under the Migration Act 1958 to do so

### 7.6.2. Appointment of International Education Agents

National Training College of Australia will select International Education Agents based on their overall experience and understanding of the National Code and ESOS Act. Education agents must provide the following details before being contracted for the purpose of recruiting overseas students to study:

- a) the registered company name (both in Australia and overseas where relevant)
- b) the names of the company principals
- c) the company's business address and contact details
- d) membership of relevant industry associations

- e) brief statement of the company's experience in recruiting students from their nominated regions
- f) minimum of two (2) Referral Reports

In the event the agent cannot supply this, then National Training College of Australia will make a professional judgement on the validity of the Education Agents application.

### 7.6.3. Agency Agreement

National Training College of Australia will enter into a written agreement with each International Education Agent engaged to recruit students on its behalf. Agency Agreements must be prepared from National Training College of Australia's authorised template, with any changes to be reviewed by the Training Coordinator and authorised by CEO.

Once signed, an original copy of the Agency Agreement will be kept by the agent, a second signed original copy of the Agency Agreement will be kept in the agent's file of National Training College of Australia by the Administration Manager, and a photocopy of the Agency Agreement will be kept by the marketing department for their records.

Furthermore, the education agent's details will be entered and maintained in PRISMS

The agreement will specify the Roles and Responsibilities of both parties, and is to explicitly outline the following:

- a) That National Training College of Australia as the provider is at all time responsibilities for compliance with ESOS Act and National Code 2018
- b) All processes for monitoring the activities of the education agent, including where corrective action may be required
- c) Termination conditions
- d) Circumstances under which information about the agent may be disclosed by National Training College of Australia and the Commonwealth or state or territory agencies
- e) All processes for ensuring that the agent is only supplying students with accurate and up-to-date information about National Training College of Australia and our courses and services,
- f) Our requirements of the agent for representing National Training College of Australia in accordance with Standard 4.3 of the National Code 2018.

### 7.6.4. Requirements of International Education Agents

The International Education Agent holds the following responsibilities:

- a) To Provide a written declaration of intention to avoid conflicts of interests with their duties as education agent acting on National Training College of Australia's behalf
- b) To actively take all reasonable measures to avoid conflicts of interests with their duties as education agent acting on National Training College of Australia's behalf
- c) To hold and maintain confidentiality and transparency in all interactions with overseas students or intending overseas students
- d) To be truthful and transparent in all dealings with overseas students, demonstrating good faith and acting towards the benefit of the overseas student always
- e) To maintain appropriate knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics

### 7.6.5. Monitoring of International Education Agents

Monitoring of International Education Agents is vital to ensuring the provision of up to date and accurate information to overseas students and intending or potential students. National Training College of Australia also wish to reveal any instance in which an agent is engaging in false or misleading recruitment practices. Monitoring processes may include, but are not limited to:

- Face to face meetings
- Visits
- Regular feedback from students regarding the Agent
- Key performance indicators
- Telephone, online or email surveys

### 7.6.6. Preventative and Corrective Actions

Preventative action may include training sessions for agents and ensuring that they have all the material required to recruit for National Training College of Australia accurately.

Corrective action may include providing additional information/material or targeted training on the expectations of National Training College of Australia. Corrective action may also include termination of the agreement with the education agent.

National Training College of Australia will take immediate corrective and preventative action upon becoming aware of an education agent being negligent, careless or incompetent or being engaged in false, misleading or unethical advertising and recruitment practices, including practices that could harm the integrity of Australian education and training.

### 7.6.7. Termination of Agreements

If National Training College of Australia determines that the agent is engaging in false or misleading recruitment practices, the relationship with the agent will immediately be terminated. The only exception shall be in the instance that the agent provides notification in writing of the termination of the agent's relationship with the employee or subcontractor who engaged in those practices. The agent will be notified in writing of the Termination and this notification will be kept on file.

### 7.6.8. Responsibilities

A record of all approved education agents, including written agreements, will be maintained by Administration Manager.

An electronic register of all monitoring activities and their outcomes will be maintained by Administration Manager for the purposes of evaluating agents and identifying preventative and corrective action.

### 7.6.9. Marketing Materials

The use of marketing materials by international education agents must be with the official, unaltered and most up to date materials as supplied by National Training College of Australia.

Under no circumstances are agents permitted to alter or edit the marketing material supplied, this is to ensure that students and prospective students are not given misleading information.

## 7.7. Engagement Prior to Enrolment Policy

This policy applies to all prospective overseas students interested in studying at this Registered Training Organisation

### 7.7.1. Policy Statement

National Training College of Australia recruit international students through methods including but not limited to:

- Education Agents
- Website Advertising
- Print Media
- Exhibitions and Events

National Training College of Australia prior to accepting a student, or an intending student, for enrolment in a course, must provide, in print or through referral to an electronic copy, current and accurate information regarding the following:

- a) The requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable
- b) Recognition of Prior Learning (RPL) and Credit Transfer options are detailed to the prospective student and options for these are explored during the recruiting pre-enrolment process (see Recognition and Credit Transfer Policy)
- c) The course content and duration, holiday breaks, qualification offered if applicable, modes of study and assessment methods
- d) any work-based training a student is required to undertake as part of the course
- e) Campus locations and a general description of facilities, equipment, and learning and library resources available to students
- f) Details of any arrangements with another registered provider, person or business to provide the course or part of the course
- g) Indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies
- h) Information about the grounds on which the student's enrolment may be deferred, suspended or cancelled
- i) A description of the ESOS framework made available electronically by DET, and
- j) Relevant information on living in Australia, including:
  - Indicative costs of living
  - Accommodation options, and
  - Where relevant, schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred

### 7.7.2. Information prior to enrolment (Written Agreement, Student Handbook & Course Flyer)

- The following current and inclusive information will be made available in plain English prior to accepting an overseas student/intending overseas student for enrolment:
  - a) All requirements for acceptance into a course, including qualifications, relevant work experience and the minimum level of English language proficiency
  - b) Details of course credit wherever applicable.

- c) All course details, including but not limited to:
  - Course content
  - Mode of study
  - Methods of assessment
  - Details of any work-based training requirements and/or placements
  - Compulsory online requirements
  - Other learning arrangements such as community-based learning and collaborative research
  - Duration of course
  - Holidays and course break dates
  - Award, qualification or another outcome of the course
  - Details of refunds such as clearly state who receives refund and under which circumstances
- d) Details of the provider Registered Training Organisation, including but not limited to:
  - Campus location or locations
  - Facilities, equipment and learning resources available to students
  - Details of arrangements with other providers, persons or businesses providing the course or any part of the course
- Prior to accepting any overseas student for enrolment, National Training College of Australia will provide information pertaining to all fees both tuition and non-tuition.
- Students will also be advised in writing of cancellation and refund policies as well as the potential for changes to fees over the duration of a course.
- Potential students will receive clear and comprehensive written information outlining circumstances in which they might be suspended, deferred or cancelled (see Deferral Suspension Cancellation Policy).
- International student living information, including but not limited to:
  - Accommodation options within reasonable distance from the campus
  - Indicative cost of living, offering a typical range to inform and enable realistically informed student planning and budgeting in the region of study in Australia
- Description and how to access the ESOS framework, including Australian Government services, links to materials online are to be supplied. This information must be clear and comprehensible, with the assistance of student support services to further disseminate and offer explanation.
- Any relevant policy and process the registered provider have in place for approving the accommodation, support and general welfare arrangements for younger overseas students if applicable.
- Students will only be offered enrolment in courses for which they have been assessed as having appropriate qualifications, skills, experience and English language proficiency.

## 7.8. Fees and Charges Policy

This applies to all International students enrolled at NTCA.

### 7.8.1. Policy Statement

- National Training College of Australia charge a variety of fees and charges for courses in relation to market demand.
- Fees and charges are published and available online via National Training College of Australia's website.
- Students are notified in their Letter of Offer and Acceptance (Written Agreement) of all fees and charges, including that these are subject to change.
- Payments including fee deposits are not accepted from overseas students until National Training College of Australia receives their signed and completed Letter of Offer and Acceptance (Written Agreement).

- Tuition fees do not include the application fee, kit fee or material fees. These will be listed in the letter of offer.
- Any changes to fees and charges are updated on all electronic and print material including Letter of Offer and Acceptance (Written Agreement) and marketing/recruiting materials.
- Students who do not opt for full payment at the start of the course are required to have a payment plan with National Training College of Australia.
- Fees and charges are reviewed at least annually, however, they may change at any time during the year. International education agents are notified of any changes to fees and charges and are supplied with updated materials.
- National Training College of Australia will not issue any qualification or award prior to the completion of payment of all fees and charges in full.
- Student will pay the same amount of fees at the time of enrolment until completion of the course.
- Rescheduling of any course or unit of competency may incur variations in fees and charges such as an increase to be paid or an amount to be refunded.
- Enrolling in a new course will incur any new fees.
- Tuition fees will not be transferred to another educational institute.
- National Training College of Australia enrolment/application, airport pick up fee, accommodation fee is non - refundable.
- Upon suspension of the course, the fees scheduled in Payment Plan remain due on the scheduled dates.
- Credit Transfer are not charged to the students.
- No fee shall be charged to issue release to the students as per the Transfer between Providers' Policy
- No fee shall be charged to issue any statement of attainment, Certificates, and Record of Results

### 7.8.2. Fees and Charges

- Fees are payable as agreed with National Training College of Australia and documented in the Letter of Offer and Acceptance of Offer. The balance of fees is to be paid on the basis of an instalment program that is scheduled and agreed upon in the Letter of Offer and Acceptance of Offer.
- Tuition fees will not be transferred to another educational institution.
- National Training College of Australia may restrict or withhold services or materials from learners if fees are overdue.

#### **Students are required to pay the following fees:**

- a) Application/enrolment fee (non- refundable)
- b) Course, as per letter of offer
- c) Material Fees, as per letter of offer
- d) Overseas Student Health Cover (OSHC),
- e) Accommodation,
- f) Airport Pickup, and
- g) Any other fees outlined in the Letter of Offer and Acceptance (Written Agreement) and attached schedule of fees for students.

#### **Applicants must pay the following fees in order to secure their enrolment at National Training College of Australia:**

- a) A specified pre-payment tuition fees (this will be no more than 50% of the total course fees for overseas students)
- b) Application/enrolment Fee
- c) OHS fee (for overseas students)



References: Tuition Protection Service (TPS): under the Education Services for Overseas Students Act 2000: Under the ESOS legislation providers cannot require students to pay more than 50 per cent of their tuition fees before they start the course. However, students, or the person responsible for paying the tuition fees, may choose to pay more than 50 per cent of their tuition fees before they start their course. An option to this effect has been included in the Enrolment form and Offer and Acceptance Agreement.

### Course Materials

- a) Course fees do not include the cost of resource materials, equipment, tools and uniforms required for specific courses.
- b) Additional fees for the cost of materials, additional equipment or other resources necessary to successfully complete a course will be charged. Material Fee includes learning resources (PowerPoint handouts, textbooks, printouts, Soft copies of learning resources)

### Payment particulars:

- a) Students must pay the Application/Enrolment Fee, otherwise the application will not be processed.
- b) Enrolment, Accommodation and Airport Pickup Fees are non-refundable.
- c) Students must pay all associated Course Fees as per the Letter of Offer and Acceptance (Written Agreement) and Fee Schedule, otherwise students will not be allowed to continue study.
- d) Course fees can be paid in Full at the start of the course, or in Advance by term or in accordance with the schedule outlined in the Enrolment Agreement.
- e) Course Fees will not be transferred to another provider, should a Transfer of Provider request be approved.
- f) A Refund of any fee will only be processed in accordance with the Refund Policy.

### Changes to CoE

Request for Changes to the CoE such as changes to intake date, courses offered or any other change which does not arise due to emergency/exceptional circumstances will incur an administration cost.

### Course Extension

- a) Course extension arising due to implementation of intervention strategy or on request by student to complete pending units will be charged based on the total duration of the extension.
- b) Extension course fee will be calculated as follows:  
(Total Course Fee / Total duration of the course in weeks) x duration of extension courses in weeks

### 7.8.3. Fee increases

- a) Students are informed on the Letter of Offer and Acceptance of Offer that tuition fees will not increase during their period of enrolment at National Training College of Australia.
- b) Fees during the enrolment **period** as tabled under (5.3), may, however, be subject to increase. Notices will be placed throughout the National Training College of Australia campus(es) notifying students if any of these fees are to increase. Students will be provided with four weeks' notice of the intention to increase any of these fees.

#### 7.8.4. Payment Methods

- All Fee payments must be made in Australian Dollars and can be paid by:  
Cash,  
Direct or SWIFT Deposit,  
Credit Card,  
Bank Cheque or Money Order
- Payments made using a Credit Card will incur surcharge of 3%.

#### 7.8.5. Payment Extension

- Should the student experience financial difficulties or encounter unforeseen circumstances where payment of fees cannot be made, then the student may request an extension of fees by writing to the administration team.
- Applying for a fee extension does not guarantee that an extension will be granted.
- If an extension is approved, then a revised payment schedule will be determined.

#### 7.8.6. Late Payment

- Should a student not pay the required fees by the due date, late payment fee applies
- Should a payment plan be entered into, the due date is the date of the agreed instalment due date, should a student fail to pay instalments then the overdue fees will apply to each instalment that is late.

#### 7.8.7. Cancellation

- The failure to pay any owed fee or late payment may result in the cancellation of the student's enrolment.
- In the event that a final notice to cancel CoE, the student shall have 20 days to access the Complaints and Appeals process.

#### 7.8.8. Overseas Student Health Cover

- As a condition of your student VISA, the Australian Government requires the student to have Overseas Student Health Cover.
- National Training College of Australia is able to provide OSHC through (Allianz Insurance) and will provide the associated fees and charges on the Letter of Offer, or the student is free to arrange OSHC themselves.
- Students will not be able to obtain a valid Student VISA, if they do not have proof of OSHC.

#### 7.8.9. Recognition of Prior Learning & Obligations to Recognize AQF Qualifications

- College will ensure that a student's prior knowledge and skills are recognized; providing they are able to demonstrate satisfactory achievement of the performance outcomes within that course requirement (refer to College Credit Transfer & RPL Policy). There will be no charge for Credit transfer.
- RPL will be charged per qualification.

## 7.8.10. Tuition Assurance

In accordance with the ESOS Act, National Training College of Australia ensures the security of Student Fees through membership to the Tuition Protection Service.

## 7.8.11. Schedule of Fees

### Application/enrolment fee (non-refundable)

A non-refundable application fee of \$300.00 applies.

### Current Course Costs

Listed below are the current course costs (subject to review and change)  
Refer the website for updated fee schedule

### Fees during the enrolment period

Repeat of unit	AUD 500
RPL assessment (per unit of competency)	AUD 300
Application fee (non- refundable)	AUD 300.00
1 <sup>st</sup> Re-assessment for theory	NA
2 <sup>nd</sup> re-assessment per unit	AUD 300.00
Re-assessment per unit to academic misconduct (2 <sup>nd</sup> Warning)	AUD 500.00
Catch up for each unit	AUD 200.00
Oxford English Placement Test Fee	AUD 20.00 per test
Administration charges per change of CoE request ( <i>intake change, course change and any other change</i> )	AUD 300.00
Replacement Statement of Attainment/Certificate	AUD 50.00
Replacement ID card	AUD 20.00
Credit card Payments Surcharge	3%
Late payment fee per week (max. AUD 200)	AUD 50.00/week
Airport pickup (non- refundable)	AUD 100.00
Postage of Certificates	AUD 20
Academic support class (per two-hour class)	AUD 60
Moderation on appeal (per assessment task per unit)	No charge
“One-on-one” mentoring (per hour)	No charge
OSHC fees	Vary as per duration
Material fees	AUD 500

## 7.9. Refund policy

This applies to all International students enrolled at NTCA.

### 7.9.1. Policy Statement

Details concerning the scope of National Training College of Australia Refund Policy are to be clearly disseminated to prospective students prior to contractual arrangements being made, this dissemination is in the form of the Student Handbook, Application for Enrolment and Letter of Offer.

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.

### 7.9.2. General Rules

- The refund process reflects the commitment by National Training College of Australia to hold places as booked by students and the amount of administrative resources consumed at the various stages.
- The date the written notice is received by National Training College of Australia is the DEFAULT DATE, and is the date used for the calculation of any refund and/or cancellation.
- Refunds must be requested in writing to the Administration Manager of National Training College of Australia using the 'Refund Request Form'. Verbal notification to National Training College of Australia staff or agents are not valid.
- Refund application WILL NOT be processed where the signature on the refund application form DOES NOT match the student's signature as shown on other documents provided by the student for admission to National Training College of Australia.
- The Administration Manager of National Training College of Australia will process refund requests and if approved, arrange payment within 28 days.
- Refunds will be paid in Australian Dollars into the nominated bank account.
- To allow prompt settlement of refund requests, all advanced payments will be held in a nominated bank account by National Training College of Australia until the course start date.
- All requests for refund will be processed on an individual basis, taking into account impact on follow on units, if applicable.
- The term "commencement" in this policy refers to the first day of the first program attended by the student.
- Issues with regard to payment are to be handled at the first available opportunity and directed to the Administration Manager of National Training College of Australia. All Refund Requests and issued refunds are to be logged in the Refund Register.
- Application/Admission fee is not refundable once it is paid in all circumstances.
- Refund on visa rejection will require a copy of notification from the Australian High Commission. Airport pick up fee is refundable if a visa is refused.
- Material Fee paid in full will be refunded where,
  - The student withdraws from the course at least 28 days prior to the course commencement.
  - If Student was refused a student visa and the refusal was a reason for the student's failure to start the course on the agreed starting day for the course,
  - At the discretion of the CEO, when other special or extenuating circumstances have prevented the student from commencing their studies
- Any other circumstances student is not eligible for a refund of material fee.
- Tuition fees and Overseas Student Health Cover (OSHC) are refundable in full where student has provided evidence of medical or compassionate reasons due to which the student cannot commence the course, National Training College of Australia if advised of the cancellation 28 days or more before

course starts and prior to entering into Australia. All refunds of OSHC must be dealt with the insurance provider. NTCA Institute will not refund the OSHC to the student.

