

# ***Lloyds International College***

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## **International VET Student Handbook**

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## College Location

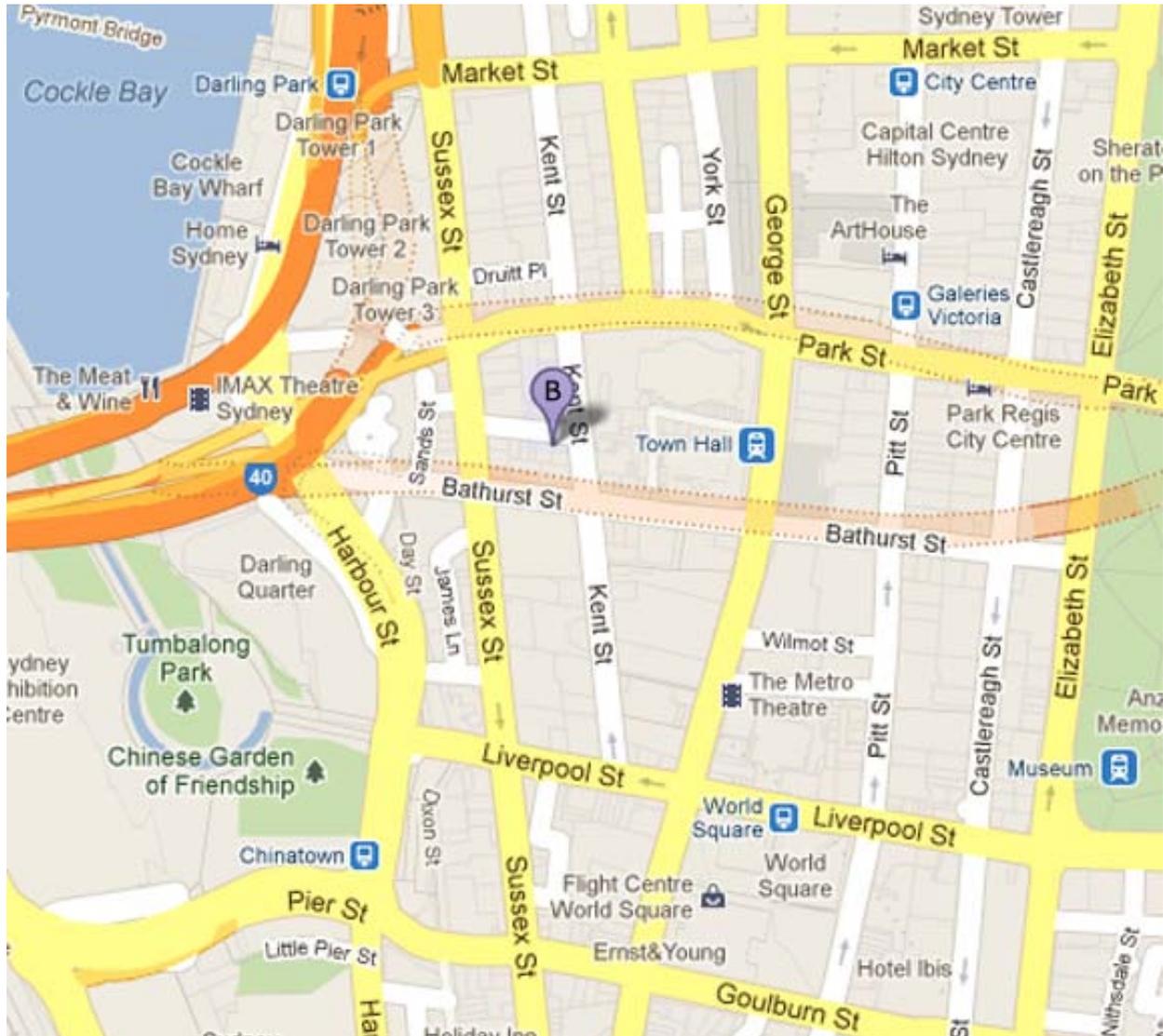
Lloyds International College (the College) in the heart of Sydney CBD located next to major shopping, entertainment attractions. Major attractions such as the Sydney Opera House and Darling Harbour are just a short walk away, parks, cafes, shopping centres, major libraries, sporting facilities and beaches surround us. Travelling to the College is easy from anywhere in Sydney. Train, bus and ferry stops are all close by.

The College city location

Level 2, 499 Kent Street  
Sydney NSW 2000

Programs delivered: Vocational Courses. (Note: Vocational courses orientation day occurs as per Intake dates at this address). Map (from Google Maps):

All new students are required to attend an orientation session at the beginning of their course.



## INTRODUCTION

### **Pledge**

We enrich the lives of people. We provide learning in a fun, caring and responsive environment.  
This opens a world of opportunity for our students.

### **Promise**

We are responsive and we care.

### **Core Values**

**Empathy, Commitment, Integrity, Fun & Teamwork**

## ESOS Framework

The College is committed to providing you with quality education and protecting your rights.

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

## Protection for Overseas Students

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

## Your Rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- Your right to sign a written agreement with your provider before, or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.
- Your right to know:
  - How to use your provider's student support services
  - Who the contact officer is for overseas students
  - If you can apply for course credit
  - When your enrolment can be deferred, suspended or cancelled
  - What your provider's requirements are for satisfactory progress in the courses you study
  - If attendance will be monitored for those courses
  - What will happen if you change providers
  - How to use your provider's complaints and appeals process

## Your Responsibilities

As an overseas student on a student visa, you have responsibilities to:

- **Inform your provider if you change your address**
- Satisfy your student visa conditions
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- Meet the terms of the written agreement with your provider
- Maintain satisfactory course progress

- If attendance is recorded for your course, follow your provider's attendance policy

### Code of Conduct for Students

- Strive to do your best
- Be punctual and pay attention to your teachers
- Be respectful and obedient
- Do not cheat
- Be safe at school. Obey all safety rules
- Do not offend or embarrass others
- If you are absent from class it is your responsibility to complete any work on your own
- Respect the college facilities and resources by taking care of them when you are using them
- Use clean computer disks to ensure no viruses are transferred
- Be prepared for each lesson with a notebook and pen
- Keep the college up-to-date with your address and contact phone number.
- Dress appropriately, wear shoes and take off hats and caps when in class
- Maintain a minimum of 80% attendance
- Any unacceptable behaviour include petty theft, sexual harassment, refusal to follow instructions from staff members, and being disruptive, will be reported to the AM who will take disciplinary action

As a student at the College you have the right to enjoy a safe and supportive environment without harassment or discrimination.

