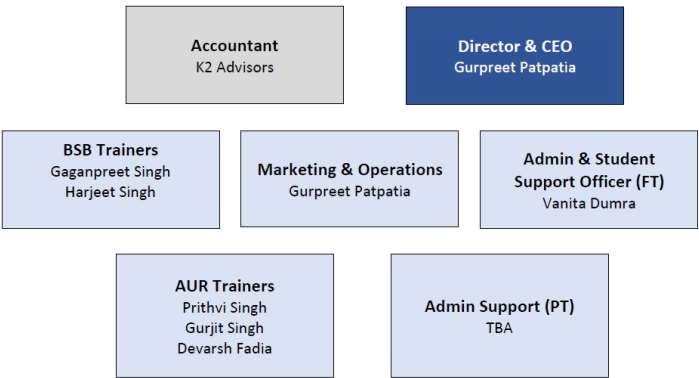




Student Handbook

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WELCOME	
Introduction	<p>Welcome to our RTO</p> <p>We are a registered training organisation that offers Nationally Recognised Training. Our courses are nationally recognised training packages providing high-quality training that meet the Australian Qualification Framework (AQF) standards.</p> <p>We dedicate ourselves to providing quality training and assessment for students who wish to gain a formal qualification—our training delivery conducted by passionate people who currently work in the industry.</p> <p>This Student Handbook provides important information regarding an overview of our key policies and procedures to assist you. These policies and procedures developed to guarantee you consistent quality throughout your training and assessment with us</p> <p>See organisation structure below</p> <div style="text-align: center;">  <pre> graph TD K2[Accountant K2 Advisors] --- CEO[Director & CEO Gurpreet Patpatia] CEO --- BSB[BSB Trainers Gaganpreet Singh Harjeet Singh] CEO --- MO[Marketing & Operations Gurpreet Patpatia] CEO --- ASO[Admin & Student Support Officer (FT) Vanita Dumra] BSB --- AUR[AUR Trainers Prithvi Singh Gurjit Singh Devarsh Fadia] ASO --- ASPT[Admin Support (PT) TBA] </pre> </div>
Code of Practice	<p>Our commitment to you</p> <p>We value all our student and our relationship with our clients. We strive at all times to demonstrate ethical behaviour and standards in all our dealings.</p>
Aims and Objectives	<ul style="list-style-type: none"> • We are committed to providing high quality, exciting training relevant to learners, employers and industry. • We aim to make every training participant feel welcome and ensure they receive the maximum benefits from our training services. • Recognise and accept AQF Qualifications and Statements of Attainments issued by all other Registered Training Organisations. • Maintain a friendly and helpful; approach to students/clients. • Uphold all legislation and comply with all regulatory requirements relevant to the operation of our organisation. • Provide services that are efficient and consistent through continuous improvement planning incorporating student/client staff feedback. • Quality training and assessment trained staff and resources of a high standard. • Endeavour to ensure that no learner is unfairly disadvantaged. Fairness includes making reasonable adjustments to the training environment, resources, and delivery and assessment strategies to accommodate learner needs. • Market services accurately and professionally • Offer skills recognition (RPL) as an assessment option to all of our clients • Recognise nationally recognised units of competency and award credits as applicable • Ensure training is appropriate to student/client needs by continual review of scope and delivery • Take reasonable care to look after the health and safety of others • Respect the privacy and confidentiality of clients and client information. • Welcome and actively seek client feedback as the basis for continuous improvement of our systems, resources, and services. • Provide a fair and equitable process through which clients/candidates can appeal assessment decisions. The complaints and appeals process detailed in our complaints and Appeals Procedure. <p>For more information on any of the provisions in our Code of Practice, please contact our trainer.</p>

Selection process and declaration	<p>We are committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SNRs 2015) and CRICOS standard (national code 2018). As such, we are required to comply with relevant Commonwealth, State and Territory laws, ESOS ACT regarding and including anti-discrimination and equal opportunity. We are committed to providing the best practice, professional products and services to its clients and acknowledges it can only succeed in this with effective and efficient quality processes.</p> <p>The purpose is to provide fair and equitable process for client enrolment and ensure clients are provided with accurate and sufficient information about the RTO, its services and performance to prospective and current clients to enable them to make an informed choice about their enrolment and chosen course/qualification with a quality provider.</p> <p>We are committed to ensuring all clients enrolling on courses/qualifications are treated fairly and equitable, and are clearly informed of the enrolment process, conditions, details regarding their chosen course, rights and obligations.</p> <p>We will provide prospective and current clients with advice regarding relevant training products to meet their needs, taking into account the individual existing skills and competencies. Current and prospective clients are provided with all relevant training and assessment information regarding the RTO, training and assessment products and its services, so that they may make informed decision about undertaking training and assessment. This will be prior to enrolment or the commencement of training and assessment, whichever comes first</p>
Underpinning Principles	<p>We provide accurate, relevant, and up-to-date information to clients and prospective clients before enrolling or commencement of training and assessment regarding their training and assessment options to make informed choices regarding their learning needs.</p> <ul style="list-style-type: none"> We maintain an up-to-date website with full client information www.woodstock.sa.edu.au Course flyers have been developed for each training product and are available to all current and prospective clients. <p>All information provided to current and prospective clients:</p> <ul style="list-style-type: none"> All marketing accurately represents the services provided and training products on the scope of registration; Refers to another person or organisation only if that person or organisation has given consent; Includes the NRT logo only per the conditions of use specified in Schedule 4 of the Standards for RTOs 2015; It makes clear where a third party is recruiting prospective learners for the RTO on its behalf; Distinguishes when the delivery of training and assessment on behalf of another RTO Distinguishes when training and assessment is being delivered on its behalf by a third-party provider; Distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification from any other training or assessment provided by the RTO; Only advertises non-current training products while they remain on the scope of registration; Only markets or advertises licensed or regulated outcome where the industry regulator has confirmed this in the jurisdiction in which it's advertised
Our RTO does NOT guarantee that:	<p>A student will complete a training product.</p> <p>Training products finished in a manner that does not meet the learning and assessment strategy and training package requirements.</p> <p>A student will obtain a particular employment outcome where this is outside the control of us</p>
Client/Student information	<p>We provide clear information:</p> <p>Before enrolment or the commencement of training and assessment, whichever comes first, we provide, in print or through referral to an electronic copy email address, current and accurate information that enables the learner to make informed decisions about undertaking training. At a minimum, the information provided to clients and prospective clients will include, but is not limited to:</p> <ul style="list-style-type: none"> RTO code/CRICOS Number; Course outcomes and pathways; Training products offered; including services, course content and vocational outcomes, as per the scope of registration; Complete code, title and currency of training product, as published in the national register; The estimated duration of the course; Expected course location/s; Training and assessment arrangement, including modes of delivery available; Enrolment and selection processes;

- Name and contact details for third party providers; (if applicable)
- Work placement arrangements (as relevant);
- Workplace suitability
- obligations to the client, including quality assurance;
- Certification;
- Fees, including deposits, payment options and duties (specifically under government subsidy and financial support arrangements [as applicable] and exemptions (where applicable);
- Refund policy and processes;
- Provision for language, literacy and numeracy assistance and support;
- Educational and support services;
- Legislative and occupational licensing requirements (as relevant), Industry licences or regulated outcomes (relevant to course offerings);
- Flexible learning and assessment options;
- Appeals and complaints procedures;
- Recognition of prior learning and Credit transfer arrangements;
- Participant responsibilities and expected standards of behaviour;
- Third-party provider obligations and assurances;
- Materials and resources to be provided by the client.
- any requirements we require the learner to meet to enter and complete their chosen training product, and
- any materials and equipment that the learner must provide, and
- information on the implications for the learner of government training entitlements and subsidy arrangements concerning the delivery of the services (if applicable).
- RTO Provider obligations, student obligations, Third-party obligations and employer obligations (if applicable)
- Client support;
- Course resource requirements (additional or supplied).

Information packs provided includes:

- Code, title, the currency of training product
- Duration
- Location and mode of delivery
- Support services reference
- Work placement requirements (if applicable)
- Required minimum work hours (if applicable)
- Pre-training review (workbook)
- advice about the training products appropriate to meeting your needs, taking into account the individuals existing skills and competencies and capability to complete the course.

LLN testing – meeting the required predetermined ACSF level (refer to information pack and LLN testing predetermined levels)

RTOs obligations

Quality of the training and assessment in compliance with the Standards issuance of AQF certification documentation.

Informing learner as soon as practicable any changes to agreed services (third party arrangements or change in ownership, closure of the RTO) – for more information, see changes to agreed services later in this document

Learner's rights

Complaints and appeals process. Suppose the RTO closes or ceases to deliver any part of the training product (and associated refunds).

Closure of RTO or cessation of delivery of any part of the training product.

Rights as a consumer

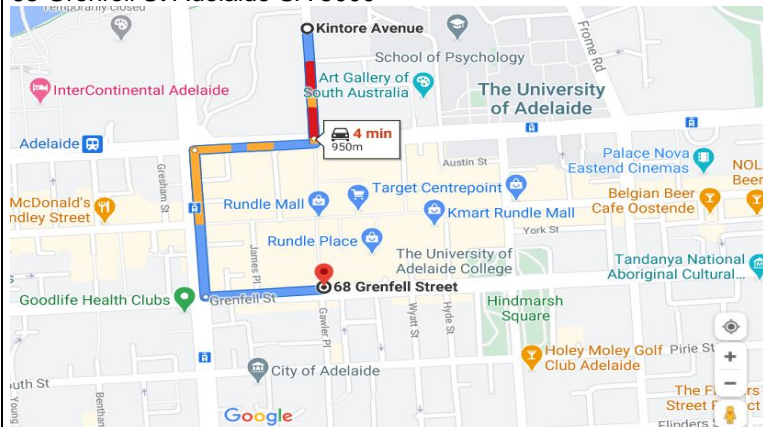
Learner's obligations

Any requirements that we require the student to meet to enter and complete their chosen training product
Any materials/equipment that the student must provide

If training and assessment services are conducted in the workplace, the employer and our RTO representative sign a workplace agreement before enrolment. A checklist for required resources and equipment provided as part of the agreement ensuring all needed resources is available before the training and assessment, and enrolment.

	The trainer/assessor will conduct an assessment of the required resources before the commencement of training and assessment, which forms the basis of the training contract
Government funding applications	<p>If applicable, understanding that the relevant state government or body is subsidising their qualification/s. The understanding that enrolling in a qualification/s may affect their future training options and eligibility for further funded training by the relevant state government or body</p> <p>We do not hold any government-funded contracts at this stage</p>
Review process – RTOs provider obligations	We systematically monitor its practices to ensure ongoing compliance to ensure it is accurate and up-to-date, ensuring responsibility for the quality of training in compliance with these Standards
Changes to agreed services/ training contract	<p>Where there are any changes to agreed services, we will advise clients as soon as practicable (including any changes concerning a new third-party arrangement, a change in ownership or changes to existing third-party arrangements</p> <p>or</p> <p>If the RTO Provider, or a third-party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in, the following applies:</p> <p>When changes to agreed services/training contract occur, We will:</p> <ul style="list-style-type: none"> • Notify the enrolled learner within 30 days of any changes to existing third-party arrangements • Notify the enrolled learner within 30 days of any changes concerning a new third-party arrangement • Notify the enrolled learner within 30 days of a change in ownership or upper managerial agent • Notify the enrolled learner within 30 days if the RTO Provider, or a third-party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learners enrolled in <p>All correspondence will be in the form of:</p> <ul style="list-style-type: none"> • Email • Letter via mail • Website message will be placed on the website within 48 hours advising of the changes made

Inform and protect learners	<p>Where we collect fees from the individual learner, either directly or through a third party, we provide or directs the learner to information before enrolment of the commencement of training and assessment, whichever comes first, specifying:</p> <p>Fees collected per the Fees processes. (See Financial Management Policy- Statement of fees document).</p> <p>All relevant fee information, including:</p> <ul style="list-style-type: none"> costs paid to us, and payment terms and conditions, including deposits and refunds the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies <p>the learner's right to obtain a refund for services not provided by our RTO in the event the:</p> <ul style="list-style-type: none"> the arrangement terminated early, or we fail to deliver the agreed services.
Enrolment of Individual Clients	<p>Enrolment into training programs conducted ethically and responsibly, ensuring fairness and compliance with the Access & Equity Policy. Enrolments are subject to but not limited to:</p> <ul style="list-style-type: none"> availability of places in the training program, Based on the maximum number of clients accommodated under the particular circumstances (e.g. safety, the capacity of the training venue, type, of course, learning structures. within the program) Meeting the entry requirement for the enrolled training product Venue assessment for suitability for training and assessment including but not limited to the enrolled learner workplace
Educational and support services may include, but are not limited to:	<p>pre-enrolment materials. Study support and study skills programs. Language, literacy, and numeracy (LLN) programs or referrals to these programs. Equipment, resources, and programs to increase access for learners with disabilities and other learners per access and equity. Library services mediation services referrals to these services. Flexible scheduling and delivery of training and assessment. Counselling services referrals to these services. Information and communications technology (ICT) support. Learning materials in alternative formats, for example, in large print. learning and assessment programs contextualised to the workplace; and any other services that the RTO considers necessary to support learners to achieve competency</p>
Library resources	<p>The Head office has a physical library located in the computer laboratory. It includes textbooks relating to our scope. Also, there is internet access to utilise electronic library resources, internet sites and youtube tutorials</p> <p>Learners will be encouraged to sign up to the local Library "The State Library of South Australia North Terrace & Kintore Ave, Adelaide SA 5000". The library has an array of services and facilities accessible to the student to access the available library resources as outlined on their website providing access to various resources to assist them with their academic progress and support. For more information, students should visit https://www.slsa.sa.gov.au/services.</p> <p>Summary of services include but not limited to:</p> <ul style="list-style-type: none"> Computers and Wi-Fi English Language Improvement services such as conversation groups and an array of English support such as English assistance resources have a self-help collection consisting of books, audio cassette kits, CD-ROMs and Audio CDs. resources Service points <p>The local library is 5 minutes from our training centre. See the google map below or visit</p> <p>Directions Kintore Ave Adelaide SA 5000 Head south on Kintore Ave towards Morgan Thomas Ln 230 m Turn right onto North Terrace 220 m Turn left onto King William St 300 m Turn left onto Grenfell St 210 m</p>

	<p>68 Grenfell St Adelaide SA 5000</p> 
<p>Lunch services</p>	<p>Lunch Services include:</p> <p>Cafes within walking distance of headoffice, 68 Grenfell St Adelaide SA 5000 include:</p> <ul style="list-style-type: none"> • Adelaide Coffee Bar • Please Say Please • Larry & Ladd • Black Stump Espresso • Simply Divine <p>Level 6, 68 Grenfell St Adelaide SA 5000 campus provide kitchenette with microwave, fridge, kettle, coffee, and tea facilities, filtered water, lunch sit down area.</p>
<p>Living and studying in Australia (For International students only)</p>	<p>You can find lots of useful information about living and studying in Australia at www.studyinaustralia.gov.au. The web site also includes a useful guide about studying and living in Australia that you can download. Some of the information included on this website is also included in this guide.</p> <p>As part of your orientation program, you will also be provided with information to assist you with adjusting to study and life in Australia, including information about living and studying in Adelaide.</p> <p>This first section of the Handbook provides you with information about the courses we offer how to apply, including how to apply for your visa. It also provides you with information about arriving in Australia, as well as some introductory information about living and studying in Australia.</p>
<p>VISAS (For International students only)</p>	<p>Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at:</p> <p>https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Eligibility</p> <p>Steps to studying in Australia Apply to a school in Australia and get a CoE Before you can apply for a student visa to Australia you must be enrolled at an Australian school. After you have received an offer letter from a school, accepted the offer in writing and paid their tuition deposit the school will send you a CoE, Confirmation of Enrolment. You will need this document to begin your visa application. If you will take for several programs, for example first take a preparatory language course and then study at college, you will need one CoE for each program.</p> <p>Create an account with the Australian immigration authorities Nowadays you normally apply online for Australian visas. Before you start your visa application you have to create an account at https://online.immi.gov.au/lusc/register They will ask you to submit your name, phone number and e-mail address. Then you get to create a password and accept their conditions. Make sure that you have all the needed documents in digital format To apply for a student visa, you will need the following documents: Your CoE An OSHC health insurance. Passport that preferably should be valid for your whole stay in Australia since it will be troublesome to exchange your passport there when you study on a student visa Proof of temporary stay: on your application you will have to certify that you only plan to stay temporary in Australia. You can support this claim by attaching a proof of employment or a letter from your school in your home country or similar documents.</p>

Depending on where you apply from and where you will study additional documents will be needed. Some common documents you might need are:

Additional id documents such as a birth certificate

Proof that you can finance your studies, such as a bank statement

Proof that you have enough knowledge to pass your intended studies, such as certified grade reports and IELTS-test result.