- Student enrolled in packaged courses do NOT qualify for a refund once they commence their studies in Australia.
- If the student have given misleading information to an National Training College of Australia approved agent, National Training College of Australia and/or any Commonwealth Agencies of Australia, no refund will be given.
- National Training College of Australia will forward the refund to the applicant in their country of origin unless otherwise authorised in writing.
- No refunds will be paid to a third party (person other than the student), unless directed by the student on the Refund Application Form.
- All refunds for Provider Default and Visa Refusal is calculated as per Explanatory Guidance on the Education Services for Overseas Students (Calculation of Refund) Specification 2014, more information can be found on [https://internationaleducation.gov.au/Regulatory-Information/Documents/Fact%20Sheet%20ESOS%20refund%20specification%2040714%20\(2\).pdf](https://internationaleducation.gov.au/Regulatory-Information/Documents/Fact%20Sheet%20ESOS%20refund%20specification%2040714%20(2).pdf)
- If a student is eligible for refund after course commencement (in case of Visa refusal), refund is calculated on pro-rata basis.
- National Training College of Australia will give the student a refund statement that explains how the amount has been worked out.
- If the student is not eligible for any refund, based on the circumstances as stated below, the student shall be informed of the same via an email/letter.
- In case of a cancellation by the student or National Training College of Australia , any outstanding fees to National Training College of Australia become due with 7 (seven) days.
- Any costs incurred by National Training College of Australia to recuperate outstanding fees will be charged to the student.
- Unpaid fees will be recorded as a debt and recovered by action in a court of competent jurisdiction.
- National Training College of Australia will not release any testamurs/awards to students until outstanding course fees have been paid in full.
- Advise the student of their right to appeal the decision of National Training College of Australia management.
- The refund policy is subject to review at least once per year
- Refunds will only be paid to the student or legal guardian of a student under 18. If a student has paid the fees to their agent, National Training College of Australia will recover the paid fees and return to student.
- National Training College of Australia only accepts responsibility for fees and charges associated with the cost of enrolling in and studying with the RTO. No accountability will be taken for fees or charges associated with international education agent or migration agent fees or visa application costs.

### 7.9.3. Provider Default (International Students)

- Provider default occurs in relation to an overseas student or intending overseas student and a course at a location, if:
- the provider fails to start providing the course to the student at the location on the agreed starting day; or
- After the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.
- NTCA will notify the Secretary and the TPS Director of the default within 3 business days of the default occurring. NTCA will also notify students in relation to whom NTCA has defaulted.
- NTCA has 14 days after the day of the default (the provider obligation period) to satisfy NTCA tuition protection obligations to the student as set out in the section.

- Should the above arrangement not be suitable to the student NTCA will arrange for its TPS process to promptly offer affected students a place in a suitable alternative course(s). The student's acceptance of the alternative course offer in writing will relieve NTCA from its obligation to refund all course money to the student. Percentage of fees, for training left to achieve will be refunded to the student.
- NTCA has 7 days after the end of the obligation period to give a notice to the Secretary and the TPS Director of the outcome of the discharge of NTCA obligations.
- Additional information regarding TPS process is available on NTCA website and TPS (<https://tps.gov.au>) website or by contacting NTCA.
- NTCA will only refund prepaid course money directly to the student and will not under any circumstances refund course money to a third party.

#### 7.9.4. Student Default (International Students)

- Student default occurs when Under section 47A of the ESOS Act, an overseas student or intending overseas student defaults, in relation to a course at a location, if:
  - the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
  - the student withdraws from the course at the location (either before or after the agreed starting day); or
  - the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:
    - the student failed to pay an amount payable to the provider for the course;
    - the student breached a condition of his/her student visa;
    - misbehaviour by the student (Note: the student is entitled to natural justice under subsection 47A(3)).
- If a student or intending student defaults, NTCA will provide a refund in accordance with the requirements, depending on the circumstances of the default situation.
- Notifying the Secretary and the TPS Director: To meet Tuition Protection Service (TPS) reporting obligations, NTCA will report on whether they have provided a refund to a student in two cases of student default:
  - where a student's visa is refused, even if there is a compliant written agreement in place
  - where there is no compliant written agreement in place.
- NTCA will pay the refund within the period (the provider obligation period) of 4 weeks after the day specified in section 47D or 47E of the ESOS Act, depending on the circumstances of the default situation.
- Students are also deemed as defaulted in the case of visa refusal, due to misleading or fraudulent documents. this is not part of the written agreement and therefore cannot be covered by section 47D of the ESOS Act, the section of the ESOS Act in this regard is section 47E

#### Refunds resulting from National Training College of Australia Default

In the unlikely event of National Training College of Australia default, within 28 days of the default, National Training College of Australia will:

- Either offer the student an alternative place at National Training College of Australia's expense, that is accepted in writing;

OR

- Refund the student the unused portion of the prepaid fees.

If National Training College of Australia is unable to provide a refund or place the student in an alternative course, then the student shall be referred to the Tuition Protection Service (TPS: [www.tps.gov.au](http://www.tps.gov.au)), who will place the student in a suitable alternative course or if a suitable course cannot be found, pay a refund as calculated by the TPS Administrator.

## TABLE OF REFUNDS

Type	Timeframe	Amount Refunded	Documents
<b>VISA Refusal</b>	Before course commencement	<b>Lesser of</b> (a) 5% of the total amount of pre-paid course fees that the provider received in respect of the student for the course before the default day; or (b) the sum of \$300 Application fee will not be refunded.	Refund Request Proof of VISA Refusal
<b>VISA Renewal Refusal / Visa Refusal</b>	After the course has commenced	Student is required to pay for the UOC/S completed on a pro-rata basis	Refund Request Proof of VISA Refusal
<b>Withdrawal, Transfer or Enrolment Cancellation</b>	Greater than 28 days before commencement of the course	All fees minus the non-refundable application/admission fee	Refund Request Letter of Offer DSWC Form
	Less than 28 days before commencement of the course	Nil	Nil
	After the course has commenced	Nil	Nil
	Cancellation due to non-commencement	Nil	Nil
<b>Transfer to another Provider, prior to 6 months of the principal course, where NTCA has approved the transfer.</b>	Before course commencement	No refunds for each course in the "package of courses"	Refund Request Letter of Offer DSWC Form
<b>VISA Removal for breach of conditions</b>	At any time	Nil	Proof of VISA Refusal
<b>Withdrawal, Transfer or Enrolment Cancellation (Student default)</b>	Does not return or commence on the agreed date without the approval of NTCA	Nil	Nil

	Transfer to another Provider, prior to 6 months without the approval of NTCA	Nil	Nil
	Cancelation due to academic misconduct/misleading information	Nil	Nil
	Cancelation due to course progress/non-payment	Nil	Nil
<b>Default by National Training College of Australia</b>	Before term commences	Full Refund minus the application/admission fee	Refund Request
	After term commences	Refund amount* = weekly tuition fee** × weeks in default period** minus the application fee*	Refund Request
*	Refund amount	weekly tuition fee x weeks in default period	
**	Weekly Tuition Fee	total tuition fee for the course/number of calendar days in the course ×7 rounded up to the nearest whole dollar	
***	Weeks in default period	number of calendar days from the default day to the end of the period to which the payment relates /7	

### 7.9.5. Non-Refundable Items

In the following cases, there will be **no refunds** applicable:

- If complete written notice with required full supporting documents is given less than 28 days prior to the course start date, his/her pre-paid unspent tuition fee will be forfeited
- If a student withdraws from a course after the course start date, his/her pre-paid tuition fee will be forfeited.
- No refund will be made, and the full course fee is payable where a student fails to complete, withdraws from, or does not commence NTCA program (where they have not formally withdrawn), including where:
  - Such failure to complete, withdrawal or non-commencement results from changes to student's visa status, or
  - For visa cancellation, or a student elects to transfer to a different Provider after his/her course has commenced, or
  - Failure to make payment within 20 working days of 'intention to report for non-payment of fees' letter, or
  - misbehaviour by the student
- Should a Visa be refused or cancelled due to misleading or fraudulent documents, and/or the information provided on application to NTCA is different, a refund will not apply.
- NTCA has withdrawn its offer to applicant where it was found that false or misleading or incorrect or incomplete information has been provided on application at any stage of application.
- NTCA has cancelled student enrolment due to student breaching the course progress requirements. Refund will be provided for tuition fees paid for study periods not commenced.



### 7.9.6. How to apply for refund

The following steps are to be followed:

**Step 1: Complete the withdrawal/refund application form\***  
This form can be download from NTCA's website [www.ntca.edu.au](http://www.ntca.edu.au) or you can get a copy on campus.

**Step 2: Submit your complete withdrawal/refund form with supporting documents to NTCA Student Support Team.**  
(on campus or via email to [support@ntca.edu.au](mailto:support@ntca.edu.au)).

**Step 3: Your withdrawal/Refund application will be processed by our Student Support Team in 5 business days. This time duration might be longer during peak seasons.**

**Step 4: Once your withdrawal/Refund application finalised, our Finance Department Team will contact you via your registered email address. Please check your email regularly.**

*\* please ensure you fill in your withdrawal/refund form with all required detail, sign and date accordingly. The incomplete form will delay your withdraw/refund process, which might further affect your refund payment.*

#### How and when will a Refund be paid

- A refund will only be paid where a withdrawal/refund application form has been completed. This form MUST be filled, signed and dated by a student in person. Supporting evidence(s) MUST be provided to validate the withdraw/refund request.
- All sections of the refund application form must be completed by the student and signed and dated, associated documentation is required to facilitate approval for refund.
- Students eligible refund will be made to his/her nominated bank account indicated on his/her valid withdrawal/refund application. No refund will be paid to a third party unless it is indicated at the time the withdrawal/refund application is lodged. However, if a student paid his/her fee through credit card, the eligible refund will be paid back to that credit card, and credit card surcharge is non-refundable.
- The signature of student will be matched to student's signature on file and if different, the refund will not be processed.
- Should the form and associated documentation be incomplete this may delay the processing of claim for refund.

- Once the completed refund claim form is received, it will be assessed and the refunds due to the student will be paid within 4 weeks of receiving completed written application on the appropriate form with associated documentation.
- All refund will be made in Australian Currency only. Bank charges for refund will be deducted from the refund amount. NTCA is not responsible for any transaction loss as a result of currency exchange fluctuations, delays or loss of refund in transit (due to incorrect bank detail provided by a student).
- NTCA undertakes the obligation to make refund within 28 days from receiving the completed withdrawal/refund application with required supporting evidence(s).
- If a student is dissatisfied with NTCA's decision in relation to their refund request the student may lodge an appeal under the Complaints and Appeals Policy and Procedure.

**Note:** A student may elect to have any unexpended pre-paid tuition fee transferred to an alternative NTCA program if he/she has an approved application for the alternative NTCA program. However, the transfer request must be lodged **NO LESS THAN 28 days** from the course start date of enrolled course. And this transfer of fees is non-refundable and cannot be transfer again to another alternative NTCA program. If transfer request is lodged less than 28 days from the course start date, the transfer of unspent pre-paid tuition fee would not be granted.

### 7.9.7. Reporting Procedures

REPORTING FOR TUITION PROTECTION SERVICE (TPS) FRAMEWORK			
ACTION	TO WHOM	BY WHOM	WHEN
Additions and deletions of courses and qualifications from the College's scope of registration	Notify the TPS by way of changes to Scope through ASQAnet for PRISMS and CRICOS register.	RTO Manager	When it occurs
variations in fees and length of courses and qualifications	Notify the TPS by way of changes to Scope through ASQAnet for PRISMS and CRICOS register.	Admissions Officer	When it occurs
NTCA pays the annual TPS Levy when it is due.	TPS Director	CEO/PEO	Mid May of every year
NTCA Default	TPS & students in relation to whom it has defaulted. The notices must be in writing and meet the requirements of section 46B.	RTO Manager /CEO /PEO	<ul style="list-style-type: none"> <li>• 3 business days.</li> <li>• NTCA has 14 days after the day of the default (the provider obligation period) to satisfy its tuition protection obligations to the student.</li> <li>• NTCA has 7 days after the end of its obligation period to give a notice to the Secretary and the TPS Director of the outcome of the discharge of its obligations. This notice must comply with the requirements of section 46F.</li> <li>• If NTCA does not meet its obligations, affected students may be assisted by the TPS Director.</li> </ul>

<p>Student Default, <i>The student default is confirmed after internal or external complaints and appeals process is completed.</i></p>	<p>TPS through PRISMS.</p>	<p>RTO Manager /CEO /PEO</p>	<ul style="list-style-type: none"> <li>• 5 Business Days. The notice must be in writing and comply with the requirements of section 47C.</li> <li>• provide a refund in accordance with the requirements under either section 47D or 47E of the ESOS Act, depending on which section applies to the circumstances of the default situation.</li> <li>• pay the refund within the period (the provider obligation period) of 4 weeks after the day specified in section 47D or 47E, depending on which section applies to the circumstances of the default situation.</li> <li>• 7 days after the end of your obligation period to give a notice to the Secretary and the TPS Director of the outcome of the discharge of its obligations. This notice must comply with the requirements of section 47H.</li> </ul>
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NTCA reserves the right to amend this policy at any time; the amendments will be for the purpose of continuous improvement of NTCA operations and may affect the student in some way, shape or form. This policy and the “written agreement” Letter of offer does not remove the right of a student to act under Australia Consumer Protection Law.

### 7.9.8. Responsibility

The CEO, National Training College of Australia is responsible for ensuring compliance with this policy. Administration Manager of National Training College of Australia will process refund requests, if approved, AND arrange refund payment within 28 days.

The National Training College of Australia Access & Equity Policy applies. (See Access & Equity Policy)

All documentation from refund processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

All Refund practices are monitored by the CEO/PEO, National Training College of Australia and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

Role within RTO	Area of responsibility
CEO	Approval Authority
Compliance / RTO Manager	Development/Review
Admin Officer	Implementation, Monitoring and Evaluation
Student Support Officer	Support

### 7.10. Formalisation of Enrolment and Written Agreements Policy

This policy relates to all staff responsible for processing Overseas Student applications for admission and all overseas students and intending overseas students, regardless of whether they are onshore or offshore at

time of application. National Training College of Australia defines the written agreement with the student as being the Letter of Offer and Acceptance of Offer

### 7.10.1. Policy Statement

All overseas students or intending overseas students must enter into a written agreement with this RTO as part of the formalisation of their enrolment, prior to acceptance of fees.

The written agreement must adhere to all requirements in the ESOS Act, and additionally, must include the following information in plain English:

- a) Outline of the course or courses in which the student is to be enrolled
- b) Expected course start date and the location(s) of course delivery
- c) Any and all modes of study for the course, including compulsory online tasks, work-based training requirements, placements, and/or any other community-based learning or collaborative research arrangements.
- d) A complete outline of any prerequisites necessary to enter the course or courses, including English language requirements and any conditions imposed on the student's enrolment.
- e) All fee payable information, including tuition fees and the periods to which those tuition fees relate.
- f) Payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences)
- g) Details of any potential non-tuition fees the student may incur, including:
  - a) As a result of having their study outcomes reassessed,
  - b) Deferral of study, fees for late payment of tuition fees,
  - c) Any other circumstances in which additional fees may apply
- h) Provide a privacy statement stating circumstances in which personal information about the student may be disclosed by National Training College of Australia, the Commonwealth (including the TPS), or state or territory agencies, in accordance with the Privacy Act 1988
- i) Complaints and appeals methods including internal and external processes, in accordance with Standard 10 Complaints and appeals (see Complaints and Appeals Policy)
- j) State the responsibility of the student for keeping a copy of the written agreement, and receipts of any payments of tuition fees or non-tuition fees
- k) Written agreements will contain a requirement of the overseas student that throughout their studies they must notify National Training College of Australia of the following:
  - a) Student contact details; email, phone and residential address
  - b) Emergency contact details
  - c) Update these required details within 7 days of any changes
- l) The agreement must only use links to provide supplementary material

### 7.10.2. Refunds information

The following information must be included within the written agreement, as a requirement of the ESOS Act, relating to refunds and default:

- Details of any amounts of monies to be paid or not repaid to the overseas student whether these amounts are tuition fees, including those monies collected by education agents on behalf of the or registered provider
- Processes for claiming a refund
- Specified person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement
- Clear explanation of what happens should a course not be delivered, including the role of the TPS (see Tertiary Protection Scheme section of this policy, this information also within Letter of Offer and Acceptance)

- A statement that “This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies”

Accepted written agreements may be submitted in person, by email, post, or by facsimile.