### Contact details

For information about	Who to contact	How
Applications	Admissions Office	Send your application form to the <b>admission office</b> for processing. Level 1, 499 Kent Street, Sydney. NSW 2000 Ph: 8263 1200 Fax: 8263 1238 <a href="mailto:admin@lloydscollege.nsw.edu.au">admin@lloydscollege.nsw.edu.au</a>
Policies and procedures that affect you	Student Services Officer	Level 2, 499 Kent Street, Sydney. NSW 2000  Ph: (02) 8263 1200 Fax: (02) 8263 1238 Email: <a href="mailto:info@lloydscollege.nsw.edu.au">info@lloydscollege.nsw.edu.au</a> Web: <a href="http://www.lloydscollege.nsw.edu.au">www.lloydscollege.nsw.edu.au</a>
Your ESOS rights and responsibilities	Department of Education and Training	ESOS Helpline: 1300 615 262  <a href="https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014(2).pdf">https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014(2).pdf</a>

		E: <a href="mailto:iehotline@education.gov.au">iehotline@education.gov.au</a>
Your Visa matters	Department of Immigration and Border Protection (DIBP)	Website: <a href="http://www.immi.gov.au">www.immi.gov.au</a> Phone 131 881 in Australia Contact the DIBP office in your country

## Head Office

Head office is located on Level 1, 499 Kent Street, Sydney, NSW

## Course Information

The College is a Registered Training Organisation. We provide training and assessment services in the area of Business. Our national qualifications include:

- Certificate III in Business BSB30115
- Certificate IV in Business BSB40215
- Diploma of Leadership and Management BSB51915

For more information about our courses please visit our website [www.lloydscollege.nsw.edu.au](http://www.lloydscollege.nsw.edu.au)

The Certificate III in Business includes 5 hours per week online delivery and students need to have access to a computer. Minimum computer specifications are as follows:

- Microsoft Office 2003 or equivalent
- Microsoft Windows 2000, or Mac OS X or higher
- CD ROM drive

Students will also need access to Adobe Acrobat Reader and Macromedia Flash player plug-ins

## English Language

Our courses are conducted in English by qualified and experienced trainers who have years of experience in the Business industry. If English is not your first language you need to provide certified evidence of your English language proficiency. The following options are recognised by The College as English entry requirements for vocational courses:

- A minimum score in IELTS of 5.5 or equivalent **OR** an English proficiency of Intermediate level or above from any ASQA or NEAS accredited ELICOS provider
- Successful completion of Certificate III or IV qualification in English
- Combined Universities Language test (CULT) you need a score of 60 or more.
- TOEFL 530 (paper PBT) 197 (computerised)
- Cambridge FCE – First Certificate in English
- TOEIC 600-700
- 1 year full time study in an Australian University
- 2 year full time study in an Australian RTO

- Proof that the medium of instruction at College has been in English with satisfactory grades in final examinations

Students for VET courses who are experiencing difficulty in achieving course progress because of language, literacy or numeracy skills will be referred within 4 weeks of course commencement to the English department for testing. If the results indicate insufficient level of language, literacy or numeric skills indicating the student cannot achieve the qualification then the student must enrol in an English course prior to re-commencing the VET course. College staff will advise the student of the procedures involved in making this transition and the student will have to pay additional fees. All students are advised of the requirement to have IELTS level 5.5 or higher in order to succeed in VET courses.

### **Teaching Methods**

Our teaching methods include face-to-face instruction, small group activities, pair activities and one-to-one individual support, attention and assistance. All instruction is in English.

### **Learner Support**

The learning support strategies used by trainers at The College include:

- Ensuring individual support and advice to students.
- Providing additional written learning material and illustrations to reinforce the learning.

Our trainers/assessors are available to discuss and support you with any concerns you may have during your studies with us. Feel free to talk to them or the Student Services Officer about your adjustment to student life and study in Australia and any other problems that may be affecting your studies. They will advise or refer you appropriately.

College Staff will:

- recognise the cultural diversity of all students
- ensure equal treatment of all students
- encourage full participation and assist all students to achieve course outcomes
- provide equal access to resources
- refer students with learning difficulties to appropriate agencies

### **Enrolment**

Recruitment to The College is carried out in an ethical manner in accordance with access and equity principles. All enquiries are provided with The College Information Pack. Access to the courses is open to all applicants subject to payment of fees and the extent to which the course outcomes and pre-requisites match the needs of the student. Enrolment is on-going where places are available.

Once an international student has enrolled at The College they cannot defer commencement of their studies or suspend their studies except on the grounds of illness, supported by a doctor's certificate, or other exceptional compassionate circumstances beyond the control of the student for example, bereavement.

## **Enrolment Procedure:**

- Students can access information regarding the College on the web including advice on how to obtain information on the College, fees structure, refund policy, and enrolment procedures.
- Student completes international students' application form and collects other documents relevant to the application i.e. certified evidence of English language level etc.
- The Admission Officer reviews student's enrolment documents and if entry requirements are met, issues a letter of offer and an enrolment agreement.
- Student accepts enrolment conditions by signing an enrolment agreement and sending a copy to the Admission Officer.
- On receipt of tuition fee deposit and enrolment fee the student's information is entered in PRISMS<sup>1</sup> and an electronic confirmation of enrolment (eCoE) is created
- Student is given an identification number and a database record is established.
- Student organises health insurance.
- Student applies for visa at Australian Embassy in country of departure.

## **Orientation to the Course**

On your first day at The College, Student Services Officer and the Academic Manager will welcome you, answer your questions and give you information about:

- Your stay in Australia
- Accommodation, finances and further study
- Requirements to receive a qualification
- Certificates issued on successful completion of the course
- How your skills and knowledge will be assessed
- Recognition of prior learning/credit transfer
- How you can appeal if you don't agree with your assessment outcome
- How you can complain if you are not satisfied with any part of the course
- How you can get extra help with your learning
- Course timetable
- Course content
- Emergency evacuation procedures
- Your obligations as a student at the College including attendance requirements.

## **Orientation**

All students must attend a compulsory orientation program on their course commencement date for each course. Students must inform the college if they are not able to commence their course as soon as possible prior to their course commencement date. Under *The Education Services for Overseas Students Act 2000 (ESOS Act)*, if a student has not commenced studies or made contact with the college by the scheduled commencement date he/she will be reported to DIBP

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<sup>1</sup> Provider Registration and International Students Management System (PRISMS). This site provides Australian education providers with the Confirmation-of-Enrolment (CoE) facilities required for compliance with the [Education Services for Overseas Students \(ESOS\) Legislation](#)

via PRISMS within five (14) working days of the scheduled commencement date. This means that your ECoE will be *cancelled* for non-commencement if you do not commence your course on the scheduled commencement date.

### **Student Support**

The College recognises that students sometimes require learning support during their studies. This can either be additional language, literacy and numeracy (LNN) support or general assistance with study skills. The Student Services Officer can assist with advice about resources.

If you are experiencing any personal issues or distress please talk to a member of staff. We can offer advice, referral to a counsellor, including the Group Welfare Counsellor, or other qualified person depending on the nature of the problem.

### **Student ID cards**

- Students should receive their student ID card within one week after enrolment, provided Student Services Officer has been given two passport size photos on Orientation Day.
- ID cards may be used as proof of identity.
- Students are entitled to transport concessions on bus and trains
- Students must carry their ID cards at all times while on College premises for security reasons.

### **Security**

Please do not leave your own possessions or College materials unattended. Unit of study manuals, texts or notes that have been misplaced or damaged can be replaced by the student at his or her own cost. Carry your purse or wallet with you at all times.

### **Student Complaints and Appeals**

The College welcomes your feedback and suggestions on our services. Students have access to the College's complaints and appeals process. This allows for a fair and equitable process to be implemented for any complaint against The College in its assessment process, decisions relating to academic or attendance records, and any other concern students may have.

Students are able to submit a complaint against the College or any person employed by The College if they feel a person has acted inappropriately, or the systems and practices of the College are not meeting expectations, or the College is treating a person unfairly. All complaints are handled in confidence and are reviewed by The College management.

We respond in a constructive and timely manner to all substantiated complaints and appeals against decisions made by us.

The College ensures that:

- each complaint and appeal and its outcome is recorded in writing
- each appeal is heard by an independent person or panel
- each appellant has an opportunity to formally present their case and is given a written statement of the appeal outcome including the reasons for the decision

- Student's enrolment is maintained during the complaints and appeals process.

Please note the students' status will still be active and s/he can still attend all classes during the complaints process.

While all internal complaints and appeals are in process, the College will maintain the enrolment of the student. However, if the appeal is against the College's decision to cancel the CoE because of unsatisfactory attendance, the College will maintain the student's enrolment until the external complaints process is complete and has supported the College's decision.