Proof of previous employment such as an employment contract, pay checks etc.

Documentation of criminal offenses if you have ever been convicted.

To get a more complete document list go to <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500-> and scroll down to Document Checklist tool. There you fill in your nationality and school and get a detailed list of needed documents.

If you apply online all documents should be uploaded in a digital format. So it is good if you have access to a scanner when you do the application or you can scan everything in advance. All documents should be translated to English by a certified translator. You can save your application and continue later if you miss some documents.

Complete the visa application online

You should apply for a student visa subclass 500. The application can be made at the earliest 124 days before your course starts (according to the date on your CoE). You apply online at:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

On the first page you fill in your nationality and your CoE code(s). You should also choose your Education sector, for example ELICOS for language courses or Higher Education for courses that leads to a university degree. More information is available on the form.

Thereafter you will be asked to submit personal details, family details, answer questions about your previous education and work experience, and submit details about your health and criminal record. You can save the application and take a break if you want.

Pay the visa fee and get a TRN-number

When you have completed the application, you should pay the application fee which currently is 575 AUD. The easiest is to pay it with a credit card online. Read more about the payment here:

<https://immi.homeaffairs.gov.au/help-support/departmental-forms/online-forms/vevo-request-for-reference-number-form> or <https://online.immi.gov.au/lusc/login>

When the application and payment is done you will get a receipt with a TRN-number (Transaction Reference Number). Make sure to save it so you can check the status of your application.

Get your visa decision

How long it takes to get you visa decision depends on where you are applying from and how busy the Australian immigration authorities are. In our experience you usually get your decision within one or a couple of weeks once your application is complete. You can check the status of your application by logging in to the immigration website (with the account you created in step 2) and if needed enter your TNR-number. <https://online.immi.gov.au/lusc/login>

Normally the Australian authorities will notify you by e-mail once your visa decision is ready. Your visa is electronic so if you want a physical proof of you can print the grant letter that you receive online once your visa is approved.

Travel to Australia

Once you have received your visa you can enter Australia at the earliest 90 days before the course start date printed on your CoE. If you have not booked accommodation through your school, you should inform them of your address in Australia within 7 days of arriving there.

Usually you have the right to stay in Australia for 30 days after your course ends or 60 days if your course lasts longer than 10 months. All these date limits should be written on your visa and if that information differs from what we write here you should always follow the instructions on your visa.

Disclaimer: Please note that the Australian authorities can make changes to the visa application process without notifying us. Different rules can apply to different nationalities so always read the instructions from the immigration authorities carefully. The information in above is correct to the best of our knowledge but we cannot be held responsible for any error that might occur without our knowledge. When in doubt always trust the official sources and check with them if needed.

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, and permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to

	<p>assist you with your application, or we can arrange education agents who can assist you with the process of applying for a course and arrival at the campus including assistance with visas. Contact us for details of the education agents if you are unsure</p> <p>Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.</p> <p>If your visa is not approved, you will receive a full refund for the fees that you have paid minus the non-refundable admission application fee.</p>
VISA Conditions (For International students only)	<p>If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa.</p> <p>Conditions include (but are not limited to) that you must:</p> <p>Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.</p> <p>Only work if you have been given permission to do so as part of your visa grant.</p> <p>Maintain approved Overseas Student Health Cover (OSHC) while in Australia</p> <p>Notify us of your Australian address and any subsequent changes of address within 7 days.</p> <p>Complete the course within the duration specified in the CoE.</p> <p>If you are a student visa holder under 18 years of age who is neither being accompanied nor staying with a relative who is at least 21 years of age, you must not change your accommodation, support and general welfare arrangements without the written approval of your education provider.</p> <p>Note We only accept students 18 years and over as stated in the entry requirements</p> <p>Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution (Refer to Transfer Provider policy and procedure</p>
Arranging travel and documentation to bring (For International students only)	<p>Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Adelaide at least 2 weeks before your course orientation to give you time to settle in.</p> <p>The nearest international Airport is Adelaide Airport is located approximately 4.0 miles / 6.4 kilometres west of Adelaide and about 5.6 miles / 9.0 kilometres southwest of Prospect. IATA airport code is ADL.</p> <p>You will need to prepare a folder of official documents to bring with you to Australia including:</p> <p>Valid passport including a valid student visa</p> <p>Your Confirmation of Enrolment (eCoE)</p> <p>Insurance policies (including your health cover)</p> <p>Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by us at the time of confirmation of enrolment.</p> <p>If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.</p>
Entry into Australia (For International students only)	<p>When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back.</p> <p>Once you have passed through the immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter, and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.</p> <p>Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.</p> <p>If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at www.aqis.gov.au</p>

Public facilities: (For International students only)	<p>Post Office 141 King William Street Adelaide, SA Australia Phone 13 13 18 Monday 8:30am - 5:30pm; Tuesday 8:30am - 5:30pm; Wednesday 8:30am - 5:30pm; Thursday 8:30am - 5:30pm; Friday 8:30am - 5:30pm; Saturday Closed Automatic Teller Machine locations</p> <p>Automatic Teller Machine locations 38 Hindmarsh Square, Adelaide SA 5000 4 Rundle Mall, Adelaide SA 5000</p> <p>Groceries Food works Latrobe Lucky 7 14 Bank St, Adelaide SA 5000 Marino Meat and Food Store GO52-54/52 Gouger St, Adelaide SA 5000 Woolworths Rundle Mall 80-88 Rundle Mall, Adelaide SA 5000 IGA 33 Gilbert St, Adelaide SA 5000</p>
Arriving in Australia (For International students only)	<p>Getting from Adelaide Airport to your accommodation Adelaide Airport's international and domestic terminals are located under one roof. The airport is 6km from Adelaide CBD. On the plane, you will be given an Incoming Passenger Card to complete. You will need to fill in your flight details and customs information. Make sure you have your passport, visa and Incoming Passenger Card ready for the Entry Control Point. When you have passed through the Entry Control Point, you will collect your baggage and exit via Customs and Quarantine (AQIS).</p> <p>For more information on Adelaide Airport please visit: http://www.adelaideairport.com.au/</p> <p>Travellers information service at Adelaide Airport As you exit the International arrivals hall there is an information service on the ground floor of the Airport. You'll find information on events, tours, accommodation and special needs.</p> <p>Traveling to your accommodation For a detailed list of all transport options available from Adelaide Airport please visit: http://www.adelaideairport.com.au/parking-transport/transport-options/</p> <p>Keeping in contact Before you leave home, you should provide your family and friends, and headoffice, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.</p> <p>Arranging your finances The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.</p> <p>Once you have arrived into Adelaide you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.</p> <p>You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.</p> <p>The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks. Find out more about money matters by visiting http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters</p>

**Accommodation
(For
International
students
only)**

In Adelaide, you'll enjoy student accommodations that are affordable. Depending on the location and type of accommodation you choose, rental prices may vary. Below is a guide to housing costs in Adelaide:
 Hostels and Guesthouses - \$90 to \$150 per week
 Shared Rental - \$85 to \$215 per week
 On campus - \$90 to 280 per week
 Homestay - \$235 to \$325 per week
 Rental - \$165 to \$440 per week
 Boarding schools - \$11,000 to \$22,000 per year

Almost 4,000 students choose to live in and around the Adelaide city centre. With most campuses located in the city, you'll find it easy to get to and from your classes by walking, riding your bike or catching the free inner-city tram or bus.

There are also plenty of options available if your campus is located out of the city, or if you want to live in the suburbs. With public transport covering the entire metropolitan area, you're never more than a bus, train or tram ride away.

Visit the following sites for more information in reference to the following accommodations:

Purpose-Built Student Accommodation Choosing the right accommodation is particularly important for your first year in South Australia. You may want to consider choosing a high-quality Student Accommodation Association (SAA) member for a purpose-built accommodation for the exclusive use of students. There are several privately-owned student accommodations for you to choose from in Adelaide. These are located off-campus and offer a variety of facilities and accommodations styles and facilities, including fully furnished rooms. Click here to view all Purpose-Built Student Accommodation

Residential Colleges If this is your first time living away from home, choosing a residential college may help you with the transition to independence. Residential colleges will typically offer a private fully furnished room, tutorial programs and study support, pastoral care and a welcoming community, and fully catered meals in dining halls and shared communal kitchens.

Residential colleges provide a welcoming, diverse and inclusive community where you will be supported to do your best. With social events and activities, it's a place where you'll make lifelong friends.
<https://adelaidestudenthousing.com.au/property-type/residential-college/>

Homestay A homestay is an arrangement where you can live with a local Australian family in their home. This arrangement will usually include a furnished room and meals, and access to cooking, laundry, and internet facilities. Homestays allow you to improve your English language skills and experience Australian culture and lifestyle.

This is a particularly good option for students under 18 years of age, or students coming to study at a school level <https://www.homestay.com/australia/adelaide>

<https://studyadelaide.com/live/housing>

More information

Australian Homestay Network

Adelaide Homestay Directory

Australian Student Accommodation Placement

Family stay Australia

Homestay Direct Services

Student Accommodation Services




TCN Homestay



Disclaimer: The agencies listed above are independent agencies and are listed for further information purposes only. Advice will be provided free of charge Refer to: <https://www.adelaidehomestay.org/> No charges apply for this service.



Health and Wellbeing (For International students only)	<p>Emergencies For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance, or police and why you want this assistance. You will also be asked for your name and address and telephone number.</p> <p>Australian police protect people and properties, detect, and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.</p> <p>Fire The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.</p> <p>Ambulance Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.</p> <p>Medical assistance Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.</p> <p>Overseas Student Health Cover Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Immigration and Citizenship requires you to maintain OSHC for the duration of your time on a student visa in Australia. You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.</p> <p>Australian Health Management OSHC www.ahmoshc.com BUPA Australia www.overseasstudenthealth.com Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx OSHC Worldcare www.oshcworldcare.com.au NIB OSHC www.nib.com.au/home/newtonib/overseasstudents</p> <p>Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency. For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) Frequently Asked Questions.</p> <p>OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as: Extra OSHC provided by some OSHC providers. International travel insurance; or General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au or www.iselect.com.au</p>
Working in Australia (For International students only)	<p>As a student visa holder, you are allowed to work up to 40 hours a fortnight during term time and as many hours as you like during holidays. You can phone the Department of Home Affairs</p> <p>Visit the following website to find out more about working in Australia, including how to find a job. http://www.studyinaustralia.gov.au/en/During-Study/Finding-Work</p>

Living costs in Australia (For International students only)	<p>Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.</p> <p>While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.</p> <p>Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.</p> <p>The Department of Home Affairs has financial requirements must be met in order to receive a student visa for Australia. Below is a step by step Student Visa Subclass 500 application and Document Checklist Tool for details on how to provide the evidence required to cover the costs of your stay, including your travel, study and living expenses.</p> <p>As of October 2019, the 12-month living costs are.</p> <ul style="list-style-type: none"> • For students or guardians - AUD\$21,041 • For partners coming with you - AUD\$7,362 • For a child coming with you - AUD\$3,152 <p>The Home Affairs website covers in more detail how to work out how much money you might need to cover the costs of your stay in Australia as international student.</p> <p>The Insider Guides 'Cost of Living Calculator' is also a useful, practical tool to help estimate your cost of living in Australia www.insiderguides.com.au/cost-of-living-calculator/.</p> <p>If you experience financial trouble while in Australia, talk to your institution's international student support and student accommodation services staff for assistance.</p> <p>The figures above are indicative only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.</p> <p>For more information visit the Department of Home Affairs website. https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs</p>
Budgeting (For International students only)	<p>Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and childcare, if applicable.</p> <p>It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.</p> <p>Below are the average costs for weekly living in Adelaide: Average Student Budget To help you understand the costs, below is a sample student budget based on a single student living in a shared accommodation in the city.</p> <p>Rent - City (Shared): AUD\$185 per week Utility Bill (Shared): AUD\$30 per week Grocery: AUD\$60 per week Phone and internet: AUD\$25 per week Public Transport: AUD\$15 per week Entertainment: AUD\$80 per week</p> <p>Read more about budgeting at www.understandingmoney.gov.au</p>
Shopping (For International students only)	<p>All Australian major town centres and capital cities shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.</p> <p>Mainstream grocery stores in Australia include Coles, Woolworths, Food works, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.</p> <p>The closest shopping precinct to headoffice is Rundle Mall (located in Adelaide CBD)</p> <p>Visit their website to explore all shopping and dining options. http://rundlemall.com/business-directory/</p>

Clothing (For International students only)	<p>While there are no set rules on clothing in Australia, however many workplaces, restaurants, clubs, and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle, and location.</p> <p>The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where you can find low cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.</p>
Study Adelaide (For International students only)	<p>Study Adelaide and the Adelaide City Council websites have a great deal of information that will assist you plan your stay with us.</p> <div data-bbox="331 495 1257 622">   </div> <p>https://studyadelaide.com/</p> <p>http://www.cityofadelaide.com.au/explore-the-city/city-information/visitor-information/</p>