### 7.10.3. Acceptance of Course Monies

Fees will not be accepted from a student until the students has signed and accepted the written agreement. The accepted agreement copy will be stored in the student’s file.

Should a student send money via post or make payment into the nominated bank account prior to receipt of the accepted written agreement; the money received will not be used and immediate contact will be made with the student or agent to inform them that the payment cannot be processed (and the enrolment cannot progress) until the accepted written agreement is received. In this instance, the student’s file will document the action taken to notify the student or the agent and retain evidence that the money has not been used.

The letter of offer will actively discourage the receipt of money into their account prior to the receipt of the written agreement by instructing students in clear English to send the accepted agreement through prior to making any payment. This will be done so via a statement in the letter of offer.

A copy of all written agreements and receipts of student payments made under such agreements are to be retained for a minimum of 2 years after the student ceases to be an accepted student.

NTCA will not accept more than 50% of the student’s total tuition fees for a course before the student has begun the course. Unless the student wishes to pay the course in full.

Should the overseas student be granted RPL of credit Transfer, resulting in a reduction in course length, NTCA will:

- Inform the student of the reduced course duration and ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course
- Report any change in course duration in PRISMS if RPL or course credit is granted after the overseas student’s visa is granted.

### 7.10.4. Responsibilities

The Student Support Officer(s) ensure distribution of pre-Enrolment Information materials to prospective applicants by various means including:

- Face to face meetings (Including authorised agent representatives)
- Email
- Download from
- Website
- Provided to the student via their Education Agent

Student Support Officer(s) will ensure applicants receive a training plan prior to their letter of offer

All requests for course information shall be recorded by Student Support Officer(s)

All receipts for payments made by students as well as all written agreements will be retained for the appropriate time frame by Student Support Officer(s).

## 7.11. Marketing Policy

This policy applies to all staff and external parties undertaking activities on behalf of National Training College of Australia and its wholly owned subsidiaries. This includes the implementation of any marketing activity or the development and distribution of any marketing product that is representative of National Training College of Australia and its wholly owned subsidiaries including but not limited to all persons undertaking marketing, recruitment, promotional, engagement or corporate activities on behalf of the organisation.

At National Training College of Australia the Marketing Manager is responsible for the development of all marketing materials in accordance with the policy statement items listed. Prior to the commencement of any marketing campaign, Marketing Manager of National Training College of Australia must review and approve the associated materials.

### 7.11.1. Policy Statement

- National Training College of Australia ensures that in seeking to enter into written agreements with overseas students or intending overseas students, all information provided to students and stakeholders about services, courses, units and qualifications delivered is comprehensible accurate. This is regardless of whether the information is provided by National Training College of Australia, its agents, brokers, online directories or other third parties. All information given makes clear distinction between nationally recognised training and non-recognised training.
- National Training College of Australia marketing information will enable informed choice for students by ensuring that all information is detailed, accurate and satisfies the requirements of the Standards and National Code, by complying with the Standards, National Training College of Australia ensures consumer protection laws are adhered to.
- National Training College of Australia's advertising is factual and ethical and does not misrepresent National Training College of Australia's training and assessment, requirements, outcomes, products and other services.
- Details of the requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience is clear, thorough and factual.
- Any requirement for work-based training required during the duration of the course will be outlined clearly and thoroughly.
- Information about whether course credit may be applicable will be outlined in a clear, factual and thorough manner.
- National Training College of Australia will always ensure that full details or special conditions applying to our services will be communicated to our clients
- National Training College of Australia will include the CRICOS registered name and registration number in all written or online materials disseminated or made publicly available for:
  - Providing or offering a course to an overseas student
  - Inviting any student to undertake or apply for a course, or
  - Indicating provision of a course to overseas students

#### **All marketing information for nationally recognised training:**

- Must clearly include the CRICOS registered name and registration number in any written or online material
- Will identify National Training College of Australia with its National RTO Code
- Includes the code and full name of all relevant Training Products, complying with endorsed classifications to be advertised or marketed accordingly inclusive of unit, module, qualification, skill set or accredited course(s), so there is no confusion for students about the outcome.
- Course objectives, costs and expectations are clearly communicated to participants prior to commencement

- Include relevant cost information including all costs, any debts that may be occurred, or any loss of entitlement from the student undertaking the course (such as loss of entitlement for further government funded programs or student loan schemes).

**Course Information will include:**

- Admission procedure and criteria
- Required competencies
- Assessment procedure
- Course costs
- Refund policy
- Grievance procedure
- Funding entitlements / information
- Consumer rights
- Venue
- Length of training
- Holidays and course breaks
- Mode/s of delivery
- Third party arrangements
- Entry requirements

National Training College of Australia will obtain prior written permission from any person or organisation used as a source of comment, testimonial or picture, for any marketing and/or other material and will always abide by the conditions of that permission.

National Training College of Australia will not:

- a) Guarantee or make unrealistic claims or inferences that a student will be issued with a qualification or statement of attainment.
- b) Encourage unrealistic expectations about the level of qualifications attainable and the facilities and equipment provided
- c) Make misleading statements concerning the qualifications or experience of staff
- d) Give false or misleading comparisons with other education providers and training products.
- e) Not give false or misleading information or advice in relation to claims of association between providers, or any other persons or organisations the registered provider has arrangements with for the delivery of the course in which the student intends to enrol or may apply to enrol.
- f) Give any other false or misleading information or advice regarding the training product or any associated outcomes.
- g) Guarantee or infer assurance of any employment or migration outcome as a result of training and/or assessment.
- h) Guarantee or infer promise that a student will be automatically accepted into another course.
- i) Claim that a student will be eligible for any license or accreditation as a result of training and/or assessment unless it is a license outcome guaranteed by the issuer of the license or accreditation.

National Training College of Australia marketing materials must be developed and reviewed using the Marketing Material Checklist, to ensure it meets National Training College of Australia's quality guidelines. All Marketing Material Checklist's must be logged in the Marketing Materials Register, along with samples of the materials, in order to track and review effective marketing strategies.

New and Revised marketing materials are to be forwarded to all Education Agents, to ensure that National Training College of Australia's materials are up to date and do not

### 7.11.2. Use of Logos

National Training College of Australia will ensure the correct use of National and State training logos.

National Training College of Australia will include the Nationally Recognised Training logo and the Australian Qualifications Framework logo appropriately in accordance with the Conditions for usage of National and State training logos, as specified in Standards for Registered Training Organisations (RTOs 2015).

### 7.11.3. Responsibilities

- The Marketing Coordinator shall ensure that all information presented in National Training College of Australia marketing and advertising accurately represents the training and assessment and the AQF qualifications and statements of attainment currently listed on National Training College of Australia scope of registration.
- Marketing Coordinator will regularly review course name, course ID, course duration, and course costs in the marketing materials against the respective info registered on CRICOS ([www.cricos.education.gov.au](http://www.cricos.education.gov.au))
- Marketing Coordinator will make corrections on CRICOS (via the designated authority) or in the marketing materials wherever applicable.
- Marketing Coordinator will keep course info contained in the marketing materials and COEs consistent with that on CRICOS. Training Coordinator shall ensure that training and assessment towards Qualifications and statements of attainment are marketed and advertised separately from any other training and assessment service offered.
- The Marketing Coordinator shall ensure that all marketing and advertising products includes its RTO and CRICOS registration numbers.
- Marketing Coordinator and the Student Support Officer(s) will ensure that all marketing and advertising products shall not give false or misleading information or advice.
- Marketing Coordinator shall ensure that written permission has been obtained by any person and organisation featured in National Training College of Australia marketing or advertising materials in name or image.
- The Marketing Coordinator will ensure that all materials developed for marketing and advertising purposes receive authorisation prior to release. The authorization shall be applied through a photocopy, filed, and bearing a signature of the:
  - CEO– for overall authority
  - RTO Manager – for Marketing Templates auditing all ESOS and NVR standards and AQF compliance
  - Administration Manager – for course dates, times
  - Student Support Officer(s) – for all marketing pitch, spelling and grammatical corrections

## 7.12. Modes of Delivery Policy

This policy applies to all CRICOS registered courses of study and to current and prospective overseas students including those continuing study.

This procedure does not apply to courses offered to students studying outside Australia or wholly online courses as and when these are offered. Distance education and part-time programs are not to be registered on CRICOS and as such, are not available for overseas (international) students.



### 7.12.1. Definitions

Distance learning	Distance learning is carried out without the requirement to attend the campus for that unit of study
Face to face	Usually classroom based but may also entail practical laboratory, workshop and other learning environments, provided the trainer assessor is present and It should be noted that face-to-face training may involve the use of online/electronic tools and media; for instance, Moodle platforms and eLearning. Providing the online/electronic tools and media do not replace to negate the need for a trainer assessor to be present. Face-to-face mode should be trainer assessor-lead rather than self-paced learning. Some electronic mediums, such as Skype, make live-time discussions possible. However, these are not to be used as face-to-face study
Online	Online mediums separate the teacher and student and necessitate the study being partially or completely self-paced or student-lead Some online study involves participating simultaneously online such as via real-time discussion forums at a pre-specified time
Study Period	A study period is the regular scheduled term of study between study breaks, often of ten weeks duration.

### 7.12.2. Policy Statement

Overseas students are required to be enrolled in a full-time course as a requirement of their student visa (Condition 8202).

In accordance with the ESOS framework, and the requirements of CRICOS registered courses, National Training College of Australia will not deliver a course exclusively by online or distance learning to overseas students.

In designing and delivering courses for overseas students, no more than one-third of the units may be by online or distance learning modes, with the remaining two-thirds of the course delivery being face-to-face delivery mode.

When designing and delivering courses for overseas students, and whenever enrolling students into study programs, National Training College of Australia will ensure that each overseas student's study plan includes at least one unit that is not by distance or online learning in each compulsory study period. <sup>(8.20)</sup>  
The only exception is when student is completing the last unit of their course that is only available online.

If/when overseas students do study by means of online or distance learning, National Training College of Australia will take all reasonable steps to support students who may be disadvantaged by:

- Any additional costs or other requirements from undertaking online or distance learning including for overseas students with special needs
- The inability to access resources offered by National Training College of Australia , and/or opportunities for engaging with other overseas students while undertaking online or distance learning

Students require enough support and feedback to ensure their optimal capacity to achieve satisfactory course progress requirements of their visa and CoE.

Intervention strategies are available to students identified as being at risk, see Intervention Strategy Policy.

Intervention strategy plans may include such remedial actions as altering the delivery methods that a student is enrolled in to better suit the student's needs.

## 7.13. Health Cover

All overseas students are required by law to have Overseas Student Health Cover (OSHC) prior to VISA approval. Students are to obtain this cover prior to entry into Australia and are to be covered from the day they arrive until the end of the issued VISA.

This policy applies to all Students who are making application to, or commencing study with National Training College of Australia.

**Exceptions:** You do not need OSHC if you are:

- a Norwegian student covered by the Norwegian National Insurance Scheme
- a Swedish student covered by the National Board of Student Aid or by Kammarkollegiet
- a Belgian student covered under the Reciprocal Health Care Agreement with Australia.

### 7.13.1. Policy Statement

As a condition of the student VISA, the Australian Government requires the student to have Overseas Student Health Cover (OSHC).

National Training College of Australia can provide OSHC through BUPA and will provide the associated fees and charges on the Letter of Offer, or (administration fee may apply).

The student is free to arrange OSHC themselves. Students will not be able to obtain a valid Student VISA, if they do not have proof of OSHC.

### 7.13.2. National Training College of Australia Arranged Health Cover

As part of the Application for Enrolment students are required to indicate whether they require National Training College of Australia to provide OSHC. If National Training College of Australia is to arrange cover, the associated fees will be listed on the Letter of Offer and must be paid at the time of acceptance.

Failure to pay the required fee may affect the Confirmation of Enrolment provided by National Training College of Australia as well as your Student VISA application.

### 7.13.3. Student Arranged Health Cover

As part of the Application for Enrolment students are required to indicate whether they will arrange their own OSHC cover. If the student is to arrange cover, they are required to provide National Training College of Australia with all details in order to validate a Confirmation of Enrolment.

Failure to obtain OSHC may result in your Student VISA application being denied.

## 7.14. Course Progress

National Training College of Australia will support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes.

Student(Client) Handbook sets out the process for the provision of an age and culturally appropriate orientation program. Where younger students are undergoing orientation, the information and topics are to be age appropriate.

This policy pertains to all enrolled international/overseas students commencing study.

### 7.14.1. Definitions

Academic performance	Assessment of competency as a student progresses through the qualification
Course	Refers to the specific course a student is enrolled
Face to face	Usually classroom based but may also entail practical laboratory, workshop and other learning environments, provided the trainer assessor is present and It should be noted that face-to-face training may involve the use of online/electronic tools and media; for instance, Moodle platforms and eLearning. Providing the online/electronic tools and media do not replace to negate the need for a trainer assessor to be present. Face-to-face mode should be trainer assessor-lead rather than self-paced learning. Some electronic mediums, such as Skype, make live-time discussions possible. However, these are not to be used as face-to-face study
SSO	Student Support Officer(s)
Unit	Unit of Competency
VET	Vocational Education and Training
SMS	Student Management System
Study Period	A study period is the regular scheduled term of study between study breaks, often of ten weeks duration

### 7.14.2. Policy Statement

It is a requirement that all students attend an orientation session upon commencement of their studies with National Training College of Australia. Along with general orientation activities, new students may have particular needs or issues requiring specific support and interventions, therefore question time should be included.

The orientation session should be carried out prior to commencement of studies and include information about:

- student support services available to students in the transition to life and study in a new environment
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes, and
- any student visa condition relating to course progress and/or attendance as appropriate

### 7.14.3. Orientation Session

During the face to face orientation it is ideal that commencing students meet with their course coordinator, trainers and student support staff.

They will also receive a Student Course Guide / Outline which informs students of the essential requirements of their course being studied and covers delivery and assessment methods of the course

#### 7.14.4. Orientation Topics

Information to be presented at orientation to commencing students includes, but is not limited to:

##### Non-Academic

- Emergency evacuation from building and muster points
- Emergency protocols, services and contacts
- What's nearby i.e. shops, food, ATMs, services, parking and medical
- Essential services and contacts
- Transport and travel
- Legal Services

##### VET Study in Australia

- Credit transfer and RPL
- Competency based assessment
- Qualifications and Statements of Attainment
- Study Visa Requirements and conditions
- Health insurance and maintaining OSHC
- Keeping student address and contact details up-to date
- Completion of the course within the expected amount of time
- Reporting requirements: Department of Education and Australian Department of Home Affairs
- Working and your student visa
- Banking and tax file numbers

##### Academic – RTO Specific

- Student Support Services and Staff, as well as how to access these
- Campus and facilities
- Courses, class calendar study periods and important dates
- Fees and refunds
- Student Management System and record keeping
- Course progress / attendance requirements
- Procedures and methods for assessment of competencies
- Process for submitting or re-submitting assessments
- Work placement requirements
- Student code of conduct
- Misconduct and discipline
- Rights and Responsibilities
- Complaints and Appeals
- Communication (e.g. internet and mobile phones)

##### Orientation Forms

- Students will be directed to the Student handbook available on the website, which contains all information listed above
- Relevant RTO and course information publications

- Media Release Form to be completed
- Student Education Agents Survey
- Student Orientation Checklist and Acknowledgement to be completed
- AVITMISS and other forms.

### **Course/ Unit of Competency Orientations**

At the commencement of each course and unit of competency, the trainers are to provide an orientation for the group, covering learning outcomes, delivery and assessment methods of the unit(s).

#### **7.14.5. Responsibilities**

- Student Support Officer(s) will be responsible for outlining Non-Academic Information, introducing the Student Support Services and Staff, as well as informing students how to access these and other services
- SSO or other staff members to cover all information pertaining to VET Study in Australia and Academic – RTO Specific
- Trainers to be available to meet with students
- Management is responsible for reviewing orientation feedback and implementing continuous improvement processes
- Trainers are responsible for course/unit orientations at the beginning of each course or unit of competency

### **7.15. Orientation**

All students who study at National Training College of Australia will be provided the appropriate support from Student Support Officers in relation to study, academic issues, accommodation, support and general welfare arrangements. Overseas students and staff will be given information and advice pertaining to their personal safety and security.

#### **7.15.1. Policy Statement**

Students will be provided with contact details referring them to relevant professionals in the instance that they require assistance outside the scope of student services. Any referrals are conducted at no cost to the student, however there may be fees and charges involved where an external service is used by the student. This should be clarified with the student prior to using external services. The following student support services/referral services are available and accessible for all overseas students studying with National Training College of Australia:

- student support services available to students in the transition to life and study in a new environment
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes; and
- any student visa condition relating to course progress and/or attendance as appropriate
- working and employment rights and conditions

#### **7.15.2. Orientation**

Please refer to ‘Overseas Student Orientation Policy’ described in previous paragraphs.