There is no cost involved in the complaints and appeals process. However, if a student wishes an external agency to be involved, the student may have to pay a fee for that service. The College will not charge students for any external referrals to an agency.

### **External Complaints or Appeals**

If a student is dissatisfied with the outcome of the complaint or appeal at the end of the internal process, the student may wish the matter be dealt with through an external dispute resolution process facilitated by the Overseas Students Ombudsman. The College does not charge any student for the referral to external support services/agencies.

### **Overseas Student Ombudsman (OSO)**

- In Australia, you have the right to complain.
- The Overseas Students Ombudsman's services are free.
- In some cases, the Ombudsman may decide not to investigate your complaint. This might happen where another organisation can help you, or you have not spoken to your provider about your complaint.
- If OSO decides **not** to investigate, they will tell you why. The Overseas Students Ombudsman may refer you to another organisation that can help.
- The Ombudsman is independent and impartial. If OSO **does** decide to investigate your complaint, they will contact the education provider and ask us what happened.
- The Overseas Students Ombudsman will treat your information with privacy and respect, and collect, store, use and disclose your personal information only in accordance with Australian privacy laws.

Where, the outcome of the internal and external complaints and appeals process, supports the student, The College will implement the decision or corrective action as soon as possible and advise accordingly.

### **Make a complaint online**

You can make your complaint online via the following link:

<https://forms.australia.gov.au/forms/ombudsman/overseas-students-ombudsman-complaint-form>

Note: In order to use the online complaint form, you need to have the Adobe Reader installed. If you don't already have it, you can [download the latest Adobe Reader version for free from the Adobe website](#).

## **Telephone**

You can contact OSO by telephone, 9am to 5pm Monday to Friday, Australian Eastern Standard Time (AEST). In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2 6276 0111.

## **Using an interpreter**

If you want to make a complaint in your language you can. Call the Translating and Interpreting Service (TIS) in Australia on 131 450, outside Australia call +61 3 9203 4027. We will pay for the interpreter.

## **If you are deaf, hearing or sight impaired**

You can contact us via the National Relay Service. Teletypewriter (TTY) users phone 133 677 and then ask for 1300 362 072. Speak and Listen users phone 1300 555 727 and then ask for 1300 362 072. Internet Relay users connect to the National Relay Service [www.iprelay.com.au](http://www.iprelay.com.au) and then ask for 1300 362 072

## **Fax**

You can send OSO a fax. In Australia: 02 6276 0123. Outside Australia: +61 2 6276 0123.

## **Mail**

You can write a letter and post it to: Overseas Students Ombudsman GPO Box 442, Canberra ACT 2601, AUSTRALIA

## **Complaints Against other Students**

Students with a problem or complaint with another student should use the following procedure. Please note that students can bring a support person or be represented by a nominee at any stage of the process. The College will not tolerate inappropriate behaviour of any kind. If you are being bullied or harassed by anyone while you are at the College you should use the following procedure:

### Step 1:

- Identify and discuss the complaint or grievance with the other party
- Discuss the best outcome to the complaint or grievance
- Agree to act to resolve the complaint or grievance

Step 2: If the complaint or grievance is unresolved talk to the Academic Manager who will try to remedy the problem.

Step 3: If you are dissatisfied with the outcome of the mediation you may appeal the decision in writing and request an external independent arbiter. This gives you the opportunity to formally present your case. This may be at a cost to you. You may be accompanied and assisted by a support person. The College will provide you with a written statement of the appeal outcome.

The College will provide you with a written statement of the appeal outcome.

## **Class or Educational Complaints**

If you have a problem or complaint with the trainer, the course content, the facilities or any component of the course you should use the following The College procedure:

Step 1: In the first instance, talk to the trainer.

Step 2: If you feel it is not appropriate for you to talk to the trainer then you should put the complaint in writing and address the letter to the Academic Manager.

Step 3: The Academic Manager will respond to the written complaint within 10 working days.

Step 4: If you are dissatisfied with the Academic Manager's response you can appeal the decision by requesting to have the matter referred to an external independent arbiter. This gives you the opportunity to formally present your case. This may be at a cost to you. You may be accompanied and assisted by a support person. The College will provide you with a written statement of the appeal outcome.

## **Accreditation Agency**

In Australia, accredited vocational and English education and training is regulated by the Australian Skills Quality Authority (ASQA). ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

Students can contact these government bodies on matters relating to the operations and standards of delivery at The College.

The contact details are given below:

### **Vocational Education & Training Students:**

<b>Governing Body:</b>	<b>Australian Skills Quality Authority (ASQA)</b>
Address:	Level 10 255 Elizabeth Street, Sydney, NSW 2010
Postal Address:	GPO Box 9928, Melbourne, VIC, 3001
Phone Number:	1300 701 801
Website:	<a href="http://www.asqa.gov.au">www.asqa.gov.au</a>

ASQA's functions include:

- registering training providers as 'registered training organisations' (RTOs)
- recommending RTOs as CRICOS providers—providers that can enrol international students
- accrediting vocational education and training (VET) courses
- ensuring RTOs comply with the conditions and standards for registration, by carrying out compliance audits.

ASQA may also collect, analyse and publish information on the VET sector and VET providers.

## **Accommodation and Living Expenses**

An international single student living in Sydney requires approximately AU\$18,600 to \$25,800 for living expenses each year.

**Note: This figure does not include tuition fees.**

Remember that your cost of living in Sydney will vary according to your lifestyle. For example, eating out at restaurants all the time will increase your living costs a lot, as will driving a car (you will have to pay for petrol, registration, maintenance and insurance, as well as the car itself).

Suggested weekly budget (all figures are in Australia dollars and accurate as of 2014):

Accommodation ranges from \$150 to \$350 a week (for a room in a shared house or apartment)

Food costs range from \$70 to \$120 a week.

Public transport costs range from \$30 to \$50 a week. For more information please visit Sydney

Transport [www.131500.com.au/fares/fares](http://www.131500.com.au/fares/fares)

For more information please visit Study in Australia [www.studyinaustralia.gov.au/en/study-costs/living/living-costs-in-australia](http://www.studyinaustralia.gov.au/en/study-costs/living/living-costs-in-australia)

### **Accommodation Options**

**Homestay** services provide an opportunity to stay with an Australian family and experience the Australian culture and lifestyle. If you need Homestay, we ask our students to tick 'yes' on the application form. We will send you the contacts of suppliers of this service for you to make your personal choice and suburb of where you want to stay. Most Homestay is a minimum stay of 4 weeks. For Homestay fees, please see the information sent to you once you request this information from us, or visit our website as these prices are also listed under accommodation tab.

**Hostel accommodation** is a popular option for international students, especially in the first months of their arrival. A small, furnished room is provided with access to a shared bathroom, laundry, lounge and recreational activities. Some hostels also provide computer access. It is recommended that students considering Hostel accommodation options look at two or three properties prior to making a decision. Many hostels are privately run and as such come under the Rooming House Act. Please note, if the student signs a lease, they are covered by the Residential Tenancies Act.

**Apartment/flat** rental varies greatly in cost and conditions. For long term arrangements, it is strongly advised that the student is familiar with the suburb or area. For purposes of bond payment and moving arrangements the student must be available to sign agreements. For this reason international students are advised to secure short term accommodation upon arrival so that flat and apartment hunting may be started after they have settled in and begun to seek out areas they would like to live in.