TRAINING AND ASSESSMENT END TO END PROCESS	
 <p>Step 1 Student application and admission</p>	<p>The student agrees to enter into training services via referral from an agent or direct interest expressed via filling the "Application for Admission form."</p> <p>Students/agents must return the form with the following relevant documents to the head office</p> <ul style="list-style-type: none"> • Certified true copies of student passport • Certified true copies of student qualifications • Certified true copies of student English proficiency • Copies of student relevant employment documentation • Other relevant documentation <p>Note: We will check student visa document via the Visa Entitlement Verification Online system (VEVO) https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/check-conditions-online</p> <p>The following attachments will be sent with the Application for Admission form:</p> <ul style="list-style-type: none"> • Student Handbook • Course flyer • ESOS Act • Statement of fees
 <p>Step 2 Letter of offer/Agreement of Acceptance</p>	<p>Entry requirement documentation received and confirmed</p> <p>Applicants are considered based on one or all of the following criteria:</p> <ul style="list-style-type: none"> • Must be at least 18 years of age or be turning 18 years of age before starting their studies. • Provide evidence of their prior education as stated in the entry requirements for the course in the marketing material provided • Meet the minimum English language proficiency requirements. • Meet any other specific entry requirements as outlined in the entry requirements for the course <p>Acceptance of the application</p> <ul style="list-style-type: none"> • If the application is successful, a Letter of Offer and Acceptance Agreement-International Student will be sent to the applicant/ their agent/ representative (including details of tuition fees, commencement dates, OSHC and Visa information). Enrolment into a qualification is formalised by issuing a letter of offer and written agreement (Agreement of Acceptance Form). • Successful applicants will be notified of their acceptance through a full or conditional Letter of Offer for Admission and Agreement of Acceptance Form • Applicants are required to carefully read the Letter of Offer, complete, sign and date the Agreement of Acceptance Form • The signed and dated Offer of Admission acceptance, certified supporting documentation, and payment of initial fees (in \$AUD) are to be forwarded to head office. <p>Note: It must be noted on the letter of offer and acceptance agreement "students are responsible for keeping a copy of the written agreement and receipts of any payment of tuition and non-tuition fees."</p>
 <p>Step 3 Confirmation of enrolment</p>	<p>Once the signed agreement of acceptance is received, a Confirmation of Enrolment (COE) is generated and provided to the student. Upon receipt of the following documents, the student will be provided with:</p> <ul style="list-style-type: none"> • a Confirmation of Enrolment • Signed and dated Offer of Admission acceptance • Certified copies of supporting documentation • Payment of initial fees in \$AUD • OSHC Evidence (If not arranged by us) • Once we receive the Acceptance Agreement Form and course payment, a Confirmation of Enrolment (COE) is sent to the Department of Home Affairs (DHA). The Letter of Offer will indicate your proposed Title, of Course, Provider Code, CRICOS Code, fees, commencement and completion dates, as well as a tax invoice with the amounts and dates for payments. <p>Note to all staff: The next step is to apply for a Student Visa. Information about applying for a visa can be found at https://www.homeaffairs.gov.au/Trav/Study or https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study. For further assistance, you may wish to obtain advice from a professional student visa agency. Applicants must then apply for a student visa at their Australian Student Visa issuing centre and make travel arrangements to</p>

	<p>arrive in Australia in time to commence their course. All completed applications are to be filed into the respective students' folders</p>
 <p>Step 4 Induction/Orientation</p>	<p>Refer to “Pre-training review workbook “, also referred to as intake day conducted at the training and assessment registered site. Intakes are quarterly on the 30th of each quarter January, April, July, October</p> <p>The induction session occurs before the commencement of training and assessment. Students will meet other students, receive timetable, information about rules and regulations, meet some of their teacher/trainers, and introduce to the course/ program. Finalise any special arrangement, for example, pre-requisite or entry requirements before the commencement of training. We also make sure that all matters relating to settling well in City/state are occurring.</p> <p>Induction Session also comprises of (See PowerPoint presentation International Student Induction')</p> <ul style="list-style-type: none"> • The client has received, read and understood information regarding the course • The client has received, read and understood information regarding the learning environment • The client has received, read and understood information regarding the assessment environment • The client has received, read, and understood information regarding our policies • The client completes the pre-training review workbook, including LLN testing to determine support requirements • The client completes the Unique Student Identifier (USI) Request form <p>Also, the induction session includes but is not limited to:</p> <ul style="list-style-type: none"> • Student induction presentation • Pre-training review • RPL/Credit Transfer • Program start dates, timetables provided • References to the Student handbook • Fees and refund policy explained, • Discuss applicable policies and procedures located in the student handbook, • Training requirements 20 hours per week • Training and assessment plan and schedule • Complete a language literacy numeracy test to determine learning and academic support needs, a requirement before the commencement of training and assessment • Educational support • Practical training sessions and assessment requirements • Learning and support materials • Code of conduct and other applicable policies and procedures such as complaints and appeals, refund, training and assessment, durations etc. (refer to inductions checklist located in the pre-training review) • The client has received, read and understood information regarding the course • The client has received, read and understood information regarding the learning environment and the requirements of the site/s • The client has received, read and understood information regarding the RTO Policies • Fire and emergency information • Visa requirements • Course progress and attendance • Study in Australia
 <p>Step 5 On the first day</p>	<ul style="list-style-type: none"> • Meet and greet • Course materials distribution • Reiteration of timetables and schedules • Reiteration of course progress/attendance • Reiteration Assessment conditions and record of assessment agreement • Reassessment process • Reiteration of complaints and appeals • Reiteration of student support/welfare services. The student should notify the trainer/assessor or student support/welfare officer asap if you experience any concerns

 <p>Step 6 Training and assessment requirements</p>	<p>Commence training upon meeting all pre-training requirements Complete all your training requirements Complete all your assessments complete training program and assessed as competent Notify the trainer/assessor ASAP if you experience any concerns Meet attendance and progress requirements</p>
 <p>Step 7 Complete training program and assessed as competent</p>	<p>Certificate awarded if all qualification requirements met OR Statement of Attainment in partial completion of the qualification</p> <p><i>Statement of Attainment issued means any unit of competency completed and deemed competent for a qualification not completed</i></p> <p>NOTE You must have a verified USI, and all fees are paid in full before a Testamur or SOA will be issued. Delayed payment of fees will impact the timeframe for administering the award.</p> <p>You will receive your award within 30 days of completion on the proviso all fees paid in full, and a verified USI provided</p>

NATIONALLY RECOGNISED QUALIFICATIONS

Courses offered	International student	We are a registered CRICOS provider and therefore not eligible to deliver nationally recognised training and assessment services to international students
	Domestic/International students	We currently provide training and assessment services in South Australia. Dependent on the course delivery methods are on the job blended, which means a combination of scheduled face to face (simulated environment) and workplace training and assessment
	Non-accredited courses	We have a series of non-accredited courses, which mean they are not nationally recognised and will be job-specific
	Nationally recognised qualification	The following qualifications are currently on offer AUR30620 Certificate III in Light Vehicle Mechanical Technology AUR40216 Certificate IV in Automotive Mechanical Diagnosis AUR50216 Diploma of Automotive Technology BSB50420 Diploma of Leadership and Management BSB60420 Advanced Diploma of Leadership and Management
	Accredited short courses – Skillsets	Our RTO at this stage does not deliver accredited short courses in the form of skillsets
	Accredited short courses units only	Our RTO accredited short courses is not applicable at this stage
	Offshore training and assessment services	We do not deliver training and assessment services offshore
Training locations	The schedule provided before commencement of training. Refer to the student programme guide/training plan for the location of training and assessment services	
What's in it for me?	By being a participant of this program, you will receive development customised to your needs; we are committed to working closely with you as a student, your organisation, and other employees as appropriate to achieve agreed outcomes. Full support provided throughout the program in developing skills in specific areas. You will benefit from interaction with people of like throughout the course	
Admissions into a course (For International students only)	<p>We accept applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date. Intakes occur on a quarterly basis.</p> <p>To apply to enrol in a course, you must complete an Application for Admission Form which can be downloaded from our website or emailed to you upon request. If you are applying for a course that has entry requirements you will also need to provide the necessary documentary evidence (as indicated in the information pack and flyer) such as verified copies of qualifications, identification including your passport, schooling and evidence of English Language level (within the last 2 years) such as IELTS or TOEFL. Each course may have a different level requirement so check the website for the most up to date information. www.woodstock.sa.edu.au</p> <p>To demonstrate English proficiency, you must provide as evidence one of the following: https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Eligibility</p> <p>Requirements IELTS band score of overall 5.5 (Academic or General) or equivalent in line with the Department of Education and department of Home Affairs (DHA) Regulations (For International Students) for specific countries. IELTS overall band score of 5 when packaged with at least 10 weeks' English Language Intensive Course for Overseas Students (ELICOS), or IELTS overall band score of 4.5 when packaged with at least 20 weeks' ELICOS Pearson Test of English Academic – Score 42 Cambridge English: Advanced CAE from Cambridge ESOL Test Scores TOEFL Test of English as a Foreign Language paper-based test CELS (all skills) Upper intermediate (English for Academic purposes) certificate from recognised English language centre Senior secondary Certificate of Education completed in Australia</p>	

	<p>Certificate IV or higher completed in Australia Tertiary studies in medium of English OR Online Placement test i.e. Oxford Online Placement test https://www.oxfordenglishtesting.com/DefaultMR.aspx?id=3034&menuId=1</p> <p>Students must also hold a current and valid passport, a valid study visa that covers the duration of study for the course</p> <p>All students must be aged 18 years or over (International students) at the time of applying for admission with us</p> <p>Students must Bring their own computer equipped with Microsoft office suite365</p> <p>If you cannot provide evidence of English Language proficiency, you may be issued with a conditional letter of offer based on you successfully completing an appropriate English language course. We will make the necessary arrangements on your behalf to assist you meeting this requirement</p> <p>If you are applying for Credit you should indicate this on your Application for Admission form. A credit/RPL application form will be sent to you. Please provide the required evidence as stated on your credit/RPL application form in order to commence the assessment process. Please See the section on Credits in this Handbook</p> <p>Once you have completed your Application for Admission form and gathered all the necessary documentary evidence, send it to our enrolment officer at Level 6 68 Grenfell Street Adelaide SA 5000 along with the non-refundable application fee of \$200. You will be contacted within 14 days with the outcome of your application and to confirm your details.</p> <p>If your application is complete and provides the necessary information and we determine that you will be able to meet the entry requirements, you will be invited to participate in an interview with our support team who will determine the suitability of your enrolment into the course.</p> <p>This interview will occur via an online meeting/i.e. Zoom or face to face if you are already in Australia. You will be contacted via email to confirm for the date of the interview.</p> <p>On approval of your application, you will be sent a letter of offer and Acceptance of Offer form that sets out the terms and conditions of your enrolment and all the details of the course that you have enrolled in, as well as a tax invoice with the amounts and timing for payments.</p> <p>You will need to sign and return the agreement so that your application is confirmed. An electronic Confirmation of Enrolment (eCoE) will be issued once we have received the signed written agreement from you, as well as evidence of Overseas Student Health Cover, and payment of fees due.</p> <p>Before you arrive, you will also need to complete an Enrolment Form which will be provided to you to complete the enrolment process including application for a USI and confirmation of details whilst living in Australia.</p> <p>Refer to end to end process for domestic student for further detail</p>
Entry Criteria	Refer to the marketing outline and flyer for specific entry requirements into each course
language, literacy, and numeracy (LLN) assistance	<p>Learners are required to complete pre-training review and LLN testing appropriate to this course. Testing relates to the five core skills Speaking, Listening, Reading, Writing and Numeracy.</p> <p>Assessment against the foundation level requirement for this qualification is achieved using the LLN testing assessment program by LLN Robot https://quiz.llnrobot.com.au/. Test requirements include achieving the testing level of predetermined ACSF levels. The trainer and assessor will assess the results to ensure the academic support needed applies to your situation. Suppose the testing identifies you as requiring language, literacy, or numeracy support during the pre-training process. We will discuss your needs to best support you in achieving the course outcomes.</p> <p>At times, additional language or literacy development or remedial assistance takes place to ensure continual support</p>

	<p>Support needs determining through:</p> <ul style="list-style-type: none"> • pre-training materials; • LLN testing assessed (full report provided) by LLN Robot https://quiz.llnrobot.com.au/ log in at https://TBC.quiz.lln.training/
<p>Student support services</p>	<p>Suppose you require additional help in your course of study. In that case, you are encouraged to attend additional one on one sessions by appointment with your trainer/assessor. Support can be provided by phone (face time or voice), in person, over email or skype/Zoom services (if applicable)</p> <p>Student support services officers:</p> <ul style="list-style-type: none"> • work in collaboration with services within the community to identify and intervene early with students who have additional needs or are at risk of disengagement • develop the capacity of the workforce within the RTO to meet the needs of students and who have different requirements or are disadvantaged or vulnerable, to enable them to achieve successful education and wellbeing outcomes • target the delivery of individual support services to those who require specialised expertise, assessment and intervention to overcome barriers to learning • respond to emerging student wellbeing needs and contribute to identified RTO and network priorities • respond to critical incidents involving students, staff and RTO communities <p>Additional Academic, Language and Learning Support</p> <p>Students who require additional academic support will be referred to the Training Manager if they need assistance in meeting course requirements. The mentioned personnel can assist with welfare support at no extra cost as follows:</p> <ul style="list-style-type: none"> • transition to life and study in the Australian environment • language, literacy and numeracy support • emergency and health services • legal services • facilities and resources • computer laboratory and onsite library (physical and electronical) • The State Library of South Australia North Terrace &, Kintore Ave, Adelaide SA 5000". https://www.slsa.sa.gov.au/services.complaints and appeals processes; and • any student visa condition relating to course progress and/or attendance as appropriate • Our expectation of students as outlined in the Students Code of Conduct in the policy section of this handbook <p>Additional Academic, Language and Learning Support</p> <p>Students who require additional academic support will be referred to the Training Manager if they need assistance in meeting course requirements. The mentioned personnel can assist with welfare support at no additional cost as follows:</p> <ul style="list-style-type: none"> • Study Skills • Timetables • Learning Support Strategies • Academic issues • LLN 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. • NYC results • Course progress/attendance/availability requirements • Referral to external support services (no charge for referral, however services will be at the students' cost) <p>If the student needs to exceed our support capacity, then the following student welfare services will apply:</p> <p>We have a designated Student Support Officer to provide basic counselling service to all students. This service provides assistance to students experiencing difficulties in any aspect of their lives, including issues of academic or personal nature. The student support officer is available to students to help them access study support and welfare-related services such as;</p> <ul style="list-style-type: none"> • Legal Services – We can refer a student who requires to a legal practitioner, the referral is at no cost to the student. Student would be responsible for any cost related to the legal advice provided.

- **Accommodation** – Accommodation advice is available to all international students from the point of application through to the completion of their course. We will provide up to date information on accommodation options and or providers, this advice will be provided free of charge. The fees for external agencies will be at the cost of the student.
- **Emergency and Health Services** – During orientation students are advised on campus safety and how to access emergency and health services in Australia. For non-urgent services students are encouraged to talk with student services. For medical or other emergencies students are instructed to contact the appropriate services, e.g. 000 and inform us as soon as appropriate.
- **Facilities and Resources** – At induction students are given a guided tour of the campus and all our sites. During the induction process students will be guided through the process
- **Complaints and appeals processes** – The complaints and appeals policy and procedure are detailed in the student international handbook and will be posted on the website (www.woodstockcollege.com.au) and made available from administration upon request.
- Any student visa condition relating to course progress and or attendance as appropriate – Students are advised at orientation of their requirements to continue to meet their visa conditions.
- We can also refer students to external Counselling Service for various issues if necessary, however each issue is dealt with on a case by case basis. There is no fee attached to this welfare support and referral service. Any cost charged by the external services will be paid by students.
- The Student Welfare Service offers support/advice on confirmation of Enrolment (CoE) or Visa related issues as well as advice on financial issues, accommodation and health related issues and can also assist with student advocacy needs.