### 7.15.3. Provision of Information

Assistance shall be provided to all students, regardless of a student's place of study, to access study support and welfare-related services, both at orientation and throughout their time as a student.

- National Training College of Australia provides free services designed to assist students in achieving academic progress, with enough student support personnel to meet the needs of the overseas students enrolled.
- Electronic methods of disseminating such information include the RTO website, emails, SMS and pod casts.
- Written formats methods of disseminating such information include the student handbook, noticeboard, newsletters.
- Students have the right to privacy and as such all staff, policies and practices must consciously safeguard the student's privacy and confidentiality in order to satisfy the Privacy Act.
- Student Support staff are engaged to provide such assistance, with at least one designated member of staff to be appointed as Student Contact Officer, this officer or officers must have access to the most up-to-date details regarding support services.
- National Training College of Australia has comprehensive Critical Incident policies and procedures to support students in times of need. These procedures contain immediate, during, after and post CI event and are well documented with feedback and review components.
- National Training College of Australia have dedicated staff as points of contact on all issues pertaining to a student's academic, living in the community and social concerns.
- National Training College of Australia are committed to ensuring that their Student Support Officers as well as any staff members who interact with overseas students are well informed and up to date with the ESOS framework and understand that framework, including our obligations and any possible implications of these obligations.
- All modes of study and learning needs will be catered for to facilitate access to and the provision of student support services, such as students undertaking practical or industry work placements, or online units of study.

### 7.15.4. Safety and personal security

National Training College of Australia is committed to taking all reasonable steps to ensure a safe, secure and beneficial environment is maintained for overseas students, both on campus and at practical or industry work placements.

- Advice on possible actions taken to enhance safety and personal security is given at orientation and in the student and staff handbooks.
- Personal security and safety information is provided and readily available at any time to both students and staff.
- Detailed information will be provided to all overseas students about how to seek assistance for and report any incidents which may significantly impact upon their wellbeing, (including critical incidents).
- National Training College of Australia will provide overseas students with general information on safety and awareness relevant to life in Australia or refer them to such information as appropriate (including electronically).

## 7.15.5. Responsibilities

### Staff Responsibilities

- It is the responsibility of Student Support Officers to respond to student enquiries and the Student Contact Officer to be a first contact for students. Where student enquiries or needs are beyond the scope of training, knowledge or experience of the Student Support Officer they must seek advice from their manager.
- Student Support Officers shall be responsible for initiating the Critical Incident procedures if they have deemed it a Critical Incident.
- Student Support Officers shall maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student.
- Student Support Officers must update student management system for each enquiry and all documentation is to be filed in the students file.
- Student Support Officers must ensure that any written response to a student enquiry is generated from the Student Management System, so it has a contact log and a copy of the information sent. No verbal outcomes are to be acceptable practice by National Training College of Australia staff.
- Responsibility for briefing all staff of obligations under the ESOS Framework and National Code Standards and the implications of these for students lie with senior staff.
- Day to day responsibility for the oversight and management of student welfare support services lies with Training Coordinator.
- The Director/CEO will have overall responsibility for this policy and the ensuing procedures.
- The day to day management of implementing the policy is the responsibility of the Administration Coordinator, to whom the Student Support staff report.
- It is the responsibility of the Director/CEO to ensure that all staff members who interact directly with overseas students are aware of the ESOS framework, the providers' obligations under the ESOS framework.

### Student Responsibilities

Students shall be made aware of the following responsibilities at orientation and in their student handbook:

- Overseas students on a student visa have responsibilities to satisfy their visa conditions
- Overseas students must advise the RTO of any changes in their Australian and/or country of origin addresses and phone numbers within 7 days
- Visa and health insurance renewal is the compulsory responsibility of the student. All overseas students must ensure that they maintain a valid visa and any health insurance (OHSC) as a condition of their visa

## 7.16. Academic Progress and Completion Policy

This policy applies to all overseas students current and prospective students as well as those continuing study.

This policy provides a documented process for monitoring students' academic progress and completions, with a view to ensure completion within the expected CoE duration and the consequent procedures for reporting to the relevant Immigration and Education departments of international students' unsatisfactory performance.

This policy has been developed to satisfy the requirements of The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as ‘the National Code 2018’ Standard 8 - Overseas student visa requirements

### 7.16.1. Definitions

Academic performance	Assessment of competency as a student progresses through the qualification
CoE	Confirmation of Enrolment
Course	Refers to the specific course a student is enrolled
Intervention Strategy	Systematic plan of action consciously adapted to address and reduce the causes of academic failure to complete studies within the course duration
Learning Contract	Intervention strategy
Satisfactory course progress	Attending scheduled classes and successfully completing all assessments and obtaining a Competency (C) in all the units in the prescribed study period.
SSO	Student Support Officer(s)
Unit	Unit of Competency
Unsatisfactory course progress	Where the student is deemed Not Competent (NC) in 50% or more of the units attempted in any study period
VET	Vocational Education and Training
SMS	Student Management System
Study Period	One Term (11 academic weeks in General) for Course less than 52 weeks in Duration One Semester (2 Terms – 22 Academic weeks in General) for course 52 weeks or more in duration

### 7.16.2. Policy Statement

The monitoring of and awareness of student progress plays an essential role in ensuring that international students experiencing academic difficulties and who are at risk of failing can be identified in sufficient time and provided with appropriate academic support and counselling and access to appropriate student services.

### 7.16.3. Course Completion Within the Expected Duration of Study

National Training College of Australia is required to manage student’s course progress and workload to ensure they complete within the specified timeframe as outlined in the Confirmation of Enrolment (COE) and in accordance with the CRICOS registered course curriculum.

### 7.16.4. Monitoring and Tracking Course Progress and Completion

- Each course is setup within the Student Management System, with the required units, qualification rules, timeframes, delivery methods and sessions for delivery.
- Students are then enrolled into the course and a Class Schedule is printed and provided to the student this includes all term brakes. (8.9, 8.9.1-3 )
- The Class Schedule will be provided to the student on their orientation day, there are college timetables and class schedules available on notice boards.
- The class schedules for each study period are then monitored to ensure that students are meeting the minimum 50% competency requirement and is achieving satisfactory academic progress.



- a) This process enables National Training College of Australia to identify any students at risk of not completing within the expected duration on their CoE, and promptly reminds them to hand in assessments, helping to minimise any adverse effects to the student. (8.3, 8.4)
- b) At the immediate end of each study period, the students who are failing to achieve 50% completion rate are sent a warning letter. The warning letter notifies the student about options for connecting with a SSO to plan an effective intervention strategy for the student to progress to a positive academic progress that enables the student to complete their studies as per the duration stated on their CoE. (8.3, 8.4, 8.9, 8.9.1-5)
- c) Students who fail to achieve satisfactory academic progress in two consecutive study periods will be issued with an intention to report letter as soon as practicable, notifying them of:
  - our intention to report the overseas student to Australian Department of Home Affairs for unsatisfactory course progress (8.13.1-2)
  - their right to access our complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days. (8.13.3)

### 7.16.5. Reporting for Unsatisfactory Academic Progress

- National Training College of Australia will only report unsatisfactory course progress in PRISMS and advise Australian Department of Home Affairs in accordance with section 19(2) of the ESOS Act if: (8.14)
  - All internal and external complaints/appeals processes have been completed and the decision or recommendation supports National Training College of Australia as the registered provider, or (8.14.1)
  - the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, or (8.14.2)
  - the overseas student has chosen not to access the external complaints and appeals process, or (8.14.3)
  - the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing. (8.14.4)
- Only when the above criteria are met the student's case may be referred to the Admissions for cancellation of CoE and the subsequent updating to Australian Department of Home Affairs as soon as practicable. (8.13, 8.3-4, 8.9, 8.9.1-5)
- In instances of misconduct and allegations of misconduct these are addressed in the Student Misconduct Policy. (8.9.1)

### 7.16.6. Extension to Course Duration

National Training College of Australia will only extend the duration of the student's study where the student is assessed as not being able to complete the course within the expected duration, as specified on the student's COE, as the result of:

- Compassionate or compelling circumstances as assessed based on demonstrable evidence, or; (8.16.1)
- Implementing or being in the process of implementing, an Intervention Strategy for students who are at risk of not meeting satisfactory course progress, or; (8.16.2)
- Approved deferment or suspension of study has been granted in accordance with Standard 9 (see Deferral Suspension Cancellation Policy) (8.16.3)
- All Intervention Strategies or Extensions will be assessed individually, considering the circumstances of the student.

Except in the circumstances listed above, the expected duration of study specified in the students COE must not exceed the CRICOS registered course duration.

If an extension to the duration of the student's enrolment is granted, National Training College of Australia will advise the student in writing of this decision and of the need for the student to contact Immigration immediately for advice on any potential impacts on their visa, including the need to obtain a new visa.

### 7.16.7. INTERVENTION STRATEGIES

The student support officer will talk to the student who need an intervention strategy, review the available log files and identify whether a student is not making satisfactory progress because they:

- Have not actively attended a class
- Don't have enough English proficiency
- Don't have enough LLN proficiency
- is regularly attending classes but is not making satisfactory progress and is considered at risk academically

based on the identified reason, the student support officer will devise an intervention strategy together with the student. The intervention strategy may include but not limited to (where appropriate);

- Assisting students by advising of opportunities for the students to be reassessed in areas in which they had not been previously able to demonstrate competency or re-conducting of assessments or re-enrol in units in which they were assessed as "NYC".
- Arranging One on one (or a small group) support with the trainer
- Restructuring their program, including reducing the course load or deferment of the course subject to compassionate and compelling circumstances. This may lead to an extension in course duration.
- Implementing a plan for the student to submit assignments or complete assessments within a specific timeframe
- Regularly scheduled meetings between student and academic/support staff for reviewing progress before the end of the next study period
- Opportunities for participating in further counselling internally and externally where required
- reassess the English level through college English placement test and where deemed necessary, advice the student to undertake additional English Language training or assistance
- reassess the LLN level through college LLN test and where deemed necessary, advice the student to undertake additional LLN training or assistance
- advising the student to enrol in a lower-level course or to change the course which more suite the interest of the student.
- Deferring a course if there is a compassionate and compiling circumstance

### 7.16.8. Responsibilities

Role within RTO	Area of responsibility
CEO	Approval Authority
Compliance/ Training Manager	Development/Review
Admin Co-ordinator	Monitoring and Evaluation
Student Support Officer(s)	Compliance / Implementation

Trainers and SSO will be responsible for:

- reminding students of their visa attendance obligations;
- Reminding students of their requirement to maintain satisfactory academic progress
- informing students of the availability of counselling and support services should
- they be experiencing study and/or personal problems; and to
- informing students that further action will be taken should they make unsatisfactory academic progress

The SSO are responsible for monitoring the progress of the students and filling in the appropriate End of Term Academic Progress Form. As soon as SSO become aware of any student who fails to meet the intervention strategy the SSO must inform Training Manager.

SSO or the Training manager shall be responsible for correspondence to or meetings with students at risk, at the behest of the Training Manager.

## 7.17. Assessment Process

Applicants, whether they are current or prospective students, will be offered an outcome to meet their specific circumstances within National Training College of Australia’s Scope of Registration, subject to the fees and charges outlined below (subject to change and review annually).

### 7.17.1. Definitions

Credit Transfer	A process of the RTO accepting and acknowledging credit for units of competency that are: AQF certification documentation issued by another RTO AQF authorised issuing organisation such as University Authenticated VET transcripts issued by a Registrar
Recognition of Prior Learning	A means to receiving recognition of a competency (or competencies) as a result of any previous learning acquired, regardless of where or how the learning was acquired The RPL assessment process may assess a student’s formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.
Formal learning	Any learning that occurs place through a structured program of instruction and is linked to the attainment of a formal qualification or award, such as certificates, diplomas or higher education degree
Non-formal learning	Any learning that occurs through a structured program of instructions without resulting in a formal qualification or award such as in-house training and business-run professional development or on-the-job training
Informal learning	Any learning results through experience of work-related, social, hobby or community work such as cash handling skills through several years as a treasurer of a club
Course Credit	Any exemption from enrolment and study in a particular part of a course due to Credit Transfer or RPL.

### 7.17.2. Policy Statement

Students are required to submit the Credit Transfer or RPL Application Kit in order to have the Course Credit formerly assessed.

### 7.17.3. Assessment of RPL Applications:

- The RPL Policy is to be consistent with the Access and Equity Policy.
- Only accredited assessors will conduct RPL assessments on behalf of National Training College of Australia. All RPL assessments are to comply with the requirements detailed in the training product documentation (or as per VET accredited course where applicable)
- RPL Applications are available from National Training College of Australia. RPL and Credit transfer options are detailed to the prospective student and options for these are explored during the recruiting pre-enrolment process (see Engagement Prior to Enrolment Policy). (2.1.1)
- The general principle to be observed is that “As the level of risk increases, there should be a corresponding increase in the rigor of the RPL processes”.
- National Training College of Australia’s RPL Policy is based on National Assessment Principles.
- National Training College of Australia assessment process shall provide for the recognition of prior learning regardless of where this was acquired.

### 7.17.4. Assessment Process Requirements

The assessment process will cover the following:

- Formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package (or VET accredited course where applicable).
- Assessment processes should cover the broad range of skills and knowledge needed to demonstrate competency.
- Assessment of competency should be a process that integrates knowledge and skills with their practical application.
- During assessment, judgments to determine an individual's competency, wherever practicable, are based on evidence gathered on a number of occasions and in a variety of contexts or situations, including the validation of evidence.
- Assessment processes should be monitored and reviewed to ensure that there is consistency in the interpretation of evidence.
- Assessment should cover both on and off the job components of training.
- Assessment processes should provide for the recognition of competencies no matter how, where or when they have been acquired.
- Assessment processes should be made accessible to individuals so that they can proceed readily from one competency standard to another.
- Assessment practices must be equitable to all groups or individuals.
- Assessment procedures and the criteria for judging performance must be made clear to all individuals seeking assessment.
- The assessment approach should be participatory – the process of assessment should be jointly developed / agreed between the assessor and the candidate.
- The assessment evaluation will include the verification of the currency, relevance and authenticity of the documents submitted. A referee check will be conducted where required to confirm the authenticity of evidence and conferring institutions be contacted to validate the document/s presented.
- Opportunities must be provided to allow individuals to challenge assessments and provision must be made for reassessment in accordance with the Complaints and Appeals Policy, Code of Staff Handbook and Client Handbook.

### 7.17.5. AQF Qualification Recognition

- As required by the SRT0 2015, National Training College of Australia as an RTO must accept and mutually recognise the decisions and outcomes of any RTO or body in partnership with an RTO, thereby ensuring mutual acceptance throughout Australia of the qualifications and Statements of Attainment awarded by RTO's.
- National Training College of Australia Assessors must accept and recognise Statements of Attainment and AQF qualifications gained from other RTO's where Nationally Recognised Training, Australian Qualifications Framework or State logos are justifiably used, and competency is determined to be current and relevant. Assessment or re-assessment in such cases infringes an applicant's recognition rights and is non-compliant with the Standards for RTOs 2015.
- In the event a client / stakeholder wishes to undertake training in a recognised training program for refresher purposes, then they will be advised that the assessment at the learning level will not be necessary, however, may be offered as an option.
- Where the recognised AQF qualification forms part of another AQF qualification, the client / stakeholder will be enrolled in the additional units only.
- Clients / Stakeholders with part AQF qualifications will be required to provide documented evidence of their qualifications.
- An applicant, who has undertaken a course that is not competency based, can gain credit transfer into a competency-based course if the mapping of qualifications can be justified.

### 7.17.6. Granting of Recognition and Credit

- Where RPL or course credit that reduces the overseas student's course length, National Training College of Australia will inform the student of the reduced course duration following granting of RPL and ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course  
(2.5, 2.5.1)
- When granting RPL or course credit to an overseas student, National Training College of Australia must give a letter of notification of the decision to the overseas student to accept and retain. The written record of acceptance must be retained by National Training College of Australia for two years after the overseas student ceases to be an accepted student. (2.4)
- Where Credit Transfer or RPL is granted before the issue of a VISA, the course duration will be indicated on the Confirmation of Enrolment (CoE),
- Where Credit Transfer or RPL is granted after the issue of a VISA, the amended course duration will be reported via PRISMS within 14 working days and a new COE will be issued. (2.5.2)

## 7.18. Admissions

This policy applies to National Training College of Australia's registration as a CRICOS provider, operations and provision of information to ASQA.