### **Banking**

It is recommended that you open a bank account soon after arriving. Banks in Australia provide savings and cheque accounts plus a range of other financial services including personal loans, bank drafts and transfer of funds. Exchange of currencies and the purchase of foreign currencies can also be conducted at banks. Travellers cheques can be cashed at banks but you will need to show your passport for identification.

#### **Commonwealth Bank (CBA)**

546 George Street

[www.commbank.com.au](http://www.commbank.com.au)

**Westpac Bank**  
591 George Street  
www.westpac.com.au

### **Opening a Bank Account**

If you have been in Australia for less than six weeks, your passport will be enough identification to open a bank account. If you have been in Australia for more than six weeks, you will need some further identification such as your student identity card. Before choosing a bank and a particular account, you should compare interest rates, bank fees, etc. Some banks do provide student accounts where only government fees are charged.

Most students open an account that has access to an automated teller machine (ATM) via a card. Cash is then accessible 24 hours a day, seven days a week. Most supermarkets and shopping places have facilities to purchase goods with your ATM card, known as EFTPOS facilities.

### **Banking hours**

Banking hours vary, but these are the general banking hours of most banks.  
Monday to Thursday: 9.00am - 4.00pm | Friday: 9.00am - 5.00pm  
Saturday and Sunday: Closed (some banks may open Saturday mornings)

### **Places of Worship**

There is complete freedom of religion in Australia. Most of the world religions are represented in Sydney and have their own places of worship. These can be found in the Sydney White Pages, listed alphabetically under the denomination.

The majority of Australians are Christian, the three largest denominations being Anglican, Roman Catholic and Uniting Church. Smaller Christian denominations include Lutheran, Jehovah's Witness, Seventh Day Adventist and Baptist. Other major religions with a great many adherents in Australia include Judaism, Islam, Buddhism, Hinduism, and Taoism.

If you need assistance in finding your place of worship, please speak to the Student Services Officer and they will be able to help you.

### **Emergency Contact**

For Emergency assistance with Police, Ambulance and Fire Brigade **call 000**  
Emergency Contact for a Manager on behalf of the College call 0438 878 423

### **Emergency and Health Services**

Below are phone numbers you should know:

- **The College Student Services Officers** (02) 8263 1200
- **Police and Ambulance and Fire** 000
- Australian Health Management 1800 888 942
- Department of Immigration and Border Protection 131 881
- Health Services Australia (Medical Examination) (02) 8396 0600
- Public Transport Information Line (Timetables, routes etc) 131 500
- Telephone Directory Service 12455
- International Directory Service 1225
- Lifeline Counselling Service (Telephone Counselling) 131 114
- Translating and Interpreting Service (24 hours) 131 450



**Department of Industrial Relations:**

Wageline 1300 369 945  
Workplace Rights Hotline 1300 737 841  
Employment 1300 369 925

**Human Rights & Equal Opportunity Commission**

Complaints Info Line 02) 9284 9600  
General Enquiries 1300 656 419  
1300 369 711

**Legal**

- International Students Legal Advice Service 9698 7645
- Legal Aid (Sydney Head Office) 9219 5000
- Ombudsman's Office of NSW 92861000
- Combined Community Legal Centres group(NSW) 92127333

**Legal Services**

Listed below are lists of Legal Services available in the Sydney Metropolitan area. This section is relevant to all our students who may require legal advice or solutions.

Legal Aid New South Wales <http://www.legalaid.nsw.gov.au/asp/index.asp>

Combined Community Legal Centres group (NSW) inc. <http://www.nswclc.org.au/clcs.html>

Legal Choice NSW <http://www.legalchoice.com.au/>

**Medical Assistance**

Following are contact details for medical centres, opticians and dentists that are located close to The College.

**Town Hall Clinic**

44 Town Hall Arcade, Sydney NSW 2000  
Tel: (02) 9267 5399

**Town Hall Medical Centre**

Shop 41 Town Hall Square, (Town Hall Station), Sydney NSW 2000  
Tel: (02) 9267 5399

**Information on Sydney**

Listed below are some useful websites with information about Sydney:

Discover Sydney - [www.discoversydney.com.au](http://www.discoversydney.com.au)  
Australian Tourist Commission - [www.sydney.com.au](http://www.sydney.com.au)  
Sydney City Search - <http://sydney.citysearch.com.au/>  
Official City of Sydney Site - [www.cityofsydney.nsw.gov.au](http://www.cityofsydney.nsw.gov.au)  
Lonely Planet - [www.lonelyplanet.com/destinations/australasia/sydney](http://www.lonelyplanet.com/destinations/australasia/sydney)  
Sydney Post - [www.sydneypost.com](http://www.sydneypost.com)  
Tourism New South Wales - [www.tourism.nsw.gov.au](http://www.tourism.nsw.gov.au)  
Sydney Morning Herald - [www.smh.com.au](http://www.smh.com.au)

Sydney transport - [www.sydneytransport.net.au](http://www.sydneytransport.net.au)  
Bureau of Meteorology - <http://www.bom.gov.au/>

## **Counselling**

Counselling provided by our Welfare Counsellor is available to those studying at the College, on matters ranging from private concerns to living issues.

Students can see the counsellor for a variety of reasons. Everyone finds themselves in difficult circumstances at some time in their lives. Sometimes students want to speak to someone who is professional, confidential and separate from family and friends.

### **Reasons to speak with the Counsellor**

If you are having personal difficulties, or just want to talk about:

- Your special needs
- Your disability
- Relationships
- Family issues
- Ongoing problems with anxiety, stress, shyness, depression, low self esteem
- If you need moral support in attempting something challenging

The College will provide access to welfare related support services to assist students at no additional cost to the student. This includes The College counselling services. In some cases, The College counsellor may refer the student to an external provider. This referral will be at no additional cost, however the external provider might have their own service fees and students may have to pay the external provider.

See the Student Services Officers to learn more about the Counselling Services we are offering and to make an appointment.

## **Facilities and Equipment**

Facilities and equipment is set-up, checked and maintained regularly to ensure effective, efficient and safe operation.

Students have access to necessary instructional and assessment facilities, materials and equipment. Training facilities include:

- Adequate acoustics, ventilation and lighting
- Computer labs
- Amenities for coffee and lunch breaks
- Toilet facilities
- Free Wireless Internet
- Student Lounge and Lunch Area

## **Library**

The College has a reference library which has reference textbook and some other additional reference books. The library has PC's available to use. Students can also use the PC's in the classrooms for self study during breaks. These computers are there for students to use.

Students are provided with information to enable them to have access to the State Library of NSW from which they can resource services online through their State Library membership.

## Fees

Please visit our website to see the current fees schedule.

International students are required to sign a written agreement on payment of fees which sets out the services to be provided, fees payable and information about refunds of course money.

The payment of all fees and charges is receipted and dated at the time of payment. Records of fees receipted and dated are maintained and secured.

Please note that any school aged dependants accompanying you to Australia may be required to pay full fees if they are enrolled in either a government or non-government school.

## Text Book Prices

It is recommended to purchase the text books for your course.

Certificate III BSB30115 - 12 units x \$27/unit = \$324 Note: 4 Units are online and 8 units are face to face.