Support services for international students include:

- pre-departure information - after you have accepted your offer, we'll send you a pre-departure pack
- an orientation program to assist with your transition to living in Adelaide and studying at with us
- help settling in to life in Adelaide and study with us
- assistance with needs that are specific to international students
- help understanding what is expected of you as a student visa holder
- support for general and personal issues that may affect your ability to study
- referral to health services
- a range of social activities, programs and support for involvement in your local community
- assistance and support on cultural issues
- support in times of natural disaster and home country events that may impact your wellbeing
- support and encouragement
- after hours assistance.

External services

- Interpreting and Translation Services
- If you need a document translated you can search for a translator on the National Accreditation Authority for Translators and Interpreters (NAATI) website (opens in new window). It is recommended that you ask for quotes from at least three translators so that you can choose the cheapest quote.
- The Translating and Interpreting Service (TIS National) (opens in new window) provides interpreters. Call 131 450 for phone interpreters and for onsite interpreters call 1300 655 082. Please note in some cases there may be a fee.

After Hours Assistance Line

We have an After-Hours Student Assistance Line specifically for International students. If you have a problem after hours, please call the CEO on 0430 616 870

We have a designated Student Support Officer to provide necessary counselling service to all students. This service assists students experiencing difficulties in any aspect of their lives, including academic or personal issues. The student support officer is available to students to help them access study support and welfare-related services.

Complaints and appeals processes – The complaints and appeals policy and the procedure is outlined later in this document and accessible on our website www.woodstockcollege.com.au and made available from administration upon request.

Note: Students are required to bring their own computers with the required Microsoft office software (Refer to BOYD policy for further details)

STUDY OPTIONS																			
Offering	For each particular course offering the delivery, the mode will be outlined on the course flyer or alternately visit our website www.woodstockcollege.com.au																		
Guidance Services for Learners	Our trainers and assessors are there to provide support to students in meeting their learning needs and in achieving the required competencies. Students are encouraged to discuss any aspect of their enrolment, learning or assessment with the allocated staff, mainly Trainers, between the hours of 9 am to 5 pm Monday to Friday or by appointment.																		
Marketing	<p>We market our learning and development programs with integrity, accuracy, and professionalism. No false or misleading comparisons are drawn with any other provider or course in the provision of information. We will gain your written permission before we use information about you in any of our marketing materials.</p> <p>We market learning and development programs with integrity, accuracy, and professionalism. In the provision of information, no false or misleading comparisons are drawn with any other provider or program. A learner's written permission will be gained before we use information about that learner in any marketing materials.</p> <p>Information may be provided to current and prospective clients students in (but not limited to) website Policies and Procedures relevant to the student and located in the student handbook</p> <ul style="list-style-type: none"> • Training product flyers • Information pack • Student handbook • Course confirmation letters • Participant manuals • Assessment resources • Training material 																		
Delivery and Assessment	<p>We adopt policies and management practices that maintain high professional standards in delivering learning and development services, safeguarding your interests and welfare. Suppose you are in breach of our assessment policy. In that case, you are given a fair and reasonable opportunity to explain any anomalies, including plagiarism. We will take into consideration any learning difficulties or disabilities experienced by you before making any necessary decisions. Breaches may result in suspend enrolment and training until all issues resolved.</p> <p>Note: You have the right to appeal any decision made by us as described later in this handbook.</p>																		
Shared Responsibility Model of Learning	<table> <tr> <th>Your commitment</th><th>Our Commitment</th></tr> <tr> <td>Be open to new ideas</td><td>We aim to provide you with an appropriate delivery model for your learning</td></tr> <tr> <td>Put into practice what you have learnt</td><td>Evaluate the effectiveness of assessment and training</td></tr> <tr> <td>Have a positive and professional attitude</td><td>Provide the correct resources</td></tr> <tr> <td>Review what you have learnt</td><td>Continuously improve our performance through analysing feedback</td></tr> <tr> <td>Share your knowledge with others</td><td>Encourage and foster a positive learning experience</td></tr> <tr> <td>Give feedback</td><td>Provide a consistently high standard of training</td></tr> <tr> <td>Participate</td><td>Provide competent learning and assessment Trainers and Assessors</td></tr> <tr> <td>Allow others to learn</td><td>Visit you in your workplace and provide other opportunities for you to learn</td></tr> </table>	Your commitment	Our Commitment	Be open to new ideas	We aim to provide you with an appropriate delivery model for your learning	Put into practice what you have learnt	Evaluate the effectiveness of assessment and training	Have a positive and professional attitude	Provide the correct resources	Review what you have learnt	Continuously improve our performance through analysing feedback	Share your knowledge with others	Encourage and foster a positive learning experience	Give feedback	Provide a consistently high standard of training	Participate	Provide competent learning and assessment Trainers and Assessors	Allow others to learn	Visit you in your workplace and provide other opportunities for you to learn
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Review what you have learnt	Continuously improve our performance through analysing feedback																		
Share your knowledge with others	Encourage and foster a positive learning experience																		
Give feedback	Provide a consistently high standard of training																		
Participate	Provide competent learning and assessment Trainers and Assessors																		
Allow others to learn	Visit you in your workplace and provide other opportunities for you to learn																		

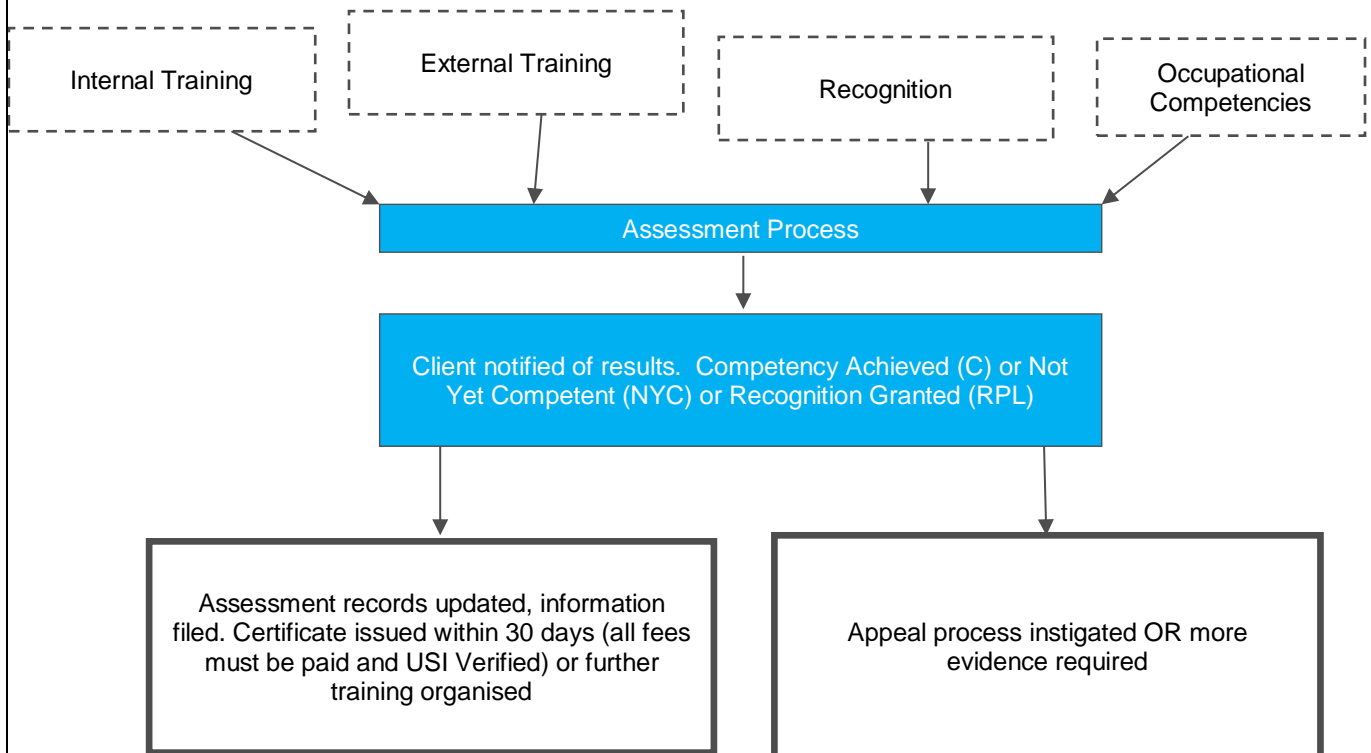
	Be mentally prepared to be assessed and to learn	Target training to the right level
	Be punctual	
Student commitment	Keep informed of assessment and learning dates and times Inform your trainer in writing if unable to attend any training sessions or if you need to leave a training session early Ensure that all work submitted is authentic and that no part copied from another person	

TRAINING AND ASSESSMENT METHODS

We adopt policies and management practices which maintain high professional standards in the delivery of learning and development services, and which safeguard the interests and welfare of learners.

Any participant found to be in breach of the our assessment policy will be given a fair and reasonable opportunity to explain any anomalies including plagiarism.

We will take into consideration any learning difficulties or disabilities experienced by the participant. We may suspend a participants enrolment and training until all issues are resolved.



The participant has the right to appeal any decision made by us as described in this Handbook.

Training and assessment services offered by us focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace. There are units of competency that are delivered and assessed in groups of units. Grouping units is a process that can be used when developing learning and assessment materials that complement each other. It involves the development of processes and materials that meet the requirements for groups of units of competency rather than individual units for a variety of reasons, including the following:

- To meet the required competency profile of the student.
- To reflect the workplace in the learning and assessment experience.
- To maximise the opportunities for holistic evidence gathering in the assessment process.
- To address the co-requisite requirements of the unit of competency; and
- To maximise efficiency of effort for the trainer/assessor and the student

Our training and assessment services is outlined in the marketing outline provided for each course that includes the details of how we deliver the training to you, as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary depending on the course but usually include written and/or oral questions, written assignments, projects, and practical observations.

The Assessment Model - Assessment arrangements

At the beginning of each unit or group, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements. At this time, you will:

- Be provided with a self-assessment checklist prior to each task commencement
- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you will be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you have. Submitting your assessments

You must submit written assessment tasks with a completed and signed Record of assessment Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet. Assessments must be submitted directly to the trainer/assessor or handed in to reception at Level 6 68 Grenfell Street Adelaide SA 5000

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing. If this occurs, you will be asked to re-submit the work. Written work will be marked within 14 days of receipt. You will be provided with electronic feedback from our support team and the outcome of the task via email or your student portal.

Assessment context

We recognise the importance of establishing the right context for students during their assessment. Assessment context refers to the physical and non-physical environment in which skills and knowledge are assessed. This may be a workplace such as a simulated workplace environment. The non-physical environment refers to things such as workplace policy and procedure, workplace tempo and culture.

It is our responsibility to ensure you are provided with the right context to undertake assessment activities. To achieve this, we will apply the following strategies:

- Incorporation of the simulated workplace policies and procedures into the assessment scenario or activity.
- Conduct of the assessment by using the student's simulated workplace project and tasks.
- Integration of relevant industry codes of practice and other industry information into the assessment activity.
- Incorporation of industry job descriptions for students to align with during realistic simulated workplace scenarios and case studies.
- Incorporation of certification from professional bodies which applies to some qualifications.
- Tailoring the program outcomes to meet the organisational training needs of the enterprise without compromising the Training Package requirements.
- Creating assessment activities which require the student to conduct specific research relating to industry situations and occurrences.
- Provide a realistic simulated workplace when necessary.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory are 3 attempts for each task, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission. If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. See the section below on course progress requirements.

Three levels of assessment:

Various levels of assessment may be used, including:

- Diagnostic also known as pre-assessment provides information about prior knowledge and skills. This baseline information may diagnose a problem or training requirement.
- Formative assessment assists and supports training by monitoring and advising clients of their performance and rate of progress against the training outcomes. This provides feedback to the client, supervisor and trainer on what development activities are needed to achieve the required competencies. Assessment accumulates.
- Summative assessment evaluation of achievement of the Training outcome. Often conducted in the workplace, summative assessment confirms achievement of the competency requirements. Assessment culminates.

Assessment modes include:

- As part of training
- Off-the-job (Simulation)
- Blended learning classroom/self-directed
- Completion and submission of assignments / work projects
- Recognition of Prior learning (RPL)

Evidence gathering methods

Evidence gathering methods commonly used by us may include, but are not limited to:

- Knowledge based questions – Questioning, Written tests,
- Scenarios/case studies – Projects, Written Assignments, Documentation,
- Practical – Documentation, Demonstration, Role play, Simulation, Oral presentations
- Assessment is carried out in accordance with the requirements of the relevant Training Package, on a consistent and timely basis to ensure that learning has taken place and that clients have acquired the knowledge and skills required to demonstrate competency.
- All assessments will be recorded in accordance with our Records Management Policy and procedures using appropriate documentation and Student Management System (SMS).
- Assessment outcomes will be recorded and securely maintained in both electronic and manual systems.
- Feedback is provided to clients and includes the assessment outcome and guidance for further learning and assessment (as appropriate)

Assessment information:

Assessment information is the information provided to both students and assessors to guide their conduct of the assessment and the completion of assessment activities. This information is used to draw out a response from a student.

Examples of assessment information include:

- Instructions to set the framework for the assessment activities such as who, what, where, when and how.
- The expected outcomes refer to the 'what' and it is critical that from reading the assessment information, the required (expected) outcome is straight forward and in line with the student's preparation during learning or through other competency development pathways.
- Scenario information includes information that sets the context for a simulated assessment activity. This may be a simple case study or a deep scenario which requires analysis and interpretation. It is important to note that the higher the AQF qualification level, the greater the requirement to analyse and apply cognitive skills to produce workplace outcomes. Scenario information used to support assessment at a Diploma level, for example, should be relatively deep and complex to allow the student to exercise their analytical skills and produce viable workplace products and outcomes.

Our Final assessments are to be supported by clear assessment information that will ensure a reliable assessment across our operation. Ultimately, the quality of assessment outcomes produced by a student will be directly affected by the quality of the information provided at the commencement of the activity. Suitable assessment information for all assessment activities are provided by us/

Assessment Policy including Re-assessment and Appeal

It is inevitable that some students will not meet the requirements of the assessment evidence and will be judged as not-yet-competent for a unit of competency or not satisfactory for a task. Our approach to these situations is the work with the student in order to address deficiencies and to build their skill and knowledge in preparation for additional two assessments. This will be undertaken within the scheduled training plan or may be completed under alternative arrangements agreed between the student and the assessor.

In some rare circumstances, students may find it difficult to develop the necessary skills and knowledge within the constraints of the scheduled training plan. When this occurs,

Arrangements may be agreed to that allows the student to undertake additional learning in their own time and return for additional assessment at a time by appointment. This may be during a period of reduced training activity or at a time when planned assessments are occurring, term breaks or holidays and it is convenient to facilitate the additional assessment of the student. As a general guide, assessors are to make alternative arrangements to provide opportunities for assessment within the constraints of available time and resources. In all circumstances, the assessment is to be a planned activity that is conducted in accordance with the assessment procedures in the following section.

Note: Extensions to durations may impact your vis conditions.

In some cases, after alternative arrangements have been exhausted, it will be suitable to find a student as not-yet-competent and record this result with their statement of attainment.

The student is given 3 attempts free of charge. The student can request to be reassessed after the 3 attempts at a cost of \$200 per unit and any attempt thereafter.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness, or special considerations – this is called reasonable adjustment. Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally Please speak to your assessor if you think that you may need an adjustment made.

Note these adjustments are made at the discretion of your assessor based on your identified needs.