### 7.18.1. Policy Statement

In applying to register a full-time course at a location, a provider must seek approval from ASQA, via ASQANET, for the following:

- Duration of course
- Holiday breaks
- Modes of study which may online, distance or work-based training

- Overseas student numbers enrolled, within the limit or maximum number approved by the ESOS agency for each location
- Arrangements with other education providers, including partners, in delivering any course or courses to overseas students

National Training College of Australia will demonstrate any matters requested by ASQA when seeking approval (registration of a course); such matters may include but are not limited to:

- The expected and documented duration of the course does not exceed the time required to complete the course based on full-time study – in VET courses, a minimum of 20 scheduled course contact hours weekly unless otherwise specified by an accrediting authority
- The expected and documented duration of the course is inclusive of holiday break periods and any work-based training placements
- Any work-based training to be undertaken as part of the course is as necessary for the student to gain the qualification and there are appropriate arrangements for the supervision and assessment of students
- No course for overseas students is to be delivered entirely by online or distance learning
- National Training College of Australia recognise the responsibility to ensure that we and any partner engaged to deliver a course or courses to overseas students has adequate staff and education resources, including facilities, equipment, learning and library resources and premises as are needed to deliver the course to our overseas students
- National Training College of Australia will act in the best interests of our students in proposing maximum overseas student numbers, considering how the location reflects the appropriateness of the staff, resources and facilities for the delivery of the course

National Training College of Australia must submit all information pertaining to any proposed changes to registration of any course to ASQA for approval prior to the time at which those changes are proposed to take effect.

## 7.19. Selection and Admissions Policy and Procedure

This policy responds to ‘Standard 2.2 – Student engagement before enrolment’ of the ‘National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018 which states: “ The registered provider must have and implement a documented policy and process for assessing whether the overseas student’s English language proficiency, educational qualifications or work experience is sufficient to enable them to enter the course.”

This policy applies to all new students enrolling in a course at NTCA and is to be used by the RTO Manager, Administration Services (or appropriate delegate) when assessing student applications, issuing letters of offer and acceptance Agreement and CoE’s.

The procedure aims at identifying specific processes that, if implemented, may shorten the length of a student’s study period to gain this qualification and/or may reduce the course fee, and/or identify other study or career options for the student. This may include:

- **National Recognition:** This may be granted to those students who have attained recognition by an RTO of an Australian Qualification Framework (AQF) qualification and/or a Statement of Attainment issued by the same RTO or all other RTOs.
- **Recognition of Prior Learning (RPL):** which is the acknowledgment of a person’s current skills and knowledge acquired through previous training, work or life experience;

- **Credit Transfer:** this may grant to those students who have previously completed a course which provides equivalent learning or competency outcomes to those required within the student's current course of study

### 7.19.1. Entry Requirements

Entry requirements differ from course to course. These would be as defined in the Training and Assessment Strategy for each of the courses and can also be found in the Individual Course Flyers.

#### General Entry Requirements.

- Applicants must be minimum 18 years of age at the time of commencement
- Successful completion of Australian Equivalent Year 12 qualification or higher
- Minimum IELTS score of 6.0 or PTE score of 46 or its equivalent. For equivalency of various English Languages proficiency testing, and other forms of equivalency refer Appendix A.

#### In addition

- Applicants should have basic computer and MS Office skills (Word, Excel and Power Point)
- All the students should complete an online LLN test (LLN Robot) during the orientation
- Students should have completed a Diploma course within the same area of study to enrol in Advanced diploma courses.

#### Note:

- Students without minimum educational requirements, may demonstrate their Language, Literacy and Numeracy requirement through the LLN assessment test.
- In the absence of formal English qualifications NTCA may proffer NTCA English Placement Test

Where the Academic qualification have been issued overseas, their equivalency can be checked by using the table at Appendix B.

### 7.19.2. Admissions Process

- Admission to an NTCA course is offered to applicants who meet the applicable entry criteria for both academic and English entry requirements and where required any special requirements for specific courses, such as pre-requisites etc.
- Applicants must complete and return the Student Enrolment Form and fill in all sections and provide all required information. After receiving the Enrolment Form, Administration will assess the application. If deemed necessary, such as, where there is a doubt as to the requirements of entry into the course being fulfilled or where there is a clarification to be sought regarding the enrolment details, NTCA will inform the applicant via sms or email of the date and time the phone / face to face contact would be made.
- After receiving the confirmation from the applicant on the date and time of the interview, the administration staff will satisfy themselves of the correctness of all the details in the enrolment form and to ascertain the student's suitability or other wise to undertake the course.
- NTCA will inform the prospective student of the outcome of the application including eligibility of RPL/Credit Transfer under National recognition and suitability of course, via e mail or SMS.
- If all applicable information is not provided at the time of interview, a "conditional letter of offer" can be issued stating what is required to be provided before the CoE can be issued.
- If a student is enrolled in another course before coming to NTCA and their enrolment at NTCA is subject to them achieving the other course, this must be noted on the CoE and a reminder set to check

whether the student completed the course satisfactorily before entering NTCA to commence studies. This may happen when a student is required to complete an English course before coming to NTCA.

- Applicants with disabilities should indicate on their Enrolment Form, their disability status. Such students may be asked to provide further details of their disability for NTCA to assess whether there are any special study requirements. No policy or practice of NTCA will discriminate against persons with disabilities except where, in the opinion of the CEO and RTO Manager, the provision of additional goods, services or facilities would impose unjustifiable hardship on NTCA.
- NTCA reserves the right to reject applications on the grounds that it would be either in the best interest of NTCA and/or the student to do so.
- Applicants will receive a Letter of Offer and Acceptance of Agreement Form which will contain information on:
  - Identify the course or courses in which the student is to be enrolled and any conditions applicable to their enrolment
  - Provide an itemised list of course money payable by the student
  - Provide information in relation to refunds of course money
  - Set out the circumstances in which personal information about the student may be shared between NTCA and the Australian Government and designated authorities and, if relevant, the Tuition Protection Service.
  - Advise the student of his or her obligation to notify the registered provider of a change of address while enrolled in the course.
- The following information, in relation to refunds of course money in the case of student and provider default, will also be included:
  - Amounts that may or may not be repaid to the student
  - Processes for claiming a refund
  - A plain English explanation of what happens in the event of a course not being delivered, and
  - A statement that “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”.
- The offer letter and the acceptance of agreement must be returned, and the indicated fees paid before the Electronic Confirmation of Enrolment (eCoE) is issued.

### 7.19.3. Selection Policy

- Applicants must provide copies of their academic qualifications (this can include overseas qualifications or qualifications/statements of attainment completed/attained within Australia). Only certified copies are accepted. Agents are also authorised to certify documents for this purpose.
- Administration Staff will analyse the Enrolment form and make judgment in the best interest of the applicant’s vocational benefit.
- Applicants who wish to defer the start date of their course, after having received a CoE, may be able to do so. (Refer to ‘Deferral, Suspension, Cancellation Policy’).
- Students who provide false information (such as qualifications, IELTS scores etc) on their application may have their offer cancelled/enrolment at a later stage even, stating the reasons for cancellation.
- Students who wish to apply for Recognition of Prior Learning (“RPL”) should fill in the RPL application form which will be assessed by the Administration team in consultation with Academic Coordinator.
- Where an application is received from a former NTCA student, Admissions staff will refer to the student’s file and, if there are concerns about the student (e.g. progress during previous enrolment or poor payment history), consult the appropriate person (e.g. the RTO Manager, CEO) prior to issuing any Letter of Offer.
- Admission of a student transferring from another provider will be processed as per the ‘Transfer of Provider Policy’.



#### 7.19.4. Receiving of Course Money

- NTCA cannot accept course money from the student until the student has signed or otherwise accepted the Letter of Offer and returned signed Acceptance Agreement Form. The letter of offer must clearly state that payment should not be made until the Acceptance Agreement has been completed and returned.
- NTCA may accept course money received at the same time as the verification of Acceptance Agreement (for example, if a student sends a signed Acceptance Agreement with an accompanying payment or brings the payment along with the Acceptance Agreement into NTCA's office).
- If a student, or agent, in the same physical location as NTCA offers NTCA course money, NTCA cannot accept this money if it has not received the Acceptance Agreement.
- In this case, NTCA must tell the student or agent that it cannot accept course money until the accepted written agreement has been received. If the student or agent is unable to supply the accepted written agreement at that time.
- A faxed copy of the "Acceptance Agreement" is suitable as notification of acceptance, as long as it is signed.

#### 7.19.5. Additional checking to be completed in relation to the Letter of Offer

- The Administration Staff should verify the signature of the student on the Acceptance Agreement with that of Student's passport or any such document. If there are any concerns about the validity of the signature (e.g. concerns that the form has been signed by the Education Agent), the application should be temporarily rejected till the matter is resolved to establish proper identification. Administration staff should note that there are occasions when a signature will still not match. For example, some students will have changed their signature since their passport was signed. Also, some students have one signature in their own language and one signature that is used in English.
- Where the administration department still has concerns about the signature, they should take further steps to ensure that the student has signed the acceptance Agreement. This could include contacting the student directly and requesting confirmation that they have signed the acceptance of offer or requesting that the student come in to NTCA' campus and re-sign the letter of offer and acceptance agreement.
- Where the administration officer believes that the agent has signed the acceptance of offer on behalf of the student, this should be brought to the attention of one of the marketing staff and/or the RTO Manger who should contact the Education Agent to discuss the matter and consider what follow up is required in accordance with NTCA' policy on education agents.

#### 7.19.6. Student File Creation

- Where a student has applied to enroll at NTCA, the Enrolment Form (and all supporting documentation) should be printed/scanned saved and filed in individual student files maintained by the Student Administration. The Letter of Offer should also be filed with this paperwork once issued. The file should include the initial application, supporting documents (e.g. IELTS score, academic transcripts) Letter of Offer and completed Acceptance Agreement, along with payment receipts.
- The file shall be always be kept locked to maintain privacy of information and protect the files from being accessed by persons who are not authorised/do not need to see the information therein for the performance of their duties as a NTCA member of staff.

## 7.19.7. APPENDIX A

(Refers to para 3.2 of the admissions and student selection policy and procedure)

### ENGLISH PRE-REQUISITES BY ASSESSMENT LEVEL

Some Student visa applicants are required to provide the results of an English language test.

Department of Immigration and Border protection (formerly DIAC) will accept test results from the following specified English language tests for Student visa purposes taken in any country:

- Test of English as a Foreign Language Internet-Based test (TOEFL iBT)
- Pearson Test of English (PTE) Academic
- Cambridge English: Advanced (CAE) test (also known as Certificate in Advanced English).

The department will continue to accept test results from the International English Language Testing System (IELTS) test and the Occupational English Test (OET) taken in any country. The TOEFL Paper-Based Test (TOEFL PBT) is accepted in the following countries where IELTS is not available: Belarus, Ecuador, El Salvador, Guatemala, Honduras, Kyrgyzstan, Mali, Moldova, Solomon Islands, Suriname, Tajikistan, Tanzania, Uganda and Uzbekistan.

Below are the test score equivalencies:

## English Language Tests Equivalence Table

Test	Test Score Band									
IELTS	4.5	5.0	5.5	6.0	6.5	7.0	7.5	8.0	8.5	9.0
TOEFL iBT	32	53	62	73	85	96	105	112	117	120
PTE Academic	30	44	46	54	61	68	76	79	84	88
Cambridge English: Advanced (CAE) Pre 2015	N/A	N/A	47	52	58	67	74	80	87	93
Cambridge English: Advanced (CAE and CPE) From 2015	147	154	162	169	176	185	191	200	205	209
OET	N/A	N/A	Pass	Pass	Pass	Pass	Pass	Pass	Pass	Pass

**NTCA may accept English entry equivalence from other sources as well, which are:**

- Satisfactory completion from at least a Certificate IV level qualification in Australia (more than 50% of the course load allotted to the student) delivered and assessed in English.

## 7.19.8. APPENDIX B

(Refers to para 3.4 of the admissions and student selection policy and procedure)

## ENTRY REQUIREMENTS - ACADEMIC PRE-REQUISITES BY COUNTRY

Country	Year 12	Year 11/Year 10
Other countries not listed below	Contact <a href="mailto:admissions@ntca.edu.au">admissions@ntca.edu.au</a> and you will be provided with information on equivalent academic qualifications for your specific country of enquiry.	
Bahrain	2nd Year of Secondary School Certificate (Yr 2 of Tawjihiya)	Tawjahiya or Secondary School Leaving Certificate
Bangladesh	10 + 2 minimum of 50% average	10 + 1 minimum of 50% average
Brazil	Ensino Medio (Upper Secondary Schooling)	Year 11 Ensino Medio, Year 11 Upper Secondary Schooling
Brunei	2 passes in the GCE 'A' levels	4 GCE 'O' levels 'D' grade or higher
Canada	Grade 12	Grade 11/Grade 10
China	Senior Secondary School Certificate	Senior Secondary School Certificate (Year 11 equivalent level)
Colombia	Bachiller/bachillerato	Upper Secondary School Certificate
France	Baccalaureat	Baccalaureat (year 11 equivalent level) or Brevet d'Etudes du Premier Cycle du second Degree (BEPC)
Germany	Gymnasium	Realshule or Hauptschule
Gull States	School certificate with very high grades	School certificate pass grades
Hong Kong	Form 6 or equivalent	Form 5 or equivalent
India	High Secondary School Certificate (10 + 2) 50%	10 + 1 minimum of 50% average
Indonesia	SMU3	SMU2/SMU1
Iran	Certificate of Pre-University Graduation or High School Diploma 4-year program	High School 3-year program
Japan	Koukou sannen satsugyo shikaku	Koukou ninen sotsugyou shikaku/koukou ichinen sotsugyou shikaku
Kenya	KCSE C average or GCE AS or A level 2 subject	KCSE Pass or 'O' levels
Malawi	GCE A or AS levels 2 subject passes	4 passes in school certificate
Malaysia	2 passes in the STPM or UEC	4 passes in GCE 'O' Levels/SPM 'D' grade or higher
Mauritius	2 passes in the GCE 'A' levels	4 GCE 'O' levels 'D' grade or higher
Mexico	2 or 3-year preparatoria or bachillerato program	Completion of Secondary Vocational Studies/School
Myanmar	Minimum completed 2 years at Professional College or Secondary Technical College	Basic Education High School Matriculation 45% or higher
Nepal	Higher School Certificate 55%	Senior School Certificate
Oman	Certificate of General Education or Secondary School Leaving Certificate	Secondary School Leaving Certificate (Year 11 equivalent level)
Pakistan	10 + 2 minimum of 50% average	10 + 1 minimum of 50% average
Philippines	School certificate plus a local diploma	School certificate

Poland	Egzamin Maturalny (Matura)/swiadectwo Dojrzalosci Liceum Ogolnoksztalcego or Zawodowego or Technikum	Egzamin Gimnazjalny (Junior High School Leaving Exam)
Reunion Island	Baccalaureat	Baccalaureat (year 11 equivalent level) or Brevet d'Etudes du Premier Cycle du Second Degre(BEPC)
Singapore	2 passes in the GCE 'A' levels	4 GCE 'O' levels 'D' grade or higher
South Africa	Year 12	Year 11/Year 10
South Korea	High School leaving certificate or 12 years of	11 years of school/10 years of school
Sri Lanka	GCE A levels 2 subject passes	GCE 'O' levels (4 subject passes)
Switzerland	Maturite	Cycle d' Orientation
Taiwan	Senior High School or Senior Vocational School	Senior High School 2nd year/Senior High School 1st year
Thailand	Matayom 6 or Certificate in Vocational Education	Matayom 5/Matayom 4
UAE	Tawjihyya or Thanawiyya Al'aama (Secondary School Certificate)	Tawjihyya or Thanawiyya Al'aama (Secondary School Certificate year 11 equivalent level)
UK	GCE A levels 2 subject passes	GCE 'O' levels (4 subject passes)
Vietnam	School certificate plus a local diploma or Diploma of General Education	Senior Secondary schooling (year 11 equivalent level)
Zambia	GCE A or AS levels 2 subject passes	ECZ or O level 4 subject passes
Zimbabwe	GCE A or AS levels 2 subject passes	O levels 4 subject passes

## 7.20. Student Intervention Policy

All overseas students at National Training College of Australia will be provided the appropriate support from National Training College of Australia Student Support Officers to help them meet their course requirements. Under certain conditions intervention may be required, as detailed in this policy, to help overseas students meet their course requirements. This policy and the corresponding procedure are to be made readily available to all staff and students.

### 7.20.1. Definitions

Compassionate or compelling circumstances	Extenuating circumstances which are usually beyond the student's control and impact upon the student's progress or wellbeing. This including but not limited to serious injury or illness, bereavement, being a victim of crime or traumatic experience.
Exclusion	The student cannot enrol in a course at the same or higher level for the period of exclusion.

Exclusion Notice	A letter of notification issued to a student informing the student that they are excluded from their course
Intervention Strategy Plan	The individual plan to provide academic support and/or assistance to a student identified as being at risk of not achieving satisfactory course progress in the current or previous study period.
Overseas/ international student	A student of National Training College of Australia who holds an Australian Student Visa and is enrolled in a CRICOS registered course.
PRISMS	An acronym for Provider Registration and International Student Management System used to process information given to the Department by registered providers.
Satisfactory course progress	Demonstrated competency in more than fifty percent (50%) of the enrolled units of competency within a teaching period, is deemed to have satisfactory progress.

### 7.20.2. Policy Statement

The Intervention Strategy Plan is a written plan and agreement to be signed by both the student and an academic or student support staff member. This plan is developed in consultation between the student, student support and the trainer/assessor(s). The Intervention Strategy Plan specifies terms such as which actions and approaches will be used to get the student back on track, as well as the timeframe and targets, so that the student may still complete their course within the period of their CoE.