8 units x \$27/unit = \$216

Certificate IV BSB40215 - 10 units x \$30/unit= \$300

Diploma of Leadership & Management BSB51915 - 12 units x \$37/unit = \$444

Advance Diploma of Leadership & Management BSB51015 = 12 units x \$37/unit=\$444

It is recommended for students to purchase the Student Guides through the college, Accounts Department on Level 1, 499 Kent St, Sydney. For more information please contact [info@lloydscollege.nsw.edu.au](mailto:info@lloydscollege.nsw.edu.au)

Additional charges will be added for a number of services as listed below:

Service	Fee
Replacement ID card	\$10
RPL Assessment (only available <u>prior to the start date</u> )	\$250
Change of Class fee (VET only)	\$80
Enrolment cancellation fee charged if after commencement	\$500
Replacement Diploma /Certificate / Statement of Attainment	\$115 if within 5years
Replacement Diploma /Certificate / Statement of Attainment	\$250 if 5 to 15 years
Replacement Diploma /Certificate / Statement of Attainment	\$500 if 15 to 30 years
If fees are overdue, students are in fact no longer enrolled, and may have their CoE cancelled as in breach of visa conditions "Student has not paid fees"	A \$100 late fee will apply
Unit submission 1 <sup>st</sup> time after submission date is closed	\$250/unit
Re-assessment 2 <sup>nd</sup> time	\$250/unit

All amounts are in Australian dollars (AUD)

## Cancellation and Refund Policy

1. The Enrolment Fees and Airport Pick-Up Fees are non-refundable whether you complete your course or not.

2. A \$500 fee is payable for administering course cancellation after course commencement
3. Where a student has cancelled prior to commencement a fee of \$150 is charged for processing the refund, except in visa rejection cases.
4. An administrative charge of \$100 is made to vary an application e.g. Change of Start Date, Change of Course
  - If your application for a visa to study in Australia is rejected before the commencement date of the course and the College receives notification in writing and a copy of the Australian Embassy rejection letter a full refund of all pre-paid tuition fees, minus the lesser of \$500 or 5% of the total prepaid tuition fees will be paid. If you commence a course at the College and subsequently your visa application is rejected, a refund of the portion of tuition fees which you have paid but for which tuition has not yet been received will be paid. Proof of refusal letter must be provided no later than 4 weeks after refusal date, otherwise normal cancellation fees may be charged.
1. Student Default: No refund will be made if a student:
  - has given false or misleading information
  - fails to comply with the conditions of enrolment at the College
  - is in breach of their visa requirements as imposed by the Australian Government
  - withdraws after the commencement date of the course
2. Tuition fee refund: If you give written notice of your intention to withdraw from a course
  - 40 days or more before the commencement date, tuition fees will be refunded less a cancellation fee of 15%.
  - more than 5 days before the commencement date, tuition fees will be refunded less a cancellation fee of 30%.
  - less than 5 days before course commencement date, tuition fees will be refunded less a cancellation fee of 45%.

### **Refund procedures:**

You must complete the Refund Application Form.

Your refund will be processed within 4 weeks of receipt of your completed refund application if it includes all the required documents. A written statement will be provided to the student to explain how the refund is calculated.

3. Where 2 or more courses are packaged, the conditions apply to all elements. Note that for packaged courses the course start date is taken to be the start date of the first course.
4. **Commencement of the course is defined as the course start date recorded in the first Application form** submitted by the student or agent and not subsequent changes to the starting date.
5. All refunds will attract an administration charge of \$150.00, except for visa refusal. **Proof of refusal must be provided no later than 4 weeks after the refusal date, otherwise normal cancellation fees will be charged.**
6. Course and other Fees are not transferable to another student or institution but may be transferred to another course within the College at the discretion of the College.

7. Any approved refunds are made payable to and sent to the student or his/her agent, in the country of origin as applicable in Australian dollars.
8. Bank charges are deducted for refunds made by bank draft or electronic transfer.
9. Provider Default: In the unlikely event that The College is unable to deliver your course in full starting from the agreed date, you will be offered a full refund within 2 weeks after the default date.
10. Fees for services paid to education agents by students are not covered by this refund policy.
11. This refund policy applies to all tuition fees paid to the College and includes any tuition fees paid to an education agent to be remitted to the College.
12. All refund considerations will be strictly limited to the monies paid, which The College has received from the student as tuition fees only i.e. exclusive of all non-refundable fees and agents' commission (whether this commission was deducted before or after student payment to The College).
13. This policy does not remove the right of the student to take further action under Australia's Consumer Protection Laws [http://www.australia.gov.au/Consumer\\_Protection](http://www.australia.gov.au/Consumer_Protection)

## **Academic Information**

### **Competency Based Training**

Competency based training is a structured approach to training and assessment that is directed toward achieving specific outcomes. It is about assisting individuals to acquire skills and knowledge so they are able to perform a task to a specified standard under certain conditions. In competency based training, the outcomes to be achieved are clearly stated so that students know exactly what they have to be able to do, trainers know what training or learning is to be provided and organisations know the skill levels required of their people. The emphasis in competency based training is on "performing" rather than just "knowing".

A competency is defined in terms of what a person is required to do (performance), under what conditions it is to be done (conditions) and how well it is to be done (standards).

In the Australian context a broad definition of competency has been adopted that includes four aspects of work performance.

**Task Skills**

Being able to perform individual tasks

**Task Management Skills**

Being able to manage a number of different tasks within the job

**Contingency Management Skills**

Being able to respond to irregularities and breakdowns in routine

**Environment Skills**

Being able to deal with the responsibilities and expectations of the work environment

*A competency is much more than just a description of a work task or activity. It encompasses measures of the competency and addresses the knowledge, skills and attitudes required for a person to perform a job to a required standard.*

**Introducing Competency Based Assessment**

This section provides an introduction to assessment, specifically assessment of competence.

**What is competence?**

In vocational education and training, people are considered to be competent when they are able to consistently apply their knowledge and skills to the standard of performance required in the workplace.

**How do we know someone is competent?**

We know whether someone is competent after completing an assessment that verifies that all aspects of the unit of competency are held and can be applied in an industry context. Just as a learner-driver must demonstrate they can drive a car by actually taking the examiner for a drive, so too must learners demonstrate competence by undergoing an assessment process. Assessment may involve a variety of assessment methods.

**What standards are candidates assessed against?**

In order to assess whether a candidate is competent, they are judged against competency standards (often called benchmarks) developed by the industry. A competency standard is comprised of individual units of competency that include the essential information needed to assess a candidate.

To gain a formal qualification (e.g. a Certificate III or a Diploma), individuals have to be competent in a specified group of units of competency. Information on the qualifications and relevant units of competency are outlined in accredited courses or Training Packages. Training Packages consist of competency standards, information on qualifications and assessment guidelines to assist trainers and assessors.

**What is competency based assessment?**

Competency based assessment is the process of collecting evidence and making judgments on whether competence has been achieved. This confirms that an individual can perform to the standard expected in the workplace as expressed in the nationally endorsed competency

standards where they exist or on competency standards developed by relevant industry, enterprise, community or professional groups (or outcomes of accredited courses if there are no relevant nationally endorsed competency standards).

### **What sort of evidence is collected?**

Evidence collected may be direct such as observation of workplace performance, indirect such as formal testing, or supplementary such as references from employers.

Evidence is used by an assessor to make a judgment about whether the candidate is competent.

It is the responsibility of the assessor to determine what and how much evidence is required to make the assessment judgment. Training Packages provide guidance on the types of evidence required, and further advice may be gained through moderation and industry consultation.

Source: Guidelines for assessing competence in VET (2nd Ed) 2008 Department of Education and Training WA

### **Recognition of Prior Learning**

If you believe you already have the skills and knowledge required to demonstrate competency you can request Recognition of Prior Learning (RPL). It does not matter whether you acquired your skills and knowledge through formal learning, work experience and/or life experiences.

To request RPL you will need to:

- Read the course outline and talk to the Academic Manager if there is anything you need explained.
- Collect and complete the Request for Recognition of Prior Learning form from the office.
- Check your skills and knowledge for each unit of competency. Collect your evidence to show your competence. Your evidence must be valid (as described in the unit of competency), sufficient (enough), current (up-to-date) and authentic (your own work).
- List the types of evidence you have for each unit of competency.
- Present your evidence and the list of evidence to the Academic Manager for assessment.