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

On the job training (Work placement)

For selected courses you will work on the job (work placement). You will be supervised by a workplace mentor/supervisor experienced in the required field for no less than two years or specified in the assessment conditions.

needs recording and submitting:

When am I Competent?

Allocated timeframes and task requirements reflected in the student program guide/training plan.

You must achieve a satisfactory result for each task to be deemed competent in each unit of competency. You must provide evidence which demonstrates you can perform the required competencies to the required standard. Competency depends on consistently demonstrating the skills and knowledge to enable you to complete workplace tasks confidently in a variety of situations.

If you have concerns to start the assessment, you should raise these concerns with the trainer for action before assessing. The trainer will decide if more time is required and an intervention strategy to support your needs.

Source: <http://www.asqa.gov.au/users-guide-to-the-standards-for-registered-training-organisations-2015/about-the-standards-for-rtos/standard-one/clauses/clauses-1.1--1.4.html>

Duration extensions and reduction process (For International students only)

The duration can be impacted by the following scenarios, however not limited to:

Reduction in the training and assessment plan duration

The duration may be reduced for an individual learner if credit towards the qualification is given in the form of recognition of prior learning or credit transfer. The underlying principle of Nationally Recognised Training is that a student does not have to repeat training and assessment that has already been undertaken

Credit transfer – complete an application for credit transfer form and attach the evidence. The form must be submitted to the course coordinator who will review the application. If the credit transfer is applied, then the course duration will be reduced according to the units credited and the training hours allocated to that unit. A “credit transfer application form” must be completed with the required evidence attached. A revised training and assessment plan will be provided once approval of credit transfer is granted

Calculations example: “unit name and title” is granted a credit transfer – XX hours has been allocated to this UOC for training and assessment. The duration is reduced by the number of hours/weeks allocated to the UOC

RPL –Recognition of prior learning – students can apply for RPL. The student must lodge an RPL application form. If RPL is granted the then the course duration will be reduced according to the units provided with nan RPL outcome. The student training and assessment plan will be amended accordingly

Calculations example: "unit name and title" is granted an RPL – XX hours has been allocated to this UOC for training and assessment. The duration is reduced by the number of hours/weeks in the schedule below

Extension in the training and assessment planned duration

Extension of the expected duration of study (COE)

For learners who require extra training or an extended duration beyond the required weeks, must complete a

"Course deferral suspension form"

"COE change form "

Reasons for an extension could include but not limited to:

Student has fallen below 80% attendance and intervention strategy applied - intervention form

Medical grounds (medical certificate provided) – deferment form

NYC provided for one or more units which needed to be repeated to enable completion of course requirements intervention form

Outcomes of academic review i.e. student had reduced study load due to intervention strategy

Student took approved leave of absence intervention form

critical incident

Note: Extending the training plan schedule should not impact the total duration but rather the schedule. Therefore, students may have scheduled sessions in allocated term breaks or extended timeframes i.e. 25 hours per week or due to an intervention plan.

Extended durations affecting the COE

We will only extend the duration of the students' study where it is clear that the student will not complete the course within the expected duration, as specified on the students CoE, as the result of: Compassionate of compelling circumstances,

After implementing an Intervention Strategy for students who are at risk of not meeting satisfactory course progress, or

An approved deferment or suspension of study has been granted in accordance with the Deferral, Suspension or Cancellation Policy.

All Intervention Strategies or Extensions will be assessed individually, taking into account 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.

Policies and procedures	
Assessment Policy including Re-assessment and Appeal	<p>Inevitably, some students will not meet the assessment evidence's requirements and judged as not-yet-competent. Our approach to these situations is to work with you to address deficiencies and build your skill and knowledge in preparation for additional two assessment attempts. This process is undertaken within the scheduled training plan or perhaps completed under alternative arrangements between you and the assessor.</p> <p>You may find it challenging to develop the necessary skills and knowledge within the scheduled training plan constraints in some rare circumstances. In this case, arrangements agreed that allows you to undertake additional learning in your own time and return for further assessment at a time suitable time for us. Times may be during a period of reduced training activity or when planned assessments occur when convenient to facilitate the student's additional assessment. As a general guide, assessors are to make alternative arrangements to provide assessment opportunities within the constraints of available time and resources. In all circumstances, the assessment is to be a planned activity conducted according to the assessment procedures in the following section.</p> <p>In some cases, after alternative arrangements have been exhausted, it will be suitable to find a student as not-yet-competent and record this result with their statement of attainment. You are given three attempts free of charge. You can request a re-assessment after the three attempts at a cost outlined in your statement of fees</p>
Recognition of Prior Learning (RPL)	<p>All RPL assessments are to comply with the requirements detailed in the curriculum documentation or training product documentation. RPL Applications are available on request. The general principle to be observed is that "As the level of risk increases, there should be a corresponding increase in the rigour of the RPL processes". Our RPL Policy is based on the National Assessment Principles: The assessment process will cover the following:</p> <ul style="list-style-type: none"> • Assessment processes should cover a 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 the assessment, judgments to determine an individual's competency, wherever practicable, are based on evidence gathered on several occasions and in various contexts or situations, including evidence validation. • 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 recognise competencies no matter how, where or when acquired. • Assessment processes 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 an assessment. • The assessment approach should be participatory – the process of assessment is jointly developed/agreed upon between the assessor and the candidate. • A referee check conducted if required to confirm the authenticity of the evidence. <p>Refer to your statement of fees for RPL charges applicable</p> <p>Certificates or Statements of Attainment will not be issued until all fees paid and a USI is verified.</p>
Credit transfer guidelines	<p>You are entitled to apply for credit transfer in a course or qualification enrolled. Unfortunately, you cannot apply for credit transfer for competent units or qualifications not included in our registration scope.</p> <p>We acknowledge the requirement as a Registered Training Organisation to recognise the awards issued by other RTOs. Limitations to outcomes are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and qualifications</p> <p>What is a credit transfer?</p> <p>Credit transfer is recognition of learning achieved through formal education and training at another RTO. Under the Standards for Registered Training Organisations, qualifications and statements of attainment issued by any RTO are accepted and recognised by all other RTOs. Credit transfer</p>

	<p>allows you to receive recognition for a unit of competency based on the previously awarded unit's successful completion.</p> <p>What happens when unit codes and titles are different? Suppose credit transfer is sought for a unit of competence that has a different title or code. In that case, it is necessary to establish the equivalence between the unitholders and the unit sought. In many cases, this information found in mapping documents published in the relevant Training Package or by the National VET Regulator, which provides purchasing guidelines and mapping guides. Our administrative staff will obtain this information and validate claims of equivalence.</p> <p>As a general guide, we cannot recognise the unit through credit transfer if no such mapping is available. In these circumstances, you should seek recognition per our Recognition policies and procedures.</p> <p>Applying for credit Transfer You may apply for a credit transfer at any time; however, you are encouraged to apply before commencing a training program. This practice will reduce unnecessary training and guide you down a more efficient path to competence. For credit transfer application:</p> <ul style="list-style-type: none"> • The student does not incur any credit transfer fees • Credit transfer awarded for whole units of competence. A mapping guide identifying a partial credit will not be considered for credit transfer. In this case, advice for seeking recognition through other means will be communicated. • Credit transfer will only be issued when the student's enrolment includes at least one other unit of competence for which the student is participating in training or is seeking recognition. A student may not enrol only for credit transfer. <p>Procedure The following procedure is to be applied by us upon receipt of an application for credit transfer. Step 1 We will provide sufficient information to you regarding opportunities for alternative pathways via credit transfer and the credit transfer policy ideally before your course commencement Step 2 To apply for credit transfer, you must complete and submit the following documentation to us:</p> <ul style="list-style-type: none"> ▪ Credit Transfer Application Form ▪ a certified copy of the qualification or Statement of Attainment; and <p>Step 3 On receipt of the application, we will check the qualification or Statement of Attainment for Authenticity and grant credit transfer for the units of competence for units completed at any other Registered Training Organisation. Step 4 Where the competence units do not align with the units of competence requested, further information is sought in Training Package mapping guides or purchasing guides. Step 5 Verified copies of the qualifications and Statements of Attainment used as the basis for granting credit transfer kept on your student file. Step 6 Notification of application outcomes is provided to you in writing. For credit transfer awarded, you are exempt from resitting that unit as per your training plan.</p> <p>What evidence do I need to provide? You will be required to present your Statement of Attainment or qualification for examination by us. These documents will provide the detail of what units of competence you have previously attained. You must provide satisfactory evidence that the Statement of Attainment or qualification is authentic and that an Australian RTO has issued it. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework, Second Edition, 2013. You must submit only copies certified as true copies of the originals by a Justice of the Peace (or equivalent).</p> <p>Tools -Credit transfer application form</p>
<p>Fees and Refunds</p>	<p>Per the applicable legislation, we charge fees for services provided to you undertaking a course of study. These charges are generally for course materials (textbooks and other learning materials), administration and training and assessment services (tuition fees).</p> <p>For detailed information, refer to the statement of fees document provided at the induction for a detailed outline of the costs and charges that apply to your course of study</p>

Issuing of certification documents	<p>Upon completing your course and payment of all relevant fees, we will issue you with a qualification (Testamur/certificate) and record results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.</p> <p>If you withdraw from a course or partially completes a course, then a Statement of Attainment issued within thirty (30) days. Statements issued is on the proviso, all relevant fees paid, and a USI validated. A record of results is provided where requested.</p> <p>Re-Issuing Statements and Qualifications Records of qualifications and unit achievement are kept electronically on record for at least thirty (30) years. You can request copies of any of these statements or qualifications at any time for an additional charge. Refer to your statement of fees for applicable charges.</p> <p>Revocation of an award occurs when your Qualification or Statement of Attainment is conferred in error, issued inadvertently, or obtained in any unauthorised manner whatsoever. When a Qualification or Statement of Attainment is in question, the Trainer/Assessor and Training Manager will investigate the circumstances surrounding the issuance of the Qualification or Statement of Attainment. Our representative submits their findings and recommendations to the CEO, who will decide on the case at hand.</p> <p>When the CEO decides to revoke the qualification or Statement of Attainment, notification sent in writing that the award, Statement of Attainment or Result of Assessment cancelled within 21 days of the letter issued. The letter also contains the correct result or award documentation. The student is requested to return the incorrect award, Statement of Attainment or Result of Assessment. You have the right to appeal the CEO's decision per the appeals Policy outline in the annex provided.</p> <p>Unique student Identifier - USI (Unique student identifier) requirements include but are not limited to: You need to:</p> <ul style="list-style-type: none"> • provide unique Student Identifier, per provisions of the Student Identifier Act. • Follow the process of obtaining a Student Identifier if you do not already have one, via http://www.usi.gov.au/Pages/default.aspx • we will verify and maintain all Student Identifier numbers in our Student Management System (SMS). <p>USI (Unique student identifier) requirements include but are not limited to:</p> <ul style="list-style-type: none"> • All clients are required to provide their unique Student Identifier, in accordance with requirements of Student Identifier Act. • Students will be advised on the process of obtaining a Student Identifier if they do not already have one, via http://www.usi.gov.au/Pages/default.aspx • We will verify and maintain all Student Identifier numbers in its Student Management System (SMS). • Certificates or statement of attainments will not be issued until you have a verified USI confirmed by our confirmation with the registrar. <p>If an exemption applies, the results of training will not be accessible through the commonwealth and will not appear on any authenticated VET transcripts prepared by the registrar. For more information on exemptions refer to the following link https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-reporting-usi</p> <p>Note: Certificates or statement of attainments will not be issued until you have a verified USI confirmed by us as per the confirmation registrar.</p>
Replacement certification issuance	<p>Before reissuing an award, submit a 'Replacement Certificate Form' to admin with payment. Request forms by contacting head office. Refer to your statement of fees for applicable charges</p>
Replacement of text and training workbooks	<p>Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the replacement cost. A student has purchased a text or training workbooks and subsequently cancels his or her enrolment; We will not refund monies for the text unless a written request for a refund is received and we are satisfied that the text is in as-new condition. For a complete list of replacement charges, please refer Statement of fees document.</p>
Giving notice of enrolment cancellation	<p>If you wish to cancel your enrolment, you must give notice in writing. Cancellations may be via email or letter. Our staff approached with initial notice of cancellation are to ensure you understand your</p>

	<p>rights regarding the refunding of fees. Advice is given regarding other options, such as suspending the enrolment and re-commencing in another scheduled training program.</p> <p>If you give written notice to cancel your enrolment, complete a "Refund Application Form". Suppose you are not eligible but are requesting a refund. In that case, your request can be appropriately considered by the Chief Executive Officer.</p>
<p>Protecting fees paid in advance</p>	<p>We are responsible for protecting the fees paid by you in advance of training and assessment services delivered. Following the course, commencement we may require payment of additional costs in scheduled payments in advance from you but only such that, at any given time, the total amount needed does not exceed \$1,500 per month for non international students, however you should refer to the statement of fees provided as part of your induction pack ensuring you understand when fees in advance are collected if you are an international student</p> <p>If you are unhappy with our arrangements for collecting and refunding tuition fees, you are entitled to complain. This process should occur per our complaints policy and procedure (refer to annex at the end of this document)</p> <p>Refer to your statement of fees for payments structures and details of how charges apply. To ensure you are well informed of the financial considerations of your enrolment, we undertake to provide the following fee information to you before enrolment as outlined in your statement of fees:</p> <ul style="list-style-type: none"> • the total amount of all costs, including course fees, administration fees, materials fees and any other charges provided on the enrolment form • payment terms, including the timing and amount of expenses to be paid and any non-refundable administration fee • the nature of the guarantee given by us to complete the training and assessment once you commence study in your chosen qualification or course; • the costs for additional services, including such items as the issuance of a replacement qualification testamur, re-assessment and the options available to students who are deemed not yet competent on completion of training and assessment; and • refund policy. <p>Fee Payment Arrangements:</p> <ul style="list-style-type: none"> • You can pay your fees by direct bank transfer. • All prepaid fees are protected in line with the requirements of the VET Quality Framework that legislates the provision of training and assessment in Australia and with the ESOS Framework that regulates the standards for provision of Education to International student • In accordance with the Standards for RTOs 2015, we adopt the following to protect fees paid in advance: <ul style="list-style-type: none"> • Flexible payment arrangements/ options will accommodate individual circumstances. • Fees must be paid in full before certification will be issued • We reserve the right to suspend the clients learning or assessment (or both) until all fee payments are up to date, in the event payment instalment arrangements become overdue and remain unpaid for a period in excess of 14 days. • Acceptable payment options can be made via credit card, direct debit, and EFT remittance to accommodate the diverse financial situations of clients. <p>The deposit invoice will be raised upon enrolment and due prior to commencement of training. We reserve the right to not permit entry into the course until the deposit has been paid. Program materials will not be provided until the commencement of training and deposit paid in full. After commencement, the candidate will be invoiced as per the instalment plan/fee schedule below</p> <p>NOTE: 10 working day cooling off period applies prior to commencement</p> <p>Late payment</p> <p>Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty. Debts will be referred to a debt collection agency where fees are more than 40 days past due.</p> <p>We reserve the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made. International students who do not pay their fees will be reported to the Department of Education and Training (DET) via PRISMS under student default</p>