National Training College of Australia is committed to supporting student success and achievement through monitoring student progression. Where required National Training College of Australia will implement Intervention Strategies for students not meeting the course requirements as soon as progression issues arise. This can be a result of a Critical Incident, failure to complete required assessments or through poor attendance. Every student Intervention Strategy is developed and reviewed separately for that individual student to ensure fairness, equity and access.

### 7.20.3. Intervention Strategy Plans

National Training College of Australia will review the academic progress of each student via the Student Management System and record of attainment documents. This will allow National Training College of Australia to identify 'AT RISK' students and whether:

- The student has not achieved (or is at risk of not achieving) competency in more than 50% of the units within the study period, and/or
- The student has or is at risk of failing to meet the attendance requirements of their visa.
- The student has been identified as unable to complete, or at risk of not completing the course in the required duration.

All students identified as 'AT RISK'

- will be sent a warning letter, outlining their current academic situation and a formal interview will be arranged.
- At this interview National Training College of Australia will attempt to ascertain the reasons for the student not being assessed as Competent and/or not meeting their progress and attendance obligations.
- An individualised intervention plan will then be formulated and implement remedial actions to assist the student.
- If the student does not agree with the Intervention plan or process, they shall have 20 days to access the Complaints and Appeals process.

All students who are identified as at risk and receive a warning letter will be placed on an Intervention Follow up Register.

- This register is to be maintained by Admin Coordinator for each study period.
- Admin Coordinator is to sign each Intervention Follow up Register before they are filed ensuring all student have been action or referred to Admin Coordinator for further processing.

In the event National Training College of Australia varies a student's workload or expected duration of study on completion of the Intervention process, National Training College of Australia will:

- Record this in the Student Management System as well as on the students file.
- Provide a new course outline contained within the intervention strategy form.
- If a new CoE is required client is referred to Administration Coordinator
- Administration Coordinator report this variation via PRISMS.

National Training College of Australia will also inform the student to contact Australian Department of Home Affairs to discuss any issues with their VISA requirements providing avenues for appeal have been allowed and as set out in Standard 8, (see Progress, Completion and Attendance Policy)

The intervention strategy must include provisions for:

- Where appropriate, advising students on the suitability of the course in which they are enrolled
- Assisting students by advising of opportunities for the students to be reassessed for tasks in units that they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency
- Advise student that unsatisfactory course progress in two consecutive study periods of their course could lead to the student being reported to Australian Department of Home Affairs and cancellation of their visa, dependent upon the outcome of any appeals process

Strategies for Intervention may include, but are not limited to:

- Extra Tuition
- Modifications in workload
- Support with applying effective study strategies
- Support with implementing time management skills
- Implementing a plan for student to submit assignments or complete assessments within a certain timeframe
- Regular scheduled meetings between student and academic/support staff for reviewing progress before the end of the next study period
- Reviewing enrolled units/course and changing the student's enrolment to another subject area if this is agreed between the student and National Training College of Australia
- Student attending make-up classes or workshops, these may be regular scheduled classes, classes scheduled for another group or classes/workshops provided during holiday breaks for the purpose of catching up
- Organising meetings with trainers
- Extension in course duration
- Mentoring programs
- Access to both internal and external counselling services
- Referral to other support services and agencies or available study skills workshops, academic counselling, English language support
- Referral and introduction to student guilds, groups and support groups

Any combination of the above options as determined in the intervention interview as being suitable for the individual student's needs. Some of these options may attract additional fees depending on the student's personal circumstances.

#### 7.20.4. Exclusion

Where necessary a student may be excluded from proceeding units of competency or admission into further studies at the same or higher levels until the intervention actions are carried out and all requirements of the course (or pre-requisite units) have been met. In such instances the student will receive an Exclusion Notice with reasons for and duration of exclusion period as well as conditions for re-inclusion. Conditions are typically the successful completion of a course within the set duration and/or pre-requisition units or industry work placements as required. It should be noted that the student must still complete their course within the set duration of the eCoE, even with exclusion and re-admission built into their intervention plans. If this is not possible, the student must re-enrol.

#### 7.20.5. Re-admission

If a student has been excluded, they may not enrol in a course at the same level or a higher level for the period of exclusion.

Any student applying for re-admission after the exclusion period must apply formally and their application will be considered in relation to the entry requirements and the overall demand for places in that course of study.

### 7.21. Academic Misconduct

This policy is applicable to all students, and to students' conduct at all campuses, premises or facilities used or occupied by National Training College of Australia . Any classes, industry work placements, activities or events conducted as part of a course of study with National Training College of Australia or conducted under our name are also covered by this policy.

#### 7.21.1. Policy Statement

The intention of this policy is to create and maintain a safe, comfortable and enjoyable study environment for all students and staff. This policy should be read in conjunction with the Student Code of Conduct and both should be available to all staff, agents and students.

Students are informed in their Letter of Offer and Acceptance agreement and also during orientation about NTCA's Misconduct policy. All assessment tasks include an Assessment Agreement, which is read and signed off by the student to acknowledge that they have been fully advised about academic misconduct and the potential consequences.

#### 7.21.2. Academic Misconduct

- Academic misconduct and actions demonstrating a lack of academic integrity include but are not limited to the following:
- Cheating in assessment tasks
- Cheating in exams and/or tests
- Collusion – whereby a student collaborates with others and submits work that has been created by more than one person, as being solely their own work (not the same as tasks set out as group assessments)
- Plagiarism (whereby a student copies more than 10% of anyone else's work and presenting it as their own original work)
- Submission of work by a student that is clearly not the student's own work
- Submission of work that has been significantly edited by someone else

- Submission of work previously submitted at National Training College of Australia or elsewhere for another unit or competency or course
- Academic fraud – having someone else sit a test or other assessment requirement in the student's place, falsely representing themselves as the student
- Not providing citations

### 7.21.3. Prevention of Academic Misconduct

National Training College of Australia will mitigate academic misconduct through the following means:

- Students are advised of the policy at the commencement of each course and are reminded at the start of every term
- Students are also advised of the consequences of Academic Misconduct and its management
- This advice and all information provided to new staff/contractors and overseas students is current and consistent with this policy
- All advice is provided in a clear and easy to understand format
- Advise about good practices such as referencing, and citations are given at the beginning of a course and in the Student Handbook
- Where electronic submission occurs, the use of software programs to detect plagiarism are strongly advised. If in use, the students will be made aware of such software being in use
- Students are encouraged to seek clarification and advice from academic staff and student support without penalty or prejudice if uncertain whether they are committing academic misconduct

### 7.21.4. Dealing with allegations of Academic Misconduct

Any allegation presented will be reviewed by Compliance / Training Manager to ascertain that there is a potential case of academic misconduct. All such reviews, correspondence and decisions are completely confidential.

Where confirmed or undetermined, a Misconduct Review Interview between the student and Compliance/ Training Manager will be organised at the earliest possible convenience. The trainer assessor may also be included if pertinent, at the discretion of Compliance / Training Manager.

During the Misconduct Review Interview the student will be presented with the allegation, the reason for the allegation and any evidence. The student will have the opportunity to present their side and give any possible explanation or clarification of the issue.

The Misconduct Review Interview notification, reasons and any decisions or outcomes will be, recorded and retained in the student's file and sent to the student in writing. These records may be accessed by the student or National Training College of Australia in case of complaint or appeal arising from the allegation and subsequent review and repercussions.

### 7.21.5. Consequences of Academic Misconduct

Should the student be found to have committed academic misconduct, dependent upon the seriousness any of the following may occur, either singularly or in any combination:

- A written warning, outlining the occurrence and any evidence, which shall be sent to the student and be retained in their student file for consideration should any further occurrences take place
- Information session about academic integrity and acceptable practices, such as referencing and use of sources
- The awarding of a Not Yet Competent (NYC) result for the assessment in question (before awarding a NYC an opportunity to resubmit will be provided)



- Exclusion from the unit of competency, whereby the student will be required to re-enrol in that unit. This may impact upon the student's ability to complete their course within the set duration of their CoE. The student will be advised to contact DIBP immediately if this is relevant to their circumstance
- A result of NC for the unit of competency, which will negatively impact the student's academic progress
- Suspension from the course
- Cancellation of Enrolment, particularly for wilful, serious and/or repeated misconduct. If the enrolment is cancelled National Training College of Australia will report the student will through PRISMS

The student will be advised of their right to access Complaints and Appeals at every step of the process.

Where National Training College of Australia decides to suspend or cancel a student's enrolment refer to Deferral Suspension Cancellation Policy.

### **7.21.6. Non-Academic Misconduct**

Students are informed in their Student Handbook and during induction about our Code of Conduct, which details the expected and accepted behaviours of students.

Non-academic misconduct and unacceptable behaviours include but are not limited to the following:

- Intentional breaches of Commonwealth or State law
- Disrespectful, threatening or abusive behaviour towards other students, staff or members of the public
- Endangering the health and/or safety of self or others
- Violence
- Damage or destruction of property
- Theft of property of National Training College of Australia
- Theft of property of staff, other students or any other person (such as during industry work placement)
- Carrying of weapons
- Possession of illegal, banned or dangerous items and/or substances
- Being intoxicated or under the influence of drugs or alcohol
- Refusing to identify themselves truthfully or misrepresenting their identity
- Smoking indoors or within the premises or facilities
- Disobeying trainer assessors, continuously interrupting the trainer or refusing to participate in class activities
- Unauthorised use of mobile telephones or other devices in class
- Harassment, discrimination or vilification in any form against a student or students, staff member, agent or any other person
- Photographing, recording or filming a person without their permission
- Harassing, bullying or behaving inappropriately through social media or other means
- Bullying will not be tolerated in any form
- Non- payment of fees

### **7.21.7. Dealing with allegations of Non-academic Misconduct**

Minor allegations may be resolved informally through discussion where appropriate, provided the aggrieved party (complainant) is satisfied with this resolution. Where this is not suitable, or has not proven successful, a Disciplinary Interview will be organised immediately.

If appropriate, both the aggrieved party (complainant) and the student accused of non-academic misconduct may be present and present their account of the situation. Where this is not appropriate, such as in cases of intimidation, a separate interview will be conducted between these parties and CEO.

During the Disciplinary Interview the student will be presented with the allegation, the reason for the allegation and any evidence. The student will have the opportunity to present their side and give any possible explanation or clarification of the issue.

The Disciplinary Interview Notification, reasons and any decisions or outcomes will be, recorded and retained in the student's file and sent to the student in writing. These records may be accessed by the student or National Training College of Australia in case of complaint or appeal arising from the allegation and subsequent review and repercussions.

### **7.21.8. Consequences of Non-academic Misconduct**

Should the student be found to have committed non-academic misconduct, dependent upon the seriousness any of the following may occur, either singularly or in any combination:

- Counselling by student support or academic staff
- Referral to outside counselling or other services
- Follow up meetings with academic staff and/or student support
- A written warning, outlining the occurrence and any evidence, which shall be sent to the student and be retained in their student file for consideration should any further occurrences take place
- Being removed from a class or group for the safety and wellbeing of others
- Suspension from the course
- Cancellation of Enrolment, particularly for wilful, serious and/or repeated misconduct. If the enrolment is cancelled National Training College of Australia will report the student will through PRISMS

The student will be advised of their right to access Complaints and Appeals at every step of the process. Where National Training College of Australia decides to suspend or cancel a student's enrolment refer to Deferral Suspension Cancellation Policy.

In particularly serious cases in which a student has committed criminal offenses, the appropriate legal authorities will be informed.

## **7.22. Student Security and Safety Policy**

NTCA places high priority on student security and safety and therefore does its utmost to enhance its support services for clients in order that they achieve better living experiences while studying in Australia. Our goal is to provide an environment which ensures that student welfare is not compromised in any way and assist in circumstances which are not within the classroom or outside the premises of College.

This policy addresses the security and safety measures taken by College to ensure that the goals set out above are met.

### **7.22.1. Management Staff**

Management staff are located at the college head office to monitor and ensure that student security and safety measures are enforced.

### 7.22.2. The CEO visits and checks the premises on a regular basis.

Key personnel are located at Level 11, 190 Queen Street, Melbourne, VIC 3000. Personnel involved are:

- The Chief Executive Officer
- RTO Manager
- Training Coordinator
- Administration Coordinator
- Marketing Coordinator
- Student Services Staff

### 7.22.3. Travelling to and From College & Facilities

There are no classes that operate at College outside 08:00 hours to 2200 hours on any given day.

The head office is on Level 11, 190 Queen Street, Melbourne, VIC 3000, within the inner-city road network

All facilities of the college are in well-lit and high-density areas.

All facilities are next to all modes of public transport: train, trams and buses. These areas are considered as low risk and therefore safe for public access.

All facilities are compact and have very close street access providing a Controlled environment.

Although College delivery sites and facilities are well located and easily accessible by Public transport, students are always advised to take all practicable steps to ensure their own safety especially where sessions operate after 1800 hours.

## 7.23. Transfer of Provider Policy

This policy outlines the circumstances in which National Training College of Australia will assess Transfer of Provider requests in accordance with the National Code. National Training College of Australia will assess each request on an individual student basis, considering all supporting documentation of the request.

### 7.23.1. Definitions

- Incoming Transfer: refers to a student transferring from another institution to this one
- Outgoing Transfer: a student leaving this institution to go to another

### 7.23.2. Incoming Student Transfer

- If the student has completed more than six months of their principal course of study, the application process proceeds as for all overseas students.
- Where a student has NOT completed six months of their principal course of study, they are informed that they need to provide a letter of release to support of their application.
- To support the application, they can be provided with a Conditional Letter of Offer which clearly states that an offer of a place is subject to the condition that they acquire a letter of release.
- If no satisfactory letter of release is obtained from, the application process is discontinued, and the student informed that they are unable to transfer at this time. The student is to be informed that they may reactivate their application when the 6-month period has passed.

- The Student Transfer Application Register is to be updated with details of the student, transfer application and outcome.
- In event that the student cannot continue with their course of study due to the original course or institution ceasing to be registered, or because of sanctions placed on the original institution by the regulators, no letter of release is required. Evidence of this occurrence would need to be placed in the student file.
- National Training College of Australia, as the receiving registered provider must not knowingly enrol any 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 releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
  - 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 ASQA as the ESOS Agent, that prevents the student from continuing studies, 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

### 7.23.3. Outgoing Student Transfer

- Students wishing to transfer to another provider must first complete a Transfer of Provider Request Form, along with any supporting documentation.
- All requests will be assessed individually, considering the circumstances of the student and if the transfer will be in the best interest of the student.
- All requests will be processed within 10 working days from the date of submission, with a Letter of Release or Letter of Refusal being provided.
- Notwithstanding the outcome, the student has 20 days to access National Training College of Australia's Complaint and Appeals process.
- All documentation (requests, considerations, decisions and copies of letters of release) should be placed on student's file.
- The details of the application to transfer, including the outcome of the application, shall be entered the Student Transfer Application Register
- The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.

### 7.23.4. Circumstances in which a Transfer of Provider Request will be granted

National Training College of Australia will consider a Transfer of Provider Request and grant a Letter of Release under the following circumstances:

- Compassionate or compelling circumstances
- The provider and the course better meet the student's academic capabilities and requirements
- National Training College of Australia has ceased to be registered or the course in which the student is enrolled has been cancelled or ceased to be registered, or the course is not delivered as outlined in the written agreement by fault of National Training College of Australia as the provider
- There is evidence that the overseas student's reasonable expectations about their current course are not being met
- There is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives

- An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student
- National Training College of Australia 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
- Exceptional circumstances (documentation required to support circumstances and a letter of offer from another provider is required.)
- Special circumstances in which the National Training College of Australia may consent to the transfer request because transfer is in a student's best interests, including but not limited to our having assessed that:
  - Even after engaging with our intervention strategy to assist the overseas student in accordance with Standard 8 (refer to Overseas Student Intervention Strategy Policy) the student will be reported because they are not able to achieve satisfactory course progress at the level, they are studying
  - A reasonable timeframe for assessing and replying to the overseas student's transfer request having regard to the restriction period
- If release is granted, then this will be issued at NO cost to the student.
- Students should also be informed that they are to contact Australian Department of Home Affairs to seek advice on whether a new Student VISA is required.

#### **7.23.5. Circumstances in which a Transfer of Provider Request will NOT be granted**

National Training College of Australia will not grant Release under the following circumstances:

- The request is within six months of commencement of the principal program with National Training College of Australia and
- The student does not have a valid Letter of Offer from the receiving provider,
- The student has financial difficulties or outstanding payments for National Training College of Australia services
- Where National Training College of Australia does not agree that the transfer is in the student's best interest or academic capabilities
- The new course provider is not a CRICOS provider

In the instance of a refusal of transfer National Training College of Australia will issue a Letter of Refusal to Transfer to the student, stating the reason or reasons for refusal and inform the student of their right to appeal this decision. National Training College of Australia Will provide the student with access to the appeals and complaints process in accordance with Standard 10 (see Complaints and Appeals Policy and Procedures), within 20 working days.