The assessor may ask you to undergo a challenge test. You will be provided with a written report on the outcomes of assessment of your application for RPL which you will be required to counter sign. This report will be filed in your personal file. You must pay the cost for an RPL.

Where RPL is granted the College will notify DIBP and provide, where possible, meaningful learning activities for the student for the resulting change of the course duration ensuring a full-time 20 hr per week load.

### **National Recognition**

The College recognises relevant AQF qualifications and / or Statements of Attainment issued by any other RTO. We reserve the right to verify the authenticity of such documents as required and to determine the currency of the units of competency indicated on the testamur.

## **Course Credit Transfer**

Australian Qualifications and Statements of Attainment that have been issued by any other Registered Training Organisation (RTO) will be recognised by the College and students will not be required to complete these units again. To apply for Credit Transfer students must be able to present their original Qualification or Statement of Attainment or certified copies, with national codes and titles that match the current course in which a student is enrolled.

Students may also apply for Credit Transfer for other units undertaken elsewhere and have these units count towards the qualification, where these units are applicable.

## **Academic Course Progress Policy**

1.1 The college monitors, records and assesses the course progress of each student for the course in which the student is currently enrolled.

1.2 The college assesses each student's progress at the end of each compulsory study period ( a 10-week term)

1.3 Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period. The college defines course requirements for each study period and identifies when a student has not passed or demonstrated competency in 50% or more of the course requirements. The course requirements for each study period are made clear to the student at the start of the course.

1.4 The college has an intervention strategy for any student who is not making satisfactory course progress. It is available to staff and students and specifies:

- procedures for contacting and counselling students;
- strategies to assist identified students to achieve satisfactory course progress; and
- the process by which the intervention strategy is activated.

1.5 The intervention strategy includes 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 or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
- advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DIBP.

1.6 At the end of each compulsory study period, students must be assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy as outlined in 1.4 is implemented. The intervention strategy is activated within the first four weeks of the following study period.

However, if the college identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, the college might implement its intervention strategy as early as practicable. In this case, after the first of the two 5-week blocks in a term.

1.7 If a student is identified as not making satisfactory course progress in a **second consecutive compulsory** study period in a course, the college notifies the student of its intention to report the student to DIBP for unsatisfactory progress. The college does this through the written notice described in 1.8.

1.8 The written notice (of intention to report the student for unsatisfactory progress) informs the student that he or she is able to access the registered college's complaints and appeals process under Standard 8 and that the student has 20 working days in which to do so. A student may appeal on the following grounds:

- college's failure to record or calculate a student's marks accurately,
- compassionate or compelling circumstances, or
- college has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

1.9 Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.

- If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), the college does not report the student, and there is no requirement for intervention.
- If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through the college's intervention strategy, and the college does not report the student.
- 

1.10 Where:

- the student has chosen not to access the complaints and appeals processes within the 20 working day period,
- the student withdraws from the process, or the process is completed and results in a decision supporting the registered college (ie. the student's appeal was unsuccessful) the registered college notifies the Secretary of the Department of Education through PRISMS as soon as practicable of the student not achieving satisfactory course progress.

### **Reporting students for unsatisfactory progress**

- Reporting a student for unsatisfactory course progress occurs only when the student has been identified as not making satisfactory course progress in two consecutive compulsory study periods, and the student has not made a successful appeal against this assessment.

- Course progress in a non-compulsory study period is to be disregarded when considering whether there has been unsatisfactory progress in two consecutive compulsory study periods.
- If a student is identified for a second, but not consecutive, study period as not making satisfactory course progress, the college does not report the student for unsatisfactory course progress.
- the student is reported through PRISMS within 5 days of finalising the decision to report

### **Compassionate or compelling circumstances**

Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring their emergency travel and this has adversely affected their studies
- a traumatic experience which could include but is not limited to:
  - involvement in or witnessing of an accident or
  - a crime committed against the student or
  - the student has been a witness to a crime and this has affected the student (these cases should be supported by police or psychologists' reports).

When determining whether compassionate or compelling circumstances exist, the college considers documentary evidence provided to support the claim. The college keeps copies of these documents, together with a record of why the decision was made, in the student's file.

### **Conduct of Assessment**

Assessment is conducted in accordance with the National Assessment Principles. Assessment is competency based against the standards outlined in the units of competency in the Business Services Training Package qualifications. It includes:

- assessment to determine your training needs
- assessment during the training to judge how you are progressing
- assessment of performance at end of the units of training
- recognition of prior learning or recognition of current competency

Assessment involves the collection of sufficient evidence to demonstrate you are competent. This may include:

- Measurement of products you have made or services you deliver
- Observation of processes you carry out
- Measurement of your knowledge and understanding

- Observation of the attitudes you demonstrate.

Assessment methods may involve you in:

- Demonstrating your skills
- Answering written and/or oral questions
- Participating in group discussions
- Developing a portfolio of work
- Making oral presentations to the group
- Participating in a role play
- Completing a project
- Completing a written test

The outcomes of assessment are *Competent (C)* or *Not Yet Competent (NYC)* or *Did Not Submit (DNS)*. If you are assessed as *Not Yet Competent* you can request a re-assessment.

You will be given feedback on the outcome of each assessment by your trainer/assessor. During the course your individual assessment results are maintained by your trainer/assessor.

### **Assessment Appeals**

If you are dissatisfied with a *Not Yet Competent* decision you can appeal the decision. This involves speaking to the assessor within 10 days of receiving the assessment result and feedback and requesting a review of the evidence.

The Academic Manager may organise a re-assessment and depending on the circumstances this may be with an independent assessor.

If it is necessary for you to repeat a unit of competency because you have been deemed Not Yet Competent you may do so only once during the period of study for the course.

### **Punctuality**

Punctuality dramatically affects your understanding of the class material. All trainers/assessors are expected to provide an overview at the beginning of the lesson, so that you have some appreciation of the context of the material being presented. If you are late you will miss this crucial information.

Students who arrive late are also a distraction to all the other students in the class and this affects the communication of ideas. In addition, trainers/assessors often have to waste time going over material a second or third time, which detracts from the quality of the teaching they can offer to students who made the effort to be in class on time. Make sure you allow enough time to get to the College when planning your travel.

### **Medical Certificates**

If you can't attend college because you are sick you must get a valid medical certificate **from a Doctor**. This document will state the reason for your illness and the dates you are unable to attend college.

You must take this certificate to your student services officer who will copy it and keep it in your student file. We will record the details on our student data base.

### **Student Surveys**

As part of our continuous improvement procedures you will be asked to complete a Student Satisfaction Survey. This is your opportunity to provide us with feedback on the course, the trainers and assessors, the course administration, the training facilities, the training activities, resources and materials and the assessment procedures. Your comments enable us to check that your expectations are being met and to improve our services.

### **Issuance of Qualifications**

On successful completion of all units of competency you will be issued with a qualification. If you do not complete the entire course of study a Statement of Attainment will be issued for successful completion of individual units of competency.

### **Change of Class**

A student cannot transfer from one class to another without a valid reason. If a student needs to change class, he/she must complete Change of Class form available at the Student Services desk. Students can only change class subject to availability and approval. A charge of \$80 will be applicable. All Class change requests are approved by the Academic Manager. Class changes can only occur on scheduled intake dates.