	For detailed information of fees see the “statement of fees” document
The transition of Training Packages Procedures Policy and procedure	<p>We are committed to providing quality training and assessment per the Registered Training Organisations (SRTOs 2015). As such, we must transition the scope of delivery and clients to new Training products promptly.</p> <p>Our RTO is committed to ensuring you have access to and attain a qualification that most closely represents the industry’s current skill needs.</p> <p>We ensure that it has effective and efficient practices in place: To monitor the currency of training products. To maintain the currency of its scope of registration. For the transition of training products For the transfer of clients to upgraded Training Package qualifications and VET Accredited courses</p>
Transfer between registered provider (For international students only)	<p>Under ESOS legislation, students who have completed more than six months of their principal program are not required to formally seek permission to transfer between providers. However, students must advise us in writing of their cessation of studies. We will then cancel the Confirmation of Enrolment and notify the relevant Australian Government departments that they are no longer enrolled with us.</p> <p>Definitions CoE: Confirmation of Enrolment.</p> <p>Compassionate: Family, medical or ‘wellbeing’ reasons for supporting a transfer.</p> <p>Compelling: Circumstances that are involuntary and such that the applicant has little or no alternative.</p> <p>CRICOS: Commonwealth Register of Institutions and Courses for Overseas Students.</p> <p>Course: DET terminology for course or program of study.</p> <p>DHA: Department of Home Affairs</p> <p>Enrolled: Where a student has been issued with a CoE to confirm acceptance by the registered provider and is occupying a place in the CRICOS registered course for which the student was accepted and is progressing towards completion of course requirements. ESOS: Education Services for Overseas Students Act 2000 (ESOS Act).</p> <p>Existing provider: Education provider from whom a student is seeking to transfer</p> <p>Government Sponsored: An Australian or foreign Government sponsored student for study in Australia</p> <p>Principal course of study: The main course of study to be undertaken by an international student where a student visa has been issued for multiple courses of study. Where the overseas student arrives in Australia with a student visa that covers multiple courses, the principal course of study would normally be the final course of study.</p> <p>Receiving provider: The provider with whom the student is intending to enrol</p> <p>Registered provider: The registered provider for a course for a State, means an approved provider that is registered on CRICOS as a provider for the course for the State.</p> <p>Release Letter: A letter authorising a student to be released from one provider so that they are able to enrol with another provider</p> <p>Student Visa: A visa described in the Migration Regulations 1994 as a Student (Temporary) (class TU visa, other than such a visa for: a) A person who satisfies the secondary criteria, but not the primary criteria, under those Regulations for the grant of the visa. b) an exchange student or AusAID student within the meaning of those Regulations; or</p>

c) an overseas student who has been approved by the Minister for Defence to undertake a course of study or training under a scholarship scheme or training program approved by the Minister for Defence; or

d) an overseas student who has been approved under another scholarship scheme, or an exchange scheme, sponsored by the Commonwealth to undertake a course of study or training in Australia

Transfer between registered providers: An international student who applies to transfer from another CRICOS registered provider.

NOTE: We will not knowingly enrol a student wishing to transfer from another registered provider's course of study except where:

- The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered or offered.
- The original registered provider has provided a written letter of release.
- The original registered provider has had a sanction imposed on its registration by the Australian government or state or territory government that prevents the student from continuing his or her principal course; or
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

If any of the above conditions apply, we can enrol a student before they have completed six months of their principal course.

We will not actively recruit a student before the student has completed six months of their principal course.

The restriction to not enrol transferring students also applies to any prerequisite courses in a package of courses.

Students may transfer to another registered provider before they have completed six months of their course or at least 2 study periods only under one or more of the following conditions.

- Where it is considered that the course that the student wishes to transfer to:
- Better meets the study capabilities of the student; and/or –
- Better meets the long-term goals of the student, whether these relate to future work, education, or personal aspirations; and/or
- Offers the student access to greater support either through services offered by another registered provider, commercial or non-profit services or through access to family, friends, or a cultural support network.

The student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.

A transfer to another course will usually not be granted where:

- The transfer may jeopardise the student's progression through a package of courses.
- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered during which time the full range of support services will be provided to the student
- The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.

All decisions made by us with regard to a student's requests to transfer to another provider will be fair and take into account the student's individual circumstances and any other relevant factors.

In order for a request for transfer to be considered and a letter of release provided, students must provide a letter of offer from another registered provider confirming that a valid offer of enrolment has been made.

A letter of release will always be granted where a student has provided evidence that he or she was misled by us or the migration agent regarding the provider or its course which is in breach of the ESOS Act.

Where a student is under 18, the student must either have written evidence from their legal guardian or parent supporting the transfer or where the student is not being cared for in Australia by a parent or suitable nominated relative, the student's request to transfer must also be accompanied by written confirmation that the registered provider to whom the student wishes to transfer will accept responsibility for approving the student's accommodation, support and general welfare arrangements.

There is no cost in providing students with a letter of release. However, where a student transfers to another registered provider, any refund of course fees paid will be in accordance with our Fees and Refunds Policy and Procedure.

Students who are granted a letter of release must contact DHA to seek advice on whether a new visa is required. To find out more about visa requirements, student should call DHA on 131881 or visit their website at www.immi.gov.au.

Where the decision is made to refuse a student or they do not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing our Complaints and Appeals process within 20 days. If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.

All records relating to course transfers will be kept on a student's file.

Procedures

Students transferring from another provider

A. Process application from student

Where an application from a student indicates that they are already enrolled with another provider, check that a Letter of Release has been provided or that any of the circumstances that apply to transferring students who have not completed six months of their principal course of study apply. If required, contact the student or student's agent to confirm the student's status with the previous registered provider.

Where a Letter of Release or any of the circumstances applying to register any of these conditions apply and the student meets other standard enrolment requirements, forward the student's application to the Compliance Manager for approval.

Where the application is approved by the Compliance Manager, inform the student in writing as per our Records Management Policy.

Where the student is not eligible to transfer because they have not provided a letter of release and none of the circumstances that apply to transferring students who have not completed six months of their principal course of study apply, inform the student in writing that their application has been refused, stating the reasons why.

Include all documentation on the student's file.

Students seeking to transfer to another provider

B. Process application for transfer

Where a student requests to transfer to another provider, provide the student with an Application for Withdrawal Form for completion. Documentation required is stated on this form, including the requirement for a valid letter of offer from another provider.

Acknowledge receipt of Application for Withdrawal Form by post and/or email to the student. Review the application and supporting evidence provided within 10 working days of receipt of application.

Where the application is from a student under 18, check the application to ensure there is a supporting letter from a parent or legal guardian or a letter from the registered provider that they will be responsible for approving the student's accommodation, support and general welfare arrangements.

Review application

Decide based on the circumstances in which a transfer will be granted as set out in the Policy.

Where the application is approved, inform the student in writing, including a letter of release, information on any refund of course fees in accordance with our Fees and Refunds Policy and advising the student to contact DHA to confirm whether they will need a new visa.

Where the application is refused, inform the student in writing, including the reasons for the decision and advising the student of their right to access our Complaints and Appeals process and that they have 20 working days in which to do this from the date specified on the letter. If the student does not appeal against the decision or if their appeal is unsuccessful, the matter will be closed. If a student's appeal is successful, a letter of release will be granted and emailed to the student.

	<p>Enter Student Course Variation into PRISMS within 14 days of student leaving us</p> <p>Student Administration and Bookkeeper Responsibilities Where an application for transfer is approved, Student Administration will withdraw the student from their current program and the bookkeeper will process the refund request in accordance to our refund policy</p>
<p>Plagiarism policy</p>	<p>We deliver programs that are nationally recognised. We issue qualifications that have credibility in the marketplace within the regions we provide services. Employers and those undertaking the training have faith in expertise and knowledge. The desire to do better is an admirable pursuit in prospective or new employees, but this may, on occasions, drive a student to act fraudulently writing and submitting assessments.</p> <p>Plagiarism can arise from failing to understand research methodology and referencing systems, dishonest attempts to use and obtain recognition for another person(s) work and/or poorly referenced work. To plagiarise is to take and use another person's thoughts and ideas (s) and present it/these as one's own. This procedure includes all enrolments for accredited and non-accredited training under our scope of registration. The objectives of the Student Plagiarism Policy, procedures and related strategies are to:</p> <ul style="list-style-type: none"> • Identify and define ethical issues in research and reporting; including copyright, referencing, bibliographies, citations • Facilitate students' achievement of information literacy competence • Provide readily accessible references and tools for staff and students to prevent and manage plagiarism • Provide appropriate training and induction for staff members charged with implementing the Student Plagiarism Policy to maintain consistency in the way its implemented. The plagiarism policy includes guidelines for writing and conducting assessment events and assessment of student group research projects. <p>Trainers and Assessors are responsible for:</p> <ul style="list-style-type: none"> • Applying the Student Plagiarism Policy and providing the Student Information • Counselling students and collaborating with management to determine whether corrective or disciplinary action is appropriate when plagiarism breaches occur • Recording breaches in student notes/files • Arranging support services such as tutoring, counselling and assisting students to achieve competence in information literacy. <p>All students must:</p> <ul style="list-style-type: none"> • be aware of their responsibility concerning plagiarism • Reference all assignments for submission appropriately • Seek advice and support from trainers & assessors. <p>Actions and Penalties. Remedial Actions may be determined by:</p> <ul style="list-style-type: none"> • Counselling or training on proper academic conventions and techniques • Attempting the assessment item again without a re-assessment attempt • Trying the assessment item also with a re-assessment attempt • Completion of a new piece of work with a re-assessment attempt • A grade fail/Not yet competent in the unit of competency
<p>Complaints & Appeals</p>	<p>Complaints policy We are committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SNRs 2015). Our Complaints and Appeals Policy and related procedures have been developed to ensure that we respond effectively to individual cases of dissatisfaction. This policy outlines our approach to managing complaints and appeals and ensures that all clients. Students (domestic and international), employers and other stakeholders are aware of the steps to take to have their dissatisfaction addressed appropriately.</p> <p>This policy provides an avenue for all complaints to be addressed in a fair, efficient, and confidential manner. There is no cost to any person to access the complaints and appeals process.</p> <p>This policy ensures compliance with the VET Quality Framework, as well Standard 8 of the National Code 2018 and international students will be informed of, and provided with this, policy and the complaints and appeals procedure during their orientation.</p>

Students will be informed of, and provided with this, policy and the complaints and appeals procedure during their orientation.

- Complaint – a person's expression of dissatisfaction with any service provided by us
- Appeal – a request to review a decision that has previously been made.

The objective of this policy is to ensure that our staff act in a professional manner at all times. This policy provides clients with a clear process to register a complaint. It ensures all parties involved are kept informed of the resulting actions and outcomes.

Policy Statement - We acknowledge the clients' right to lodge a complaint when they are dissatisfied with the training and /or assessment services and experiences that they have been provided by us.

We will ensure that clients have access to a fair and equitable process for expressing complaints, and that we will manage the complaint with fairness and equity.

In doing so, we:

- havewritten procedures in place for collecting and managing complaints in a constructive and timely manner.
- ensure that these procedures are communicated to all staff, third party partners and clients.
- ensure that all necessary documentation and resources are in place to enable clients to submit a complaint.
- ensure that each complaint and its outcome is recorded in writing; and
- Ensure that customer complaints and their outcomes are fed into continuous improvement initiatives.
- publicly list our procedures

Principles

In managing complaints, we will ensure that:

- The principles of natural justice and procedural fairness are adopted at every stage of the complaint process.
- The complaints policy is publicly available on our website (under development)
- There is a procedure for making a complaint.
- Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- Complaints will be resolved on an individual case basis, as they arise.
- All clients have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another learner.
- All complaints are acknowledged in writing and finalised as soon as practicable.
- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- Final decisions will be made by the CEO or an independent party to the complaint.
- The complaint resolution procedure emphasizes mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint 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.
- If the complaint will take in excess of 60 calendar days to finalise we will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.

- All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the client in any current or future training.

Complaints and appeals may be made in relation to any of our Education's services, activities, and decisions such as:

- The selection processes
- The enrolment, induction and/or orientation process
- The quality of training and assessment provided
- Training and assessment matters, including student progress, assessment, curriculum and awards in a course of study
- Access to records
- Decisions made by us
- The way someone has been treated.
- The actions of another student
- The actions of any of our staff
- The actions of any third parties (e.g. Agents)

We aim to:

- Develop a culture that views complaints and appeals as an opportunity to improve the organisation and how it works
- Set in place a complaints and appeals handling system that is client focused and helps us to prevent these events from recurring
- Ensure that any complaints and appeals are resolved promptly, objectively and with sensitivity and in complete confidentiality
- Ensure that, in the case of international students, complaints are resolved promptly as not to impact on an international student's study time in Australia as determined by their visa.
- Ensure that the views of each complainant and respondent are respected and that any party to a complaint or appeal is not discriminated against nor victimised
- Ensure that there is a consistent response to complaints and appeals.

All formal complaints and appeals will be responded to efficiently to ensure an effective resolution within a reasonable timeframe, usually fourteen (14) working days or as soon as practicable.

However, in some cases, particularly if the matter is complex, the resolution may take longer. If the matter is not resolved within 60 days and it appears as though it will take longer than 60 days to resolve, we will provide updates in writing to parties involved in the matter.

All formal complaints and appeals and their outcomes will be recorded on the Complaints and Appeals Registers with a detailed record of the complaint and outcomes. This will be kept permanently to allow all parties to the complaint or appeal appropriate access to the records if required.

Records of complaints and/or appeals made by a student will be saved in the student's file. Complaints and appeals will be reviewed by management to identify root causes of the complaint or appeal and to identify any areas requiring improvement to prevent similar recurrences in the future.

There is no cost to access the complaints and appeals process with us. All records relating to complaints and appeals will be treated as confidential and will be covered by our Information Privacy Policy. This policy and related procedure do not replace or modify those or any other responsibilities which may arise under other policies or under statute or any other law.

Nothing in this policy and related procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. This policy does not circumscribe an individual's rights to pursue other legal remedies.

Making Formal complaints may be made in writing to the Training Manager using the Complaints and Appeals form or another written format. When making a complaint the complainant should provide as much detail as possible to enable us to investigate appropriately and determine a solution. This should include:

- The issue that is the cause for the complaint
- Any evidence that supports the complaint
- Details about the steps that have already been taken to resolve the issue
- Any suggestions for how the issue might be resolved.

The receipt of the complaint will be acknowledged in writing within 5 working days of receiving the complaint. Upon receiving the complaint, the Compliance Manager will conduct an investigation into the matter and ensure that we have accurate, complete, and relevant information. This may include gaining extra details from the complainant and any other involved parties about the issue which may be done in writing, over the phone or face-to-face.

We acknowledge the need for an appropriate independent party to mediate if required and will offer to arrange this for complainants who are not satisfied with the process conducted by us. The Training Manager will decide on an appropriate resolution and advise the complainant in writing how the matter will be resolved along with reasons for the decision within 14 working days of the complaint being made.

Internal non-academic appeals

Appeals against a decision made by us during the complaints process may be made in writing to the CEO using the Complaints and Appeals form or other written format. Appeals must be made within 20 working days of the original decision being made. When making an appeal the appellant should provide as much detail as possible to enable us to investigate appropriately and determine a solution. This should include:

- The issue that is the cause for appeal
- Any evidence that supports the appeal
- Details about the steps that have already been taken to resolve the issue
- Any suggestions for how the issue might be resolved.

The receipt of the appeal will be acknowledged in writing within 5 working days of receiving the appeal. Upon receiving the appeal, the CEO will conduct an investigation into the matter and ensure that we have accurate, complete, and relevant information. This may include gaining extra details from the appellant, the person who made the original decision and any other involved parties about the issue.