#### **7.23.6. Finalising Outgoing Student Transfer Requests**

The registered provider must not finalise the student's refusal status in PRISMS until the appeal finds in favour of the registered provider, or the overseas student has chosen not to access the complaints and appeals processes within the 20-working day period, or the overseas student withdraws from the process.

The registered provider must maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.

## 7.24. Younger Overseas Student Policy

NTCA does not accept students under the age of 18 years of age.

# 8. Melbourne

Melbourne is the capital of the State of Victoria. It is situated on the Yarra River and around Port Phillip Bay with its beautiful beaches and water sports facilities. It is a beautiful spacious city with all the parks, gardens, sporting venues and scenic places that Australian space and natural resources allow. Melbourne is a world renowned cultural, artistic, financial and communications centre served by an international airport, a cargo and passenger seaport, and rail links to neighbouring States.

Melbourne voted as the world's 'most liveable city' for 7 years, enjoys clean fresh air and beautiful parks and gardens. Melbourne is the shopping capital of Australia and offers some of Australia's biggest shopping complexes as well as sophisticated, exclusive boutiques and a host of lively and popular markets. One quarter of Melbourne's population was born overseas making it one of the world's most multicultural cities. There are now people from 140 nations living harmoniously together. This broad ethnic mix has brought many benefits to the city including a wide range of cuisines and over 2,300 elegant restaurants, bistros and cafes. Melbourne has an excellent public transport system with trams, trains and buses providing an extensive network throughout the city and suburbs.

The population is over 4.8 million. Melbourne is a sprawling city with suburbs extending up to 50 km from the centre of the city. The city centre is on the banks of the Yarra River, 5 km from Port Phillip Bay.

The city centre features world class department stores Historical architecture Theatres, galleries and arts centres. Melbourne is only a short distance from many beautiful beaches as well as the Victorian mountain regions, where skiing is popular during winter. The city and surrounding suburbs are well serviced by a public transport network of buses, trains and trams.

A multicultural city enriched by 170 ethnic groups. Sometimes called the culinary capital of Australia, Melbourne has a vast array of restaurants, offering a variety of international cuisine. Bustling Chinatown in the heart of the city, serves up the finest of Asian cuisine and culture. Several other Melbourne streets are dedicated to Vietnamese, Japanese, Italian and Greek food - cuisine to suit every palate and many to suit a student's budget.

## 8.1. Melbourne Climate

Melbourne has a moderate climate and is well known for its changeable weather conditions. It is a little colder than other mainland Australian state capital cities in the winter with only a small variation in winter temperatures. Melbourne summers are notable for occasional days of extreme heat.

The Hottest month is January average 14°C to 26°C, on an odd day it can reach 40+ and the Coldest month July average 6°C to 13°C and there is a uniform rainfall 500mm to 800mm throughout the year.

## 8.2. Public Holidays and Special Celebrations

Australians hold certain days each year as special days of national meaning. Most States and Territories observe some of the public holidays on the same date.

In larger cities, most shops, restaurants and public transport continue to operate on public holidays. In smaller towns, most shops and restaurants close.

### 8.2.1. Easter

- Easter commemorates the resurrection (return to life) of Jesus Christ following his death by crucifixion. It is the most significant event of the Christian calendar.
- In addition to its religious significance, Easter in Australia is enjoyed as a four-day holiday weekend starting on Good Friday and ending on Easter Monday.
- This extra-long weekend is an opportunity for Australians to take a mini-holiday or get together with family and friends.
- Easter often coincides with school holidays, so many people with school aged children incorporate Easter into a longer family holiday.
- Easter is the busiest time for domestic air travel in Australia, and a very popular time for gatherings such as weddings and christenings.

### 8.2.2. Anzac Day

- Anzac Day is on April 25 the day the Australian and New Zealand Army Corps (ANZAC) landed at Gallipoli in Turkey in 1915 during World War 1.
- This day is set apart to hold dear the memory of those who fought for our nation and those who lost their life to war.
- The day is a public holiday. We remember with ceremonies, wreath laying and military parades.
- You will find that many towns have an ANZAC Day parade and ceremony culminating in the laying of memorial wreaths at a monument or war memorial.
- These services can be very moving and a wonderful way of experiencing some Australian National pride, as the memories of our fallen soldiers are commemorated.
- Many Australians attend the War Memorial s for either the traditional “Dawn Service”, which commemorates the landing of the ANZACS at Gallipoli in the dark and dawning of that day, or another service usually commencing around mid-morning with a parade of returned armed forces representing all Australians who have fought in war.

### 8.2.3. Labour Day

- Labour Day is celebrated on different dates throughout Australia. As elsewhere in the world, Labour Day originated in Australia as a means of giving ‘working people’ a day off and recognising the roots of trade unionist movements and workers’ rights.

### 8.2.4. King’s Birthday

- The King's Birthday holiday celebrates the birthday of King Charles II who is not only King of the United Kingdom but also King of Australia.
- The King's Birthday is a public holiday celebrated on a Monday but on different dates.
- Having the King's Birthday on a Monday, results in a three-day long weekend.

### 8.2.5. Christmas

- Christmas is celebrated in Australia on 25 December.
- Christmas is the celebration of the birth of Jesus Christ. Christians believe that Jesus is 'the son of God', the Messiah sent from Heaven to save the world.

- The heat of early summer in Australia has an impact on the way that Australians celebrate Christmas
- In the weeks leading up to Christmas houses are decorated; greetings cards sent out; carols sung; Christmas trees installed in homes, schools and public places; and children delight in anticipating a visit from Santa Claus.
- On Christmas Day family and friends gather to exchange gifts and enjoy special Christmas food.
- Many Australians spend Christmas out of doors, going to the beach for the day, or heading to camping grounds for a longer break over the Christmas holiday period.

## 8.3. Entertainment

### 8.3.1. Melbourne Zoo

- With more than 300 species of animals from all over the world, you won't believe that you're only 4km from the CBD.
- See Australia's unique wildlife – penguins, koalas, kangaroos, platypus and wombats, plus much, much more.
- Location: Melbourne Zoological Gardens, Elliott Avenue, Parkville VIC 3052

### 8.3.2. Eureka Skydeck 88

- Nothing you have ever experienced will prepare you for the inspiring views from the highest viewing platform in the Southern Hemisphere at Melbourne's Eureka Tower, currently the world's tallest residential building.
- Skydeck 88 can give you the world's only "Edge Experience" – a switchable glass cube which slides out from the building – with you inside!
- Location: 7 Riverside Quay, Southbank VIC 3006

### 8.3.3. Docklands

- Situated on the sparkling Victoria Harbour, Docklands is fast becoming one of the world's most exciting urban domains with a dynamic mix of residential, commercial, retail and leisure activities.
- A thriving hub for locals and visitors, the ever-changing Docklands is a picturesque playground filled with award-winning restaurants, stylish bars, relaxing cafes and promenades, spectacular urban art, historical wharves, marinas and parkland.

### 8.3.4. Federation Square

- Federation Square is Melbourne's meeting place and unique cultural precinct, and is one of the most visited tourist attractions in Victoria - Federation Square is home to The Ian Potter Centre: NGV Australia; ACMI; Champions – The Australian Racing Museum; and the National Design Centre, as well as a wide range of restaurants, cafés, bars and shops.
- The Melbourne Visitor Centre is also located at Federation Square, providing a one-stop shop for information on Melbourne for local, interstate and international visitors alike.  
Location: Federation Square, 2-20 Swanston Street, Melbourne VIC 3000

### 8.3.5. Melbourne Museum

- Melbourne Museum explores life in Victoria, from our natural environment to our culture and history.
- Located in Carlton Gardens opposite the historic Royal Exhibition Building, the award-winning Melbourne Museum houses a permanent collection in eight galleries, including one just for children.



- Highlights include a complete skeleton of a blue whale, the Bunjilaka Aboriginal Cultural Centre, a living rainforest, the racehorse Phar Lap and an IMAX theatre on site.  
Location: Melbourne Museum, 11 Nicholson Street, Carlton VIC 3053

### 8.3.6. Her Majesty's Theatre

- Her Majesty's Theatre, affectionately known as 'The Maj', is one of Australia's leading theatres, combining comfortable seating, exceptional sightlines and the industry's greatest productions.
- Modern facilities and its rich, historic setting and beautiful Art Deco interiors make The Maj a venue of choice.  
Location: 219 Exhibition Street, Melbourne VIC 3000

### 8.3.7. Melbourne Cup Day

- The Melbourne Cup is a 2-mile international horse race run on the first Tuesday of November each year attracting the finest racehorses from around the world.
- Known as the "race that stops a Nation" due to a Public Holiday being declared in metropolitan Melbourne in its home State of Victoria, and most of the nation whether at work, school or home, stopping to watch the race broadcast on television.
- In other places, and mainly in the workplace, many people have a celebratory "Cup Day Breakfast", lunch, party or barbeque to celebrate Melbourne Cup.
- The Melbourne Cup forms part of the "Spring Racing Carnival" which attracts celebrities from around the world.
- Women dress in their best outfits; hats are the order of any day, gentlemen in suits of all sorts, and assorted other costumes. It's a very colourful time to be in Melbourne.

## 8.4. Religion

Australia is predominantly a Christian country. However, all religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are in most major cities. Some universities have their own spiritual groups on campus.

## 8.5. Clean, Safe and Cosmopolitan

Students from all over the world come to Australia to take advantage of our world-class education and enjoy our friendly hospitality and cultural diversity. Australia has low crime rates and strict gun control laws providing a safe environment in which to learn and travel. With one of the highest standards of living in the world, Australia offers modern transport systems, convenient telecommunications, cosmopolitan shopping complexes and excellent health services.

Visitors from many parts of the world are attracted by Australia's spectacular natural environment and the distinctive personality and friendliness of the Australian people. Australia is rich in the arts and is keen to preserve and display its diverse cultural heritage.

Australians are also environmentally conscious and keen to preserve the country's natural beauty and scenery. Our Clean up Australia campaign is being adopted worldwide.

## 8.6. Food

Australia has a fantastic variety of food. Our top-quality meat, fish, fruits and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at Australian produce markets. You should have no difficulty in finding the foods that you are used to at home.

You can sample almost every type of cuisine available throughout the world in our many restaurants. There are elegant restaurants or typical Aussie pubs. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros or cafes. And for those who like takeaway, most of the major global fast food chains are well represented. The adventurous can try some of our 'bush tucker'.

## 8.7. Electricity

The electrical current in Australia is 240/250 volts AC, 50 Hertz. The Australian three pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.

## 8.8. Transport

With one of the highest standards of living in the world, Australia offers modern transport systems. Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and several regional airlines. 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.

Tourist students may drive in Australia on a valid overseas drivers' licence but if the document is not in the English language the visitor must carry a translation with the permit. An international driving licence is not enough by itself.

Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport terminals, main hotels or shopping centres or you can hail taxis in the street. A light and sign on the roof indicate if a cab is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. Taxi drivers do not have to be tipped.

### 8.8.1. Public Transport Safety

- Travelling on public transport should be a safe and comfortable experience.
- Numerous security measures have been adopted to maximise the safety of travellers including security officers, police, guards, help points, good lighting and security cameras.
- Most drivers also have two-way radios and can call for assistance.

### 8.8.2. Buses:

#### Waiting for a bus

- Avoid isolated bus stops
- Stand away from the curb until the bus arrives
- Don't open your purse or wallet while boarding the bus - have your money/pass already in hand
- At night, wait in well-lit areas and near other people
- Check timetables to avoid long waits.

## Riding on the bus

- Sit as close to the bus driver as possible
- Stay alert and be aware of the people around you
- If someone bothers you, change seats and tell the driver
- Keep your purse/packages close by your side. Keep your wallet inside a front coat pocket
- Check your purse/wallet if someone is jostling, crowding or pushing you
- If you see any suspicious activity, inform the driver

### 8.8.3. Trains

- Many of the same safety tips when travelling by bus apply for trains.
- In addition:
- Most suburban trains have security cameras installed or emergency alarms that will activate the cameras
- Carriages nearest the drivers are always left open and lit
- Try not to become isolated. If you find yourself left in a carriage on your own or with only one other person you may feel more comfortable to move to another carriage with other people or closer to the driver.

### 8.8.4. Taxis

Travelling by taxi is generally quite a safe method of public transport.

To increase your confidence when travelling by taxi:

- Phone for a taxi in preference to hailing one on the street. A record is kept by taxi companies of all bookings made.
- You are entitled to choose the taxi/taxi driver of your preference. If a driver makes you feel uncomfortable you are within your rights to select another taxi
- Sit wherever you feel most comfortable. This may mean travelling in the back seat of the taxi;
- Specify to the driver the route you wish to take to reach your destination.
- Speak up if the driver takes a different route to the one you have specified or are familiar with.
- Take note of the Taxi Company and fleet number. This will help in identifying the taxi if required. If you are walking a friend to catch a taxi, consider letting the driver know that you have noted these details e.g., "Look after my friend, Mr/Ms Yellow Cab No.436"
- Stay alert to your surroundings and limit your conversation to general topics
- If you don't want your home address known, stop a few houses away from your destination
- If the driver harasses you when travelling in a taxi your options include:
- Ask the driver to stop. You may choose to make up an excuse to do so;
- Leave the taxi when it stops at a traffic sign or lights
- Call out to someone on the street to attract attention and seek assistance. This may also cause the driver to stop
- Read out the fleet number and advise the driver you will report him/her if they don't stop

### 8.8.5. Road Rules

- If you are going to drive in Australia, no matter whether you are an experienced driver and have an international drivers' licence or not, YOU MUST KNOW THE ROAD RULES before you attempt to drive (even 10metres)!
- Many lives are lost on Australian roads every year and international visitors are at high risk!

- If you come from a country where you drive on the opposite side of the road to Australia it is essential to have a companion drive with you to ensure you become familiar with driving on the left side of the road.
- A handy tip is not to think of it as the other side of the road, but to think that the “white line” (or centre dividing line on the road) is on your side as the driver, just as it is in all countries.
- It is recommended that you take a few driving lessons in Australia before you begin to drive here on your own.

## 8.9. Telephone & Internet

Australia has a range of phone and internet services available, including public phones, fixed (landline) phones, mobile and internet.

### 8.9.1. Mobile phones

- It is best to purchase a SIM card or Australian mobile number when you arrive in Australia, as using your home phone number will incur high costs. There are two types of mobile phone accounts you can choose from:
- Prepaid: A prepaid service gives you flexibility because you control how much you spend and can stop using the service any time. Pre-paid SIM cards are sold in many shops and supermarkets, as well as by mobile phone providers. After an easy set-up process with the provider, you will have a working Australian mobile number which you can top up with credit as needed. You can usually top up your prepaid service online or at a range of retail outlets. Your mobile phone provider can provide details on how you can top up your service.
- Contract: If you will be using your mobile a lot and will be in Australia for a fixed period for study, a contract might work out cheaper for you. There are numerous mobile phone operators in Australia, and you can choose from a range of phone plans where you can get the handset with little (if any) up-front cost; you then pay a fixed price per month for a certain amount of calls, text messages and data.

### 8.9.2. Internet

Many internet providers in Australia are also mobile or fixed phone carriers, and they offer pre-paid or contract internet plans like the above. If you choose a contract service, will receive a modem, and just like a phone service, you pay a monthly rate to get a certain data allowance. Ask the providers you are considering for details of plans that might suit you.

### 8.9.3. Making international calls

- To make international telephone calls from Australia, dial 0011 followed by the country code, the area code (if required) and the telephone number. To call Australia from overseas, dial 61 followed by the area code and telephone number. To make calls from one location to another within Australia, dial the area code (if required) followed by the telephone number.
- You can read more about telephone, internet and mobile phone services in Australia at: [www.communications.gov.au](http://www.communications.gov.au).

## 8.10. Travel

During semester breaks, you may like to venture beyond the capital cities to experience more of Australia’s spectacular natural environment and great physical beauty—national parks, The Great Barrier Reef, Kakadu, Uluru and the Tasmanian Wilderness.

## 8.11. Living Costs finding accommodation

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia (all costs are in Australian dollars).

The costs below are an approximate guide only. Students should be aware that these costs can vary depending on your study location in Australia.

### 8.11.1. Accommodation

- Hostels and Guesthouses - \$90 to \$150 per week
- Shared Rental - \$200 to \$300 per week
- On campus - \$200 to \$350 per week
- Homestay - \$235 to \$325 per week
- Rental - \$150 to \$450 per week
- Boarding schools - \$11,000 to \$22,000 a year

### 8.11.2. Other living expenses

- Groceries and eating out - \$80 to \$280 per week
- Gas, electricity - \$35 to \$140 per week
- Phone and Internet - \$20 to \$55 per week
- Public transport - \$60 to \$75 per week
- Car (after purchase) - \$150 to \$260 per week
- Entertainment - \$80 to \$150 per week

Fruit, vegetables and meat are available fresh and at reasonable prices. Clothing and personal effects are usually good quality and available at a wide variety of prices.

Below is a price table of typical daily items. This is only a guide. Remember that you can shop around for items such as clothing and shoes to find a cheaper source.