### **Students Must Remain with One Education Provider**

Students must remain with the education provider with whom they originally enrolled for at least the first 6 months of their principal course. A transfer will only be allowed in exceptional circumstances. Where a student undertakes a preparatory course prior to commencing their principal course they must complete **the preparatory study and 6 months of the principal course before changing the provider.**

### **Transfer Between Providers Policy**

Students must complete six months of their principal program of study (except under exceptional circumstances) before changing providers in accordance with the Standard 7 of the National Code 2007 of the ESOS Act.

### **Transfer applications to the College.**

Where the student has not completed 6 months study of their principal course, students must provide a release from the institution where they are current enrolled. The student may however be provided with a "conditional" Letter of Offer.

Students seeking to transfer from another provider within the first six months of their program are able to do so only in the following special circumstances:

- The original registered provider has provided a written release
- 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.

Students of another provider seeking to transfer to the college will be required to provide evidence of one or more of the above circumstances with their application to be enrolled at the college.

Where a satisfactory "release" is not provided, the application process is pending until it can be re-activated once the 6 month period has passed.

*Note: In the very rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no release is required.*

### **Transfer applications out of the College - application for a release**

Students who have completed less than six months of their principal course with the college may transfer to another provider only if they are provided with a release by the college. A student who wishes to request a transfer to another provider should make a request by completing an early leave from study form available from the reception desk and submitting it to the Student Services Officer.

- The form must be accompanied by an offer letter from another provider. The outcome of the application for a release will be available to the student within 10 working days.
- Each successful student request of transfer to another provider is recorded in the cancellation registry.

### **Circumstances in which a transfer will be granted**

The Academic Manager will only allow a student to transfer to another RTO in exceptional circumstances where it is considered in the best interest of the student, academically and personally and where it can be demonstrated that the student:

- has not commenced their principal program
- has a realistic and accurate understanding of what the transfer represents to their study options
- The registered provider has ceased to be registered, or the course in which the student has enrolled has ceased to be registered.

Exceptional circumstances in this context are defined as circumstances in which the student can provide evidence that continuation or enrolment at the college would be to the detriment of the student's emotional or physical well-being such as compassionate and compelling circumstances.

#### **Acceptance:**

Once a Release is provided:

- It will be at no cost to the student.
- An entry will be made in the cancellation register, and termination of studies will be reported through PRISMS
- The student will be advised of the need to contact Department of Immigration to seek advice on whether a new student visa is required.
- A copy of the release will be filed in the student's admin file accompanied with a completed copy of the early leave from study form.

### **Circumstances in which transfer will not be granted**

A request for a release to allow a student to transfer to another provider may be refused for the following reasons:

- The student has not made satisfactory academic progress and is seeking a transfer to avoid being reported via PRISMS
- has not attended the course as required and is seeking a transfer to avoid being reported via PRISMS
- the student owes course fees to the college

- exceptional circumstances relating to the welfare of the student have not been demonstrated
- the proposed transfer may be considered detrimental to the student's welfare or personal safety

**Refusal:**

- The student will be sent a letter of refusal of release which contains details of the outcome of the application, including that the student has 20 working days to appeal, using the college complaints and appeals process.

**Change of Enrolment**

It is important for students to inform the College of any changes in their enrolment. If you wish to defer or withdraw from your course there is a formal procedure you must follow. Please contact Student Services/Student Administration for further information. For information on how this will affect your tuition fees please refer to the Refund Policy in this Handbook.

**Leave of Absence, Deferral of Studies, Course Suspension**

Leave of absence, deferral of studies and course suspension by international students is permitted only in compassionate or compelling circumstances such as serious illness, death in the family or for some other reason. Students will be required to provide evidence of the compassionate or compelling circumstances. Students who require a Leave of Absence must apply for it with the Student Services Officer. A Leave of Absence application will be assessed by the Academic Manager. To make sure that the application for a Leave of Absence is not delayed, please follow the process:

- Complete the application and hand in to the Student Services Officer with the supporting evidence for your application (must be compassionate or compelling circumstances).
- Make sure your fees are paid up until your return date.

Student Services Officer will contact you within a week to let you know about the progress of your application. If necessary, the Academic Manager might request a meeting with a student or refer the student to the Group Welfare Counsellor.

If your Application for a Leave of Absence is approved the Department of Immigration and Border Protection (DIBP) is informed. Please be advised that approved Leave of Absence does not guarantee that your student visa will not be cancelled upon leaving the country; therefore check with DIBP before you leave.

If the Application is declined the student is able to access the internal appeals process. The Student Services Officer can explain this procedure.

**Visa Information for International Students**

**Visa and Immigration Requirements**

Overseas students should be aware that visa and immigration regulations are very complex and vary depending on the nationality of a student and his or her particular individual circumstances. Students are encouraged to visit the Department of Immigration and Border Protection (DIBP) website [www.immi.gov.au](http://www.immi.gov.au) for information.

## **Conditions of Your Student Visa include:**

### **Valid Student Visa throughout Your Studies**

International students must have a valid student visa for the duration of their studies in Australia. Students will only be issued with a student visa for study in Australia if they seek to undertake a full-time course (20 hours per week) that is accredited and registered by the Australian Government. Students must satisfy visa requirements and comply with a number of visa conditions for attendance and academic performance, which come into effect after they have entered Australia. It is important to comply with these visa conditions. All students must provide correct contact details (including address, mobile number and email) to the college. All students must update their contact details with the college within seven days of change. Under The Education Services for Overseas Students Act 2000 (ESOS Act), the college will contact the students regularly for verifying the contact details.

### **Full-time Enrolment**

International students on a student visa must enrol in full-time study (20 hours per week). Students must maintain a minimum of 80% attendance of all scheduled classes for each term.

### **Overseas Student Health Cover (OSHC)**

All international visitors to Australia under a student visa are required by law to have Overseas Student Health Cover (OSHC). Students are required to pay for this cover prior to arriving in Australia. Students are covered by the OSHC from the day they arrive in Australia, until the end date of their visa.

- On enrolment all international students must pay a fee for health insurance in accordance with the length of their course.
- You can arrange the Overseas Student Health Cover yourself, or the college can assist you with various health providers.

### **Critical Incident Information**

In the event of a critical incident, the College recognises that appropriate infrastructure must be in place to ensure the provision of all necessary support services.

This document outlines the College policy, support mechanisms and procedures for managing a critical incident.

A critical incident is defined by the National Code (under Standard 6) as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'.

Critical incidents are not limited to, but could include:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, and drug or alcohol abuse.

Non life threatening events could still qualify as critical incidents.

The Educational Services for Overseas Students Act requires the college to notify Department of Immigration via PRISMS as soon as practical after the incident. In the case of a student's death or other absence affecting the student's attendance, the incident will be reported via the Provider Registration and International Student Management System (PRISMS).

When an international student dies or sustains serious injury, the College may be required to assist the student's family.

### On-campus Incidents

If the critical incident is on campus and involves death, serious injury or a threat to life or property, the Academic Manager, the PEO and Welfare Counsellor are informed immediately.

### Off-campus Incidents

If the critical incident involves a student or staff member and is off-campus, the person receiving the information must immediately contact the Emergency contact number of 0438 878 423 and the Academic Manager who will communicate to other staff as appropriate. The emergency contact is available 24/7.

## **Working in Australia**

The student visa allows a student to work up to 40 hours per fortnight during the study term and full time during College term breaks. Australia provides good opportunities for part time and casual work. Rates of wages may range from AUD\$15 to AUD \$20 per hour for casual work depending on the job.

If your student visa was granted after 26 April 2008 you will receive the permission to work with your visa grant. You don't need to apply for it separately. The College will notify the Department of Immigration electronically that you have commenced your course. This will be done within one week of your study commencement.