These consultations will preferably be conducted face-to-face. The CEO will decide on an appropriate resolution and advise the appellant in writing of the how the matter will be resolved along with reasons for the decision within 60 working days of the appeal being made. If the matter is particularly complex, the matter may take longer to resolve.

If the appellant remains dissatisfied, they may lodge an external complaint or appeal. In the case of international students, where the internal appeals process recommends a deferral, suspension or cancellation of a student's enrolment, the Training Manager will notify The Department of Education through PRISMS of the change to the student's enrolment and the student has 28 days in which to:

- Leave Australia
- Show the Department of Home Affairs (DHA) a new Confirmation of Enrolment (CoE) with another provider; or
- Provide DHA with evidence that he or she has accessed an external appeals process.

Making an appeal of an assessment decision

An appeal of an assessment decision may be made in writing to the CEO using the Complaints and Appeals Form or other written format within 30 working days of the assessment decision being made. The request must include reasons why the assessment appeal is being made.

Upon receipt of the appeal, an internal review of the assessment will occur and the CEO may request further information from the appellant. The assessment will then be reviewed which may involve:

- The appointment an independent, qualified assessor to review the assessment, or
- The original assessor reviewing the assessment decision and involving another assessor in the decision.

All reasonable measures will be taken to ensure that an assessment appeal is resolved within 60 working days. The CEO will ensure that the appellant is advised in writing of the outcome along with reasons for the decision within this timeframe.

External appeals and complaints resolution

Where the complainant remains dissatisfied with the outcome of the complaints and appeals process, the complainant can access an external complaints or appeals process at their own cost. Complainants must ensure they have accessed the internal processes first. Complainants have a

	<p>number of external sources ('external reviewer') where they can raise a complaint or appeal including:</p> <ul style="list-style-type: none"> • Consumer and Business services https://www.cbs.sa.gov.au/contact 131 882 • Administrative Appeals Tribunal http://www.aat.gov.au • Our RTO registering body, the Australian Skills Quality Authority (ASQA) (http://www.asqa.gov.au/complaints/making-a-complaint.html) • The Overseas Student Ombudsman <p>Note: ASQA can only deal with complaints about:</p> <ul style="list-style-type: none"> • The information provided by an RTO about its course/s • The delivery and assessment of training received • The qualifications issued or to be issued. <p>International students may also lodge an external appeal to the Overseas Students Ombudsman who offer a free and independent service to overseas students who have a complaint or want to lodge an external appeal about a decision made by us.</p> <p>Students are able to view the Overseas Students Ombudsman website www.oso.gov.au or call on 1300 363 072 for further information. We will be bound by the external reviewer's recommendations and the Training Manager will ensure that any recommendations made are implemented within 20 working days of receipt of the decision made by the external reviewer.</p> <p>Enrolment status during complaints and appeals process</p> <ul style="list-style-type: none"> • For international students, we will maintain a student's enrolment throughout the internal appeals processes. In the case of an external appeals process it will depend on the type of appeal as to whether we maintain the student's enrolment as follows: If the appeal is against our decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported our decision to report. • If the appeal is against us the decision to defer, suspend or cancel a student's enrolment due to misbehavior, we will notify the Department of Education through PRISMS of a change to the student's enrolment after the outcome of the internal appeals process, not the external appeals process as outlined above. • For international students, maintaining the student's enrolment means not notifying the Department of Education of any change to the student's enrolment status through the Provider Registration and International Student Management System (PRISMS). <p>Refer to annex A and B for a flow chart of the complaint and appeals process at the end of this document</p>
<p>Feedback</p>	<p>We are continuously striving to improve the quality of training & assessment, so it is beneficial to receive your feedback. Reviews are undertaken during your training and on completion of your course. An evaluation form is used for this process.</p> <p>If you have any further questions about your enrolment, course, or learning, please do not hesitate to contact any one of the dedicated friendly training team.</p> <p>You may also receive an NCVER survey and an invitation to participate in an Industry endorsed project/ or be contacted by the commission for audit purposes</p>
<p>Travel Safe – Student Safety Plan</p>	<p>We will typically deliver training in the classroom and the workplace. For safety attendance at our training facility will be no later than 8.30 – 9 pm</p> <p>Although our location is well accessible and safe, you must know the public transport available in the area. If you need to use public transport, please ensure you follow the steps below to maximise safety.</p> <ul style="list-style-type: none"> • If possible, walk with a friend or someone you are familiar with • Walk along well lit-areas and try to walk along with areas where other people are around • Walk with confidence and a steady pace and avoid walking in a poorly lit side street • If verbally harassed, ignore and do not respond and keep walking towards a where there are other people such as a shopping centre • When leaving the venue, refer any concerns to staff for assistance • Call for staff assistance if you need to on 0433 587 933 and put this number on your phone • In case of emergency contact police or other emergency services by dialling 000

	Please seek further information or other public transport routines at https://adelaidemetro.com.au/ and go to the journey planner.
Deferral, suspension, and cancellation	<p>Deferral, Suspension and Cancellation Policy and related procedures outline the circumstances in which you can defer, suspend, or cancel your enrolment with us.</p> <p>If we initiate suspension or cancellation, we may suspend your enrolment in the following instances.</p> <ul style="list-style-type: none"> • Student misbehaviour, as outlined in the Student Code of Conduct. • Unsatisfactory course attendance or progress. <p>We may cancel a student enrolment in the following instances if you.</p> <ul style="list-style-type: none"> • Demonstrates serious misconduct as outlined in the Student Code of Conduct. • Display erratic course progress, for example, consistent unsatisfactory course progress over two reporting periods or continuous absence from scheduled course hours (unsatisfactory attendance). • Non-payment of outstanding fees. • cease attending a course for 14 working days • cannot be contacted <p>If your enrolment is suspended or cancelled by 20 working-day notification, we can access our internal complaints and appeals process.</p> <p>Student-Initiated Deferral, Suspension or Cancellation</p> <p>You may defer commencement of a course or temporarily suspend your enrolment during your time in the following limited circumstances relating to compassionate or compelling circumstances:</p> <ul style="list-style-type: none"> • Severe illness or injury, where a medical certificate states that the student was unable to attend classes, • Unexpected illness or death (bereavement) of close family members such as parents or grandparents, • caught in a major political upheaval or natural disaster requiring emergency travel for such reasons, and this has impacted your studies, • involved in custody proceedings for your child • Involvement in legal proceedings where timing is beyond your control, • The student or accompanying family member has an acute medical condition requiring treatment • A traumatic experience could include participation in or witnessing a serious accident and witnessing or being the victim of a severe crime, and this has impacted the student (police or psychologists' reports should support these cases) • Or where the registered provider was unable to offer a pre-requisite unit • Inability to begin studying on the course commencement date due to delay in receiving pre-training documentation <p>If you request a deferral for your course commencement, complete an Application to Defer, Temporarily Suspend or Cancel Studies Form and submit it to the Administrative Officer at least seven days before the course commencing. Once the deferral is processed, you will receive a Confirmation of Enrolment letter and have a new enrolment agreement written to reflect the recent commencement.</p> <p>If you wish to suspend your enrolment temporarily, you must obtain written approval from the CEO. Students need to complete an Application to Defer, Temporarily Suspend or Cancel Studies Form and submit it, together with all supporting documentation, to the Training manager. To obtain approval, you must submit the form a minimum of 10 working days before the requested suspension date. If an emergency compels you to suspend your course, the minimum submission deadline of 10 working days is waived. Once the suspension is approved, you will receive an Approval for Absence Letter from the CEO granting the suspension.</p> <p>If you wish to cancel enrolment in your course, you must obtain approval from us and attend a cancellation appointment. You must complete an Application to Defer, Temporarily Suspend or Cancel Studies Form or, where applicable, a Transfer between Providers. The CEO will decide the outcome of your cancellation request. Refer to your statement of fees for relevant refund requests.</p>
Accessing records	Students may access their records at any time. Access to records can be arranged through contact with our training manager or member of our administrative team. You must provide verifiable forms of identity when seeking to access documents.

	<p>You may access or obtain a copy of your records that we hold about you at any time. Records include:</p> <ul style="list-style-type: none"> • personal information and evidence of participation and progress. • If you want to access or obtain a copy of the records we hold in your file, you must request your records by writing to our office staff using the Access to Records Request Form. <p>There is no charge to access your records. However, a fee of 20 cents per page applies for photocopies. Access to records may be provided by:</p> <ul style="list-style-type: none"> • Making copies of the records held in a file; • Providing a time for you to review your file • Providing access to the online portal where records relating to the course can be viewed <p>Amendment to records Suppose you consider the information held about you is incorrect, incomplete, out of date or misleading. In that case, you can request that the information amended. Where records are deemed inaccurate, corrections made. You request that a document amended because it is incorrect, but the record is exact; the details of the request for amendment are noted on the form.</p>
<p>Alerting you if things change in our RTO</p>	<p>As an RTO under the VET Quality Framework, we must alert you swiftly if there are any changes to our RTO, the course, or the training and assessment arrangements. Please make sure we always have your most current home address, email, and mobile number on file to warn you of any variations if applicable. Depending on the type of change, we may send a letter to your home address, an email, or an SMS message.</p> <p>You can notify us of any changes to your details by using the Change of Details form.</p>

Legislation and you

As an international student studying in Australia, you have certain rights and responsibilities under Australian legislation as follows.

Education Services for Overseas Students

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

For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<http://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS/LegislativeFramework/ESOSQuickInformation/ESOSEasyGuide/Pages/ESOSEasyGuide.aspx>

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

We comply with the following Commonwealth and State/Territory legislation concerning our operations as an RTO:

Commonwealth

- A New Tax System Act 1999 and Regulations
- Privacy Act 1988;
- Copyright Act 1968;
- Competition and Consumer Act 2010 and Regulations
- Sex Discrimination Act 1984 (Commonwealth)
- Skilling Australia Workforce Act 2005
- Workplace Relations Act 1996.
- Fair Work Act 2009 and Regulations
- Data Provisions Requirements 2012
- Work Health and Safety Act of 2011
- Copyright Act 1968 and Regulations
- Age Discrimination Act 2004 (Commonwealth)
- Disability Discrimination Act 2009 (Commonwealth)
- Corporation law – Corporations Act 2001 and Regulations
- National Vocational Education and Training Regulator Act 2011 (NVR Act)
- Fair Trading Legislation and Regulations
- Trade Practices Legislation and Regulations
- Spam Act 2003 and Regulations
- Student Identifiers Act of 2014
- Racial Discrimination Act 1975 (Commonwealth)
- Standards for Registered Training Organisations (RTOs) 2015
- Financial Viability Risk Assessment Requirements 2011

State /Territory

- Anti-Discrimination Act 1977 (New South Wales)
- New South Wales - Vocational Education and Training (Commonwealth Powers) Act 2010
- Disability Services Act 1991 (Australian Capital Territory)
- Education and the Education and Training Reform Act 2006 (Victoria)
- Vocational Education and Training (Commonwealth Powers) Act 2012 (Queensland)
- Equal Opportunity Act 2010 (Victoria)
- Disability Act 2006 (Victoria)
- Vocational Education and Training Act 1990 (Victoria)
- Charter of Human Rights and Responsibilities Act 2006 (Vic); and Child Wellbeing and Safety Act 2005 (Vic)
- ACT – Training and Tertiary Education Act 2003
- Vocational Education and Training (Commonwealth Powers) Act 2011 (Tasmania)
- Training and Workforce Development Act 2013 (Tasmania)
- Vocational Education and Training Accreditation Act 1990 (New South Wales)
- Vocational Education and Training Act 1996 (Western Australia)
- Discrimination Act 1991 (Australian Capital Territory)
- Anti-Discrimination Act (Northern Territory)

- Anti-Discrimination Act 1991 (Queensland)
- Vocational Education and Training (Commonwealth Powers) Act 2012 (South Australia)
- Equal Opportunity Act 1994 (South Australia)
- Sex Discrimination Act 1994 (Tasmania)
- Anti-Discrimination Act 1998 (Tasmania)
- Working with Children Act 2005(VIC)
- Equal Opportunity Act 1984 (Western Australia)
- Child Wellbeing and Safety Act 2005 (VIC)
- Training and Skills Development Act 2008 (South Australia)

Health and Safety

Under the Work Health and Safety Act 2011, We must provide a safe environment for both staff and students and provide information to staff and students concerning health and safety and welfare.

We have policies and procedures to ensure your safety and information relating to health and safety provided at the information session. As a student, you have a responsibility to follow instructions and rules and behave in safe ways and not endanger others' health and safety. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff If you become ill or injured
- Only assist another person who is sick or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Are you familiar with emergency evacuation procedures and following the instructions given to you in the case of an emergency?
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food, leaving toilets and keep wash basins clean and tidy

About Workplace Health and Safety, we are obliged to:

- Ensure the health and safety of each of their workers, students, visitors and guests.
- Ensure that people can come to work or a training venue with a minimum risk of injury or illness.
- Ensure that any equipment used by staff or students is safe when properly used.

Students are obligated to:

- Obey instructions regarding their health and safety and the health and safety of others.
- Not deliberately interfere with or misuse anything provided for workplace health and safety.
- Not deliberately endanger the workplace health and safety of others, or intentionally injure themselves.

Protection from Harassment

We have implemented management practices that maintain high professional standards and safeguard learners' interest and welfare in situations that might result in harassment.

Bullying and harassment in any form, including sexual harassment, will not be tolerated under any circumstances. We training programs, students have a right to participate in training in an environment free from intimidation and harassment.

We acknowledge harassment is against the law in any workplace context, including conferences, work or business-related functions and training groups, and expects its workplace and training environment to reflect the principles of law for its employees' benefits, students and visitors.

We are committed to providing all people with an environment free from all forms of harassment, victimisation, and bullying. We will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades, or humiliates another person.

Definitions:

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates, or intimidates you, and creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone.

Victimisation is when persons who make a discrimination complaint get mistreated

Bullying is verbal, physical, social, or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised, or bullied by a staff member or student, you should follow these steps.

- If you feel that you are being harassed, victimised or bullied, ideally, you should tell the person that you don't like the behaviour and ask them to stop.
- However, suppose you are not comfortable doing this. In that case, you should complain about our Complaints and Appeals procedure and detailed in this handbook.

Equal Opportunity

Equal opportunity acts around Australia are developed to provide the right to fair treatment as established by law. The Acts created to eliminate sexual and racial harassment in the workplace, education, and accommodation. The Acts also aims to promote equal; opportunity and eliminate discrimination. We, we support this act and ensure a training environment that promotes equal opportunity.

The principles and practices adopted by Us aim to ensure that current and prospective students, clients, and other stakeholders are treated fairly and equitably in their dealings with us.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection, enrolment and throughout their participation in a course.

We provide equity in access to the level of training and support required by each student. Support provided is in a manner that enables you to achieve your full potential and success in training outcomes. You're provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to study further.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we must comply with the National VET Regulator Act 2011. Quality involves meeting a series of standards that ensure that the training and assessment, and support services are per nationally mandated standards.

Confidentiality and Privacy Issues - Privacy Act

As a Registered Training Organisation, we are obliged to maintain effective administrative and records management systems. Records management systems involve the retention of client records. All staff are scrupulous in using client information only for the purposes for which it's gathered.