Food	Personal Effects/Services
Milk 1 litre \$2.00 - \$3.30	Shoes 1 pair \$70.00
Bread 1 loaf \$3.20 - \$5.50	Jeans 1 pair \$80.00
Apples 1 kg \$6.00	Toothpaste 140g \$5.50
Potatoes 1 kg \$3.80	Shampoo 500ml \$7.75
Beef steak 1 kg \$30.00	T-shirt \$25.00
Eggs 1 dozen \$9.50	Hairdresser \$20.00 to \$60.00
Cereal 1kg \$14.00	Newspaper \$3.50
Fruit Juice 2 litres \$6.20	Cinema ticket \$32.00
Rice 1 kg \$4.00	Public transport city and inner suburbs \$10.00 for a day pass (Student Concession Cards are generally only available to Australian citizens and permanent residents.)

### 8.11.3. Minimum cost of living

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia. From 1st July 2024 the 12-month living cost is:

- You - \$29,710
- Partner or spouse - \$10,394
- Child - \$4,449

All costs are per year in Australian dollars. To convert to your own currency, visit <http://www.xe.com/>  
The Australian Government provides information and guidance on managing your finances. You can read more at [www.moneysmart.gov.au](http://www.moneysmart.gov.au)

The 'Insider Guides Cost of Living Calculator' is also a useful tool to help estimate your [cost of living](http://www.insiderguides.com.au/cost-of-living-calculator) in Australia [www.insiderguides.com.au/cost-of-living-calculator](http://www.insiderguides.com.au/cost-of-living-calculator)

If you experience financial trouble while in Australia, talk to your institution's international student support staff for assistance.

## 8.12. Money and Banks

Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Travellers' cheques are easier to use if already in Australian dollars. However, banks will cash travellers' cheques in virtually any currency. Major hotels and some shops, depending on individual store policy, will cash travellers' cheques.

It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

### 8.12.1. Normal Bank Trading Hours

9.30 am – 4.00 pm Monday to Thursday

9.30 am – 5.00 pm Friday

Some banks are open on Saturday mornings.

### 8.12.2. Credit Cards

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are American Express, Bankcard, Diners International, MasterCard, Visa and their affiliates.

### 8.12.3. Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver coloured 5 cent, 10 cent, 20 cent and 50 cent and the gold coloured \$1 and \$2 coins.

Australia's development of the polymer (plastic) banknote heralds the introduction of advanced banknote technology for the new millennium and rewrites world standards in design. Not only does this leading-edge polymer technology offer immense security benefits but its concepts of cleanliness, environmental responsibility and recyclables set an example for the world to follow.

#### 8.12.4. Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In better-class restaurants, it is usual to tip food and drink waiters up to 10 per cent of the bill for good service. Porters have set charges at railway terminals, but not at hotels. However, at any time, tipping is a matter of individual choice.

### 8.13. A Good Choice for Study

There are more than 50,000 overseas students studying in Australia and each year approximately 15,000 students from the Asia Pacific region arrive in Australia to continue their education. They have chosen Australia for several reasons:

- Australia has a high-quality education system, the equal of any country in the world
- Australia offers traditional education in reputable schools, colleges and universities
- Awards from Australian institutions of higher education are recognized internationally
- Australian universities, colleges and schools have established networks of support to help overseas students
- The Australian education system includes informality and accessibility of academic staff, the availability of computers, small group tutorials and close supervision
- Living costs and tuition costs compare well with other countries and most overseas students are permitted to work part-time.
- Australia is a safe, stable country with a pleasant climate.

### 8.14. Australia Welcomes Overseas Students

Overseas students are welcomed in Australia because they:

- Contribute to the development of people and institutions both in their home country and in Australia.
- Contribute to the Australia's research capability
- Develop cultural, educational and economic links between Australians and people of other nations. Australia has a long history of involvement in international education development, staff and student exchange programs and scholarships.

## 9. The ESOS Framework

### International education: ensuring quality and protecting students

#### Australia welcomes international students

The Australian Government wants international students to have a rewarding and enjoyable experience when they come to Australia to study. Australia offers high quality education services and protects the rights of international students to ensure you make the most of your time here.

This fact sheet contains important information for student visa holders about living and studying in Australia, including your consumer rights and responsibilities as an international student and key things you should know before and during your study.

### **Australian laws protect international students**

As a student on a student visa, you benefit from Australian laws that ensure high standards of education, facilities and support services while you are in Australia. You also have rights to information about your course and the institution you wish to study with before and during your enrolment. The Education Services for Overseas Students (ESOS) framework offers you financial protection in case your education institution does not deliver what it has promised you.

You can find out more about the framework at <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

### **Before you begin your studies**

#### **Choosing a course to study**

As an international student, you can only study a course with an education institution listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). All institutions registered on CRICOS have met the quality standards set out in Australian law, which ensures you receive the best possible education services.

CRICOS is a good place to start when you want to find a course or education institution to study with and can be found at <http://cricos.education.gov.au>.

#### **Using an education agent**

International students do not have to use an education agent. You can enrol directly with an Australian education institution. Information about what education institutions offer is usually on their websites.

If you want to use an education agent, it's best to pick one used by the institution you want to study at. You can find a list of education agents on the institution's website.

The law requires institutions to use only education agents that act honestly and with integrity. Agents must give you accurate advice about the courses on offer, including entry requirements, and information about living in Australia. You should still be careful and alert when dealing with agents to ensure you enrol in a course that is suitable for you and will help you achieve your learning goals.

In Australia, education agents cannot give you information on visa and immigration matters – only migration agents can do this. You can find out more about using migration agents at the Department of Immigration and Border Protection's website at <https://immi.homeaffairs.gov.au/help-support/who-can-help-with-your-application/using-a-migration-agent>

If you think your education agent might be behaving dishonestly or unethically, you should stop using them immediately and contact your education institution directly.

### **Written agreements or contracts between the student and institution**

Under Australian law an education institution must have a written agreement with you outlining the services they will provide, all the fees you are required to pay, and conditions for refunds of money you pay for the course.

The written agreement is a legal contract. You should read it carefully and make sure you fully understand what it says before signing it. You and your education institution must follow whatever is set out in the written agreement once you have accepted it, so you should keep a copy of it. Should you ever make a complaint about your institution, you will need to refer to your written



agreement. You can find out more about making complaints on page 6 of this fact sheet making complaints and getting help.

### **Your rights before you enrol**

Even before you enrol with an education institution, under Australian law you have the right to:

- receive current and accurate information about the courses, entry requirements, all fees and modes of study from your institution and your institution's agent before you enrol
- sign a written agreement with your institution before or at the time you pay fees. You do not have to pay the institution any money or fees until you accept the agreement
- seek a refund in certain situations for course money you have paid. Information about refund arrangements must be included in your written agreement
- get the education you paid for. The law includes tuition protections that will allow you to be placed in another course or receive a refund if your institution is unable to teach your course (known as a provider default), visit <https://tps.gov.au/> for more information
- access complaints and appeals processes
- request to transfer to another institution and have that request assessed by your institution.

### **Paying your tuition fees**

From 14 December 2015, changes to Australian law give international students more choice about how they pay their fees. Previously you could not pay more than 50 per cent of your fees before you started a course. Now you can **choose** to pay more than 50 per cent of your tuition fees before you start. For example, you or the person who is paying your fees may decide this is a good idea if the Australian dollar exchange rates mean you will save money by paying more of your fees early.

Your education institution may ask you if you would like to pay more than 50 per cent of your fees before you start your course. This is your choice. Your institution cannot require you to pay more, unless you are doing a short course of 25 weeks or less. If your course is longer than 25 weeks, you cannot be asked to pay more than 50 per cent of your tuition fees before you start.

Your institution may wish to organise a payment plan so you can start regularly paying the rest of your tuition fees once you start the course. Your written agreement should include an itemised list of all the fees you will be charged for your course, including your tuition fees and how they will be paid, and refund arrangements. In Australia there are also very strong protections for students' fees, which you can learn more about on **page 5** of this fact sheet under **Protecting your tuition fees**.

### **What happens if you can't start the course because your visa is refused?**

If you have paid fees to an education institution and your visa is refused, you are entitled to a refund. Under Australian law, the institution can keep either 5 per cent of the tuition fees you paid or \$500, whichever is the lowest amount, and must refund you the rest.

If your visa is refused after the course was due to start, the institution can keep tuition fees for the number of weeks that have passed since commencement and must refund you the rest of the fees.

### **What happens if you decide you don't want to start or continue the course?**

If you change your mind and do not want to start the course, you may be entitled to a refund. If you have a written agreement with the institution, the amount of your refund will depend on the written agreement, which should tell you what will or will not be repaid to you.

If you do not have a written agreement, you have the right to receive some of your fees back. Under Australian law, the institution is allowed to keep either 5 per cent of the fees you paid or \$500, whichever is the lowest amount, and must refund you the rest of the tuition fees you paid them.

## **During your studies**

### **Support services for you in Australia**

Under Australian law your education institution must offer you support services to help you adjust to study and life in Australia, achieve your learning goals and maintain satisfactory progress in your learning. This support is available because we recognise that Australia may be a new environment for students, with different laws, culture and customs. Your education institution must give you advice on:

- support and welfare services available at the institution
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes
- any student visa condition that relates to the course you are studying
- services international students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman (from 1 January 2018).

Many education institutions also offer career advice services. You should ask them whether they can help advise you on working and careers.

### **Your responsibilities as an international student in Australia**

#### **Your student visas**

As an international student on a student visa, you must:

- comply with your student visa conditions
- ensure you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia on a student visa
- tell your institution if you change your address or other contact details
- meet the terms of your written agreement with your education
- maintain satisfactory course progress and attendance.

Information about visa conditions for student visa holders is available on the Department of Immigration and Border Protection's website at <https://www.homeaffairs.gov.au> or call 131 881 on Monday – Friday from 8.30am to 4pm inside Australia (except public holidays).

### **Academic integrity and misconduct**

The Australian Government and education institutions take issues of academic integrity very seriously. Education institutions have many ways of detecting cheating or plagiarism in exams and assessments.

Using ghost writing services, asking someone to take an exam in your place, or any other kind of academic misconduct will result in serious action being taken against you. Your enrolment or student visa could be affected or cancelled altogether.

If you are struggling with your studies, it's best to ask your institution what support services they can offer you.

## Your consumer rights and protections

### Protecting your tuition fees

Australia is widely recognised as a world leader in protecting the tuition fees of international students through its Tuition Protection Service (TPS). The TPS assists international students whose education institutions are unable to fully deliver their course of study, and ensures that international students are able to either:

- complete their studies in another course or with another education institution, or
- receive a refund of their unspent tuition fees.

In the unlikely event your education institution is unable to deliver a course you have paid for, they have obligations to offer you an alternative course or, if you do not accept the alternative course, pay you a refund of your unspent prepaid tuition fees. If your institution is unable to meet these obligations for some reason, the TPS will assist you in finding an alternative course or getting a refund if a suitable alternative is not found. For more information on the TPS, visit [www.tps.gov.au](http://www.tps.gov.au). If you are a student whose provider is unable to fully deliver your course, you can call (02) 6271 3440 for assistance.

### Working in Australia

Australian workplace laws provide basic protection and entitlements for all workers in Australia, including workers from overseas. International students have the **same** entitlements to minimum wages and conditions as Australian workers, as well as superannuation and workers' compensation under Australian workplace laws. The minimum wages and conditions to which an employee is entitled are set out in awards (also known as modern awards). Awards apply to employees depending on the industry they work in or the job that they do. Awards don't apply when a business has an enterprise agreement or other registered agreement that covers the employee's working conditions. For more information on awards and agreements, visit [www.fairwork.gov.au/awards-and-agreements](http://www.fairwork.gov.au/awards-and-agreements).

Australian laws also protect you from being discriminated against at work, for example because of your race, when you are applying for a job, about to begin a job, or any time during your employment. For more information about discrimination at work, visit <https://www.fairwork.gov.au/employee-entitlements/protections-at-work/protection-from-discrimination-at-work> or <https://www.humanrights.gov.au/>.

The Fair Work Ombudsman (FWO) helps employers and employees to understand their rights and responsibilities at work. The FWO can also investigate suspected breaches of workplace laws. To find out what you should be paid and learn more about your minimum workplace entitlements you can visit [www.fairwork.gov.au](http://www.fairwork.gov.au). You can also call 13 13 94 from 8am to 5.30pm Monday to Friday inside Australia (except public holidays). Getting help to resolve a workplace issue will **not** automatically affect your student visa.

You are limited to 40 hours of work per fortnight when your course is in session, and unlimited hours in out of session periods. This is to ensure you are mainly focused on your studies. Work conditions for student visa holders can be found on the Department of Immigration and Border Protection website at <https://www.homeaffairs.gov.au>

### Changing education institutions or courses

If you are not satisfied with the course you are doing and wish to transfer to another education institution, before you make the decision to enrol with another institution you should be aware that there are rules about what you can or cannot do.

From 1 January 2018, if you are a school student and want to change to another education institution before finishing the first six months of your first school course, you must seek permission from your original education institution to transfer. Six months after you start your first school course, you can change to another education institution without asking your original education institution for approval.

For all other students, if you haven't completed six months of your principal course (the main course of study you are undertaking), Australian legislation says that you can only change education institutions if:

- your original institution can no longer provide the course you enrolled in, or
- your original institution says they will release you, or
- you have a government sponsor and that sponsor writes a letter saying they support your change of course.

In other words, you will usually need your institution's permission if you want to transfer before you have completed six months of your principal course.

Your original institution can only provide a letter of release if:

- you have a letter from another institution saying they have made you an enrolment offer
- where you are under 18, you have the support of your parent or legal guardian, or the institution wishing to enrol you says they will take responsibility for your welfare.

You should read and understand your institution's transfer policy, as it should clearly state the reasons that you may or may not be granted a transfer. Your education institution must assess or consider your request to transfer against this policy.

If you are not satisfied with your institution's decision, you can appeal through their internal appeals and complaints handling process. If you are not satisfied with the outcome of that internal appeal process, your options are outlined in the section below, **making complaints and getting help**.

If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of your student visa. Further information about the impact of changing courses or education institutions is available on the Department of Immigration and Border Protection's website at <http://www.immi.gov.au/Study/Pages/changing-courses.aspx>.

For more details about the legislative requirements around transferring courses, you can visit: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD7.aspx>

## **Making complaints and getting help**

If you have a complaint about your institution, you should talk to them first. Your education institution must have complaints and appeals processes in place to help students resolve their issues.

If you cannot resolve your complaint with an institution, there are other actions you can take. You will need to find out whether your institution is a private or government type by searching them and looking at the **Institution type** field on the CRICOS website at <http://cricos.education.gov.au/Institution/InstitutionSearch.aspx>

If your institution is a private (non-government) organisation, you can take your complaint to the Overseas Students Ombudsman (OSO). Refer to the Overseas Students Ombudsman website at <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page> for more information about how the OSO can help students, or call 1300 362 072.

If you are studying with a government education institution, which includes most universities and TAFEs, the external appeal body will most likely be the ombudsman for the state or Commonwealth. Your education institution can give you the best information about the appropriate external appeals process for their institution. You can find the contact details of all Australian ombudsmen at [www.ombudsman.gov.au/about/our-history/state-and-territory-ombudsmen](http://www.ombudsman.gov.au/about/our-history/state-and-territory-ombudsmen).

## Questions?

If you have any questions or concerns that haven't been answered in this fact sheet, you can submit an enquiry at <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSenquiries/Pages/Default.aspx>

## Find out more and connect on social media

**Study in Australia** is the official Australian Government website for international students. You can connect with it through:

- Website: <https://www.studyinaustralia.gov.au/>
- Facebook: <https://www.facebook.com/studyinaustralia>
- Twitter: <https://twitter.com/futureunlimited>
- YouTube: <http://youtube.com/afutureunlimited>

The **Fair Work Ombudsman** gives you information and advice about your workplace rights and obligations. You can connect with it through:

- Website: <https://www.fairwork.gov.au/>
- Facebook: <https://www.facebook.com/fairwork.gov.au>
- Twitter: [https://twitter.com/fairwork\\_gov\\_au](https://twitter.com/fairwork_gov_au)
- YouTube: <http://www.youtube.com/user/FairWorkGovAu>
- Subscribe to email updates at <https://www.fairwork.gov.au/Website-information/staying-up-to-date/subscribe-to-email-updates>

# 10. Disability Supplement

The purpose of the Disability supplement is to provide additional information to assist with answering the disability question. If you indicated the presence of a disability, impairment or long-term condition, please select the area(s) in the following list

Disability in this context does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

## 10.1. Hearing/Deaf

Hearing impairment is used to refer to a person who has an acquired mild, moderate, severe or profound hearing loss after learning to speak, communicates orally and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

## 10.2. Physical

A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

## 10.3. Intellectual

In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

## 10.4. Learning

A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities. These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the life span. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities but do not by themselves constitute a learning disability.

## 10.5. Mental illness

Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering or distress and which represent a departure from a person's usual pattern and level of functioning.

## 10.6. Acquired brain impairment

Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional or independent functioning. Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

## 10.7. Vision

This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness or injury.

## 10.8. Medical Condition

Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. The condition may not be obvious or readily identifiable yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn's disease, cystic fibrosis, asthma or diabetes.

## 10.9. Other

A disability, impairment or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category

## Any Questions

If you have any questions, please contact the college.



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