Student visa holders have conditions placed on their ability to engage in paid work. There will be restrictions on the number of hours you are allowed to work.

In order to work in Australia you need to have a Tax File Number.

For a Tax file number you should apply online at [www.ato.gov.au](http://www.ato.gov.au)

## **The College's Responsibility regarding Visa Violation**

One aspect of the obligations on registered providers is to keep records of each accepted student (Point 21 of the ESOS 2000 Act) and to notify the appropriate agency when students breach their student visa condition. The ESOS (2000) Act, Point 20 states:

'A registered provider must send an accepted student of the provider a written notice if the student has breached a student visa condition relating to attendance or satisfactory academic performance. 'Students will have 20 working days from the date of the notification to appeal.

When a student has been identified as violating visa conditions the College is obliged to report them via the Department of Education and Training database PRISMS. A notification letter automatically prints off the system for certain violations. A letter is sent to the student.

## **DIBP Contact Information**

Website: [www.immi.gov.au](http://www.immi.gov.au) | Telephone: 131 881

Sydney office

Ground Floor, 26 Lee Street, Sydney NSW 2000

Counter hours: Mon-Fri 0900-1600 (Wed 0900-1330)

## **Department of Education and Training**

The official Australian Government website for advice on studying in Australia is [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)

The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) website is the official Australian Government website that lists all Australian education providers to offer courses to people studying in Australia on student visas and the courses offered is <http://cricos.education.gov.au/>

Comprehensive information on the ESOS Act 2000 and the National Code 2007 is at: <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

### **Legislative and Regulatory Requirements**

The College is bound by and operates within the following legislative and regulatory requirements:

- Standards for NVR Registered Training Organisations 2011
- Work Health and Safety Act 2011
- Workers Compensation Act 1987
- Anti-Discrimination Act 1977
- Education Services for Overseas Students Act 2000
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007
- Privacy and Personal Information Protection Act 1998
- Copyright Act 1968

Copies of these are located in the main office and you can request access to them at any time or you can access them online at [www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au)

The College notifies all students of legislation and any changes in the student handbook.

### **Standards for NVR Registered Training Organisations 2011**

These Standards are to ensure nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training (VET) system.

### **Work Health and Safety Act 2011**

The College guarantees to meet its duty of care to staff, students and visitors by providing a healthy and safe environment in which to study.

Emergency evacuation procedures will be explained to all students during the orientation.

No Smoking is allowed in any area of the College. If you wish to smoke you must leave the premises.

A First Aid Kit is located in the front office.

*You are responsible for:*

- always conducting yourself in a safe and healthy manner.
- ensuring the prevention of injury and disease to yourself, your trainers and your fellow students.

- identifying and reporting to your trainer any possible hazards from equipment, facilities and the environment.
- refraining from smoking
- refraining from drinking and/or eating in the classrooms.

### **Anti-Discrimination Act**

The College is committed to providing a fair and equitable College for its students and visitors. Any discrimination or harassment of staff, students or visitors because of their sex, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, sexual preference or age will not be tolerated.

You are responsible for:

- ensuring non-discriminatory or harassing behaviour at all times to other students, staff or visitors to the College.
- reporting any discriminatory behaviour or harassment to your trainer.

### **Equal Employment Opportunity**

Staff turnover at the College is very infrequent. However, should the need arise to recruit additional staff the principles of EEO will be implemented.

The College is committed to its staff remaining up-to-date with current trends in the industry and in training and assessment. Staff members are encouraged to identify their training needs and to negotiate arrangements for addressing these needs.

### **Access and Equity**

The College provides equal access to training and delivery services for local and international students. Where possible, we conduct flexible training to meet specific needs of individual students.

The student enrolment form requires students to self-assess their English language capabilities and to indicate any special needs for the course. If a student with a disability meets the essential entry requirements, the College will make reasonable adjustments necessary for that person to perform their course-work. This involves:

- thorough consideration of how an adjustment might be made
- discussions with the student
- consultation with government agencies or organizations that represent or provide services to people with a disability

Our trainers will implement the learning support strategies to assist you in achieving the required competencies. However, students with learning difficulties beyond our areas of expertise are referred to external specialist agencies.

Recruitment to the College is carried out in an ethical manner in accordance with Access and Equity principles.

Your trainers will:

- recognise the cultural diversity of all students
- ensure equal treatment of all students
- encourage full participation and assisting all students to achieve course outcomes
- provide equal access to resources
- refer students with specific learning problems to appropriate agencies

### **Privacy and Personal Information Protection Act 1988**

The College complies with the Privacy and Personal Information Protection Act 1988 which provides guidance on the collection, storage, use and disclosure of personal information. The College will not disclose information about you to anyone outside the College without your written consent. Your student records are confidential and available to you only and on request.

Accurate and up-to-date student personal records including contact details, fee payments, attendance, assessment outcomes and qualifications issued are kept secured in a locked cabinet.

Students are able to request access to their records however if a student is unable to be present at the College they must apply in writing providing evidence of their identity.

Students should be aware that the College is obliged to provide information to the Australian Government and designated authorities. This information includes student personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach of a student visa condition.

**Please Note:** All Students have the right to 'Opt Out' or cancel the consent form they have signed to use their image for advertising at any time. The form to opt out is with the reception desk.

### **Copyright Act 1968**

Under the Copyright Act 1968, the College must seek and gain permission from the copyright owner for the use of published works, academic texts, journals, reports, research papers, newspaper articles, photographs, illustrations, graphs and promotional images to support the teaching/learning and assessment process.

### **ESOS Act 2000, ESOS Regulations 2001 and the National Code 2007**

The provision of education and training for international students studying in Australia is regulated by the Commonwealth legislation administered by the Commonwealth Department of Education and Training and the National Code [www.education.gov.au](http://www.education.gov.au)

All States and Territories of Australia operate within this legislative framework. Its purpose is to protect the interests of people coming to Australia on a student visa by providing them with tuition and financial assurance. The ESOS Act also ensures a nationally consistent approach to the approval of providers on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

The College complies with the ESOS Act, ESOS Regulations and the provisions of the National Code and is listed on CRICOS.

Our Code of Practice outlines the ethical manner in which we operate.

### **Student Responsibilities**

While you remain a student at the College it is your responsibility:

- To attend class regularly and punctually
- To advise the College of any absences
- To keep the College informed of your address and other contact details at all times whilst in Australia
- To conduct yourself in a safe and healthy manner.
- To behave in a manner, this prevents injury and disease to you, your trainer and fellow students.
- To identify and report to your trainer any possible hazards from equipment, facilities and the environment.
- To comply with and assist in the College's emergency procedures.
- To refrain from smoking anywhere in the College building
- To refrain from drinking and/or eating in the classrooms.
- To comply with the Assessment Information outlined in the Student Handbook
- To register complaints, disputes or grievances with your trainer.
- To ensure you do not engage in any discriminatory or harassing behaviour at all times to other students, staff or visitors to the College.
- To report any discriminatory behaviour or harassment to your trainer,
- To refrain from unacceptable behaviour including the use of bad language, alcohol and drugs
- To refrain from the use of devices this may disrupt classes' e.g. mobile phones

Students who choose not to comply with the Student Responsibilities will be given a verbal warning in the first instance, a written warning in the second instance and dismissal in the third and final instance. In this instance no course fees will be refunded.

Where a student's behaviour is considered to be extreme the Academic Manager has the right to dismiss the student without notice. Examples of extreme behaviour may be, but are not limited to, being under the influence of alcohol, being in possession of illicit drugs, using abusive language to trainer and/or fellow students.

Where an international student's extreme behaviour results in their dismissal from the College, DIBP will be notified immediately