We protect students' privacy and confidentiality by ensuring that all records and information about individual students are kept in a secure place and are only accessed by or disclosed to those who need the information to fulfil their responsibility.

In collecting your personal information, we will comply with the requirements set out in the Privacy Act 1988 and the Freedom of Information Act 1982. Therefore, we will:

- Inform you of why the information is collected.
- Only use the personal information that you provide to us concerning your study with us.
- Ensure personal information is securely handled and stored.
- We will inform you of the reason for disclosing information, e.g. for statistical purposes.
- We will inform you of any organisation and the type of organisation to which we disclose personal information, e.g. the Australian Government or the National Centre for Vocational Education Research,

We will not disclose your personal information to another person or organisation unless:

- We have made you aware of whom the information is passed to
- You have given written consent;
- We believe that the disclosure is necessary to prevent or lessen a serious and imminent

	<p>threat to your life or health or that of another person;</p> <ul style="list-style-type: none"> • The disclosure is required or authorised by or under the law; or • The disclosure is reasonably necessary to enforce the criminal law or a law imposing a pecuniary penalty or protecting the public revenue. <p>ASQA (We Regulatory Authority) and other stakeholders to address your complaints</p> <ul style="list-style-type: none"> • Anyone can make a complaint to ASQA about a provider's delivery of training and assessment. <p>ASQA can accept complaints about:</p> <ul style="list-style-type: none"> • the quality of training and assessment services delivered by ASQA-registered providers, and • the marketing and advertising practices of registered training organisations (RTOs) and organisations claiming to be RTOs <p>For more information on legislation see: https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx</p> <p>The Australian Government, through the Department of Education and Training, administers the ESOS Act and its associated instruments.</p> <p>Education Services for Overseas Students Act 2000</p> <ul style="list-style-type: none"> • National Code of Practice for Providers of Education and Training to Overseas Students • ELICOS Standards • Education Services for Overseas Student Regulations 2001 • Education Services for Overseas Students (Registration Charges) Act 1997 • Education Services for Overseas Students (TPS Levies) Act 2012 <p>Key Legislative Instruments</p>
What kind of complaints can ASQA not address?	<p>ASQA's legislation allows them to investigate certain types of complaints about registered training organisations where a breach of standards identified.</p> <p>However, suppose there is a severe or valid complaint about us. In that case, ASQA may consider the information you have reported and refer all or part of your complaint to another agency. ASQA may also recommend that you directly contact another party or seek legal advice.</p> <p>Suppose your complaint does not include issues with an ASQA-registered RTO breach of the relevant standards. Therefore, your case may progress more quickly if you directly contact the appropriate agency from the list below.</p> <p>Examples of complaints that other agencies will address include:</p>
Type of complaint	Relevant agency
If you wish to report fraud against state funding bodies	Referral made to the relevant state or territory training authority.
If you are an employee of a training provider and have concerns or a complaint about your pay or employment conditions, including unpaid wages and superannuation	Referral made to the Fair Work Ombudsman. You may report unpaid superannuation to the Australian Tax Office
To report criminal activity such as theft or assault.	Referral made to the police in your state or territory
Complaints about a registered training organisation not registered with ASQA.	Go to https://www.asqa.gov.au/complaints
If you want to make a complaint about an organisation offering training that is not offering nationally recognised training	Unless the complaint relates to marketing and advertising that states or implies the organisation is an RTO or is offering nationally recognised training, ASQA has no jurisdiction concerning other organisations providing training.
Disciplinary Procedure	We have a duty of care to you and staff to ensure the safe and effective operation of the training and assessment service and fair treatment. A breach of policy, procedure, or statutory regulation by the team or you will be sufficient grounds for disciplinary action ranging from verbal notification, formal

	counselling, or immediate dismissal. Participants expected to abide by the responsibilities you set out in this handbook. The CEO will handle all disciplinary matters
Guidance Services for Learners Access and equity	<p>We are committed to Access and Equity principles by providing timely and appropriate information and learning support services, which will help you achieve qualifications.</p> <p>To provide a service to meet your needs, you need to advise any learning disability to apply a reasonable adjustment. We will work with you to plan to assist you in completing the qualification or competent units. For each of the disabilities nominated a discussion of the disability, its effect, and suggested workplace/simulated modifications to minimise the disability's impact in the course. The assessment of workplace skills will take place. Having access to this information will assist the trainer/assessor in considering assessment adjustments. If you are employed, we will work with your employer to develop these reasonable adjustments.</p>

STUDY GUIDELINES SUMMARY

Attendance (For International students only)

As well as meeting course progress requirements, you must also meet attendance requirements as part of your visa conditions. It is expected that you will attend all classes; however, we understand that in some cases you may not be able to get to a class because of your personal circumstances such as illness or family matters.

To maintain satisfactory attendance, you must attend at least 80% of your classes. Where you are at risk of not meeting attendance requirements, we will contact you to arrange a meeting to discuss your attendance and any support we can offer you to meet requirements.

Daily Routine:

- After class each day, trainers/assessors are required to submit the attendance records to the administration for entry into the student management system. They are then filed in a folder labelled "Attendance records" (if a manual process is adopted) by student class groups. Any issues that cannot be dealt with by a trainer/assessor are to be passed on to the student support officer (administration), who will be available to trainers and assessors and students who wish to discuss their attendance.
- The administration will run an attendance report weekly and update the attendance monitoring report for each student. The students will be notified via letter (electronically) that they have fallen into risk area in line with the checklist and requirements stated in this policy
- All students are subject to attendance requirements. It is made known to the students prior to commencement of training after enrolment/training commencement and throughout their course by their trainers and assessor and our staff.
- Attendance percentage is calculated per start date of the course. If courses are packaged and are included on a single COE, for which different certificates are presented to the students upon completion, attendance will be calculated separately.
- Students identified as at risk of unsatisfactory attendance will be contacted by mail and email, counseled and notified formally through warning letters. Unsatisfactory attendance can lead to the cancellation of the student visa.
- 80% is the minimum projected attendance required for students studying with us. Students with less than 80% attendance may request a letter to prove their study, which will have their course, dates, level attained and overall attendance.

The administrator monitors student attendance closely, with a weekly review of updated percentages and all attendance records and notifies the student as follows

- Warning Letter 1 – projected attendance falls to 90%
- Warning Letter 2 – projected attendance falls to 85% to 90%
- Warning Letter 3 (Intention to Report) – projected attendance less than 80% - 84% with 20 days' notice to access complains and appeals
- Notification of cancellation (attendance falls below 80%) – DHA informed and enrolment cancelled on PRISMS and student notified of the cancellation. (Only if the student does not contact the college in the 20-working day period)

We will await the final decision from DHA on whether your visa will be cancelled because of your unsatisfactory attendance.

In some cases, you may not be reported if attendance falls below 80%. Your attendance will not be reported if it is at least 70% and you are maintaining satisfactory academic performance.

You may also not be reported in the case of compassionate or compelling circumstance i.e. those beyond your control and which have an impact on your course progress or wellbeing (see course progress requirements for details of compassionate and compelling circumstances).

Payment of fee	<ul style="list-style-type: none"> • Students can pay the fee in full or apply for a payment plan • Payment Plans are not available for concession fee-paying students • Students are required to pay a deposit or pay the fees in full before commencement of the training program • We reserve the right not to permit entry into the course until the deposit paid • Students falling in arrears with instalment payments may be unable to continue their course <p>If a student fails to pay any part of the course fees as and when it falls due for payment, we reserve the right to:</p> <ul style="list-style-type: none"> • Withhold the provision of course materials • Restrict access to training sessions • Withhold grading of assessments • Withhold work placement arrangements • Withhold certificates or statement of attainments <p>Note: you are not entitled to any refund if you withdraw later than two weeks after your scheduled course commencement date.</p>
Study guidelines	<p>The trainer will be the first point of contact for all training matters</p> <p>Students must:</p> <p>Pre-read the learner guide before attending the session for the unit</p> <p>Commit to self-direct study, as outlined in your training plan</p> <p>Must have access to a computer and the internet</p> <p>Reply to emails from Trainer and RTO communication within 48 hours</p> <p>Make themselves available for tutor support when deemed necessary by the trainer or We personnel</p> <p>The trainer will be the first point of contact for all training matters</p>
Assessment guidelines	<p>Students:</p> <ul style="list-style-type: none"> • Must submit assessments by the due dates per the Training Schedule • Must retain a copy of each assessment before submitting their work to the assessor • Must have the assessments submitted after the due date will have to be approved by the trainer • Must submit assessments in line with the due dates; we reserve the right to withdraw the students from the course temporarily until the student is up to date • Maintain course progress >50%
Duration extensions and reduction process	<p>Reduction in the training and assessment planned duration</p> <p>The duration is reduced for an individual learner if credit towards the qualification given in recognition of prior learning or credit transfer. The underlying principle of Nationally Recognised Training is that a student does not have to repeat training and assessment already undertaken</p> <p>Credit transfer – Calculations example: “unit name and title” is granted a credit transfer – XX hours allocated to this UOC for training and assessment. The duration reduced by the number of hours/weeks assigned to the UOC</p> <p>RPL –Recognition of prior learning - Calculations example: “unit name and title” is granted RPL – XX hours allocated to this UOC for training and assessment. The duration reduced by the number of hours/weeks in the schedule below</p> <p>Extension in the training and assessment planned duration- The student may be required to extend the training and assessment schedule for various reasons, as stated below. Suppose the student is required to extend the training and assessment plan in the unlikely event. In that case, you must complete the “Notice to extend the training and assessment plan” form.</p>
Maintaining your enrolment and course progress	<p>You must meet course attendance/progress requirements in order to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program. We will assist you to meet course attendance/progress requirements by monitoring your attendance/progress and providing you with the relevant support at an early stage.</p> <p>We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs. Intervention strategies may include:</p> <ul style="list-style-type: none"> • Advising the student on the suitability of the course enrolled in • Arranging extra learning support or tutorials • Arranging to counsel for assistance with personal issues • Providing advice regarding study habits (i.e. maintaining required class attendance) • Providing opportunities for students to be reassessed or to repeat subjects

- Arranging to vary or reduce the enrolment load for the following semester
- Providing advice re-course suitability (i.e. Literacy, Language and Numeracy)
- We are allocating a new individualised study program for the next study period. Such an individualised study program may include repeat units in addition to the regular study program (As specified in the Delivery and Assessment strategy) or in place of units set in the regular schedule.

Suppose after providing you with this support; you do not meet course progress requirements, then that case, that is you have fallen below 50%, or at risk of falling below 50%, you will be issued with notices as follows:

- Unsatisfactory Academic Progress Notification letter advising you of possible risk
- Letter 1: stating that your course progress is unsatisfactory and inviting you to a meeting to discuss further support.
- Letter 2 - 4:: Following the provision of this support, if your progress is still unsatisfactory, you will be sent this letter inviting you to a meeting to discuss why you are not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.
- Final letter – Breach Recorded Letter: Where you continue not to meet course progress requirements at monitoring points, your course will be cancelled, you will be reported and a COE cancellation letter will be provided

You may appeal the decision to cancel your course. However, an appeal is considered if we have not:

- recorded or calculated your marks correctly,
- provided appropriate support as set out in this policy,
- implemented other procedures such as assessment and feedback that could impact your results, or there are compassionate or compelling reasons that have contributed to the unsatisfactory progress.

DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress. You may appeal the decision to report you to DHA. However, an appeal will only be considered if we:

- Have not recorded or calculated the student's marks correctly,
- Have not provided appropriate support as set out in this policy,
- Have not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress.

The following letters will be sent progressively as follows:

Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

- 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
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime.

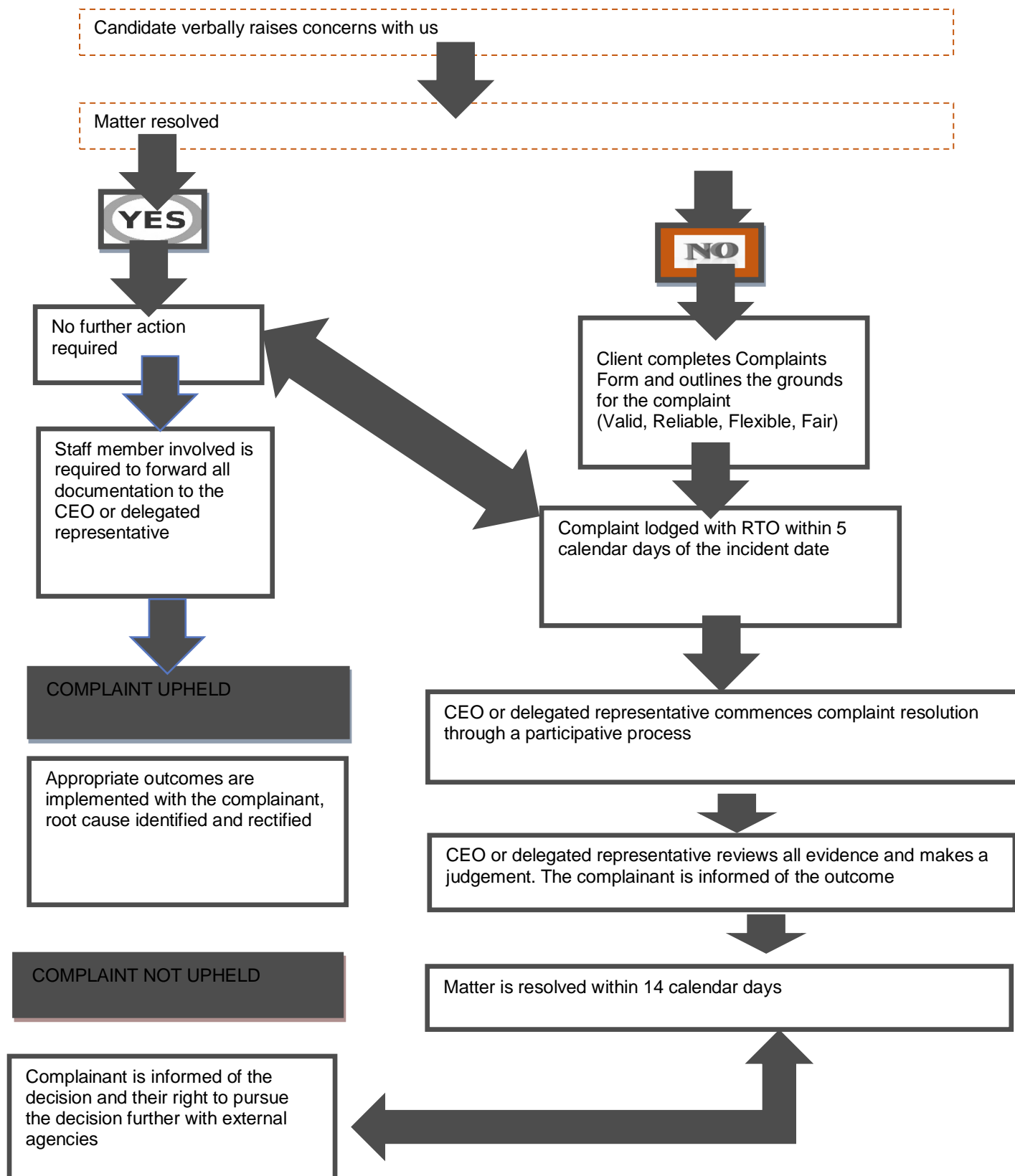
These cases should be supported by police or psychologists' reports; or

Where we are unable to offer a pre-requisite unit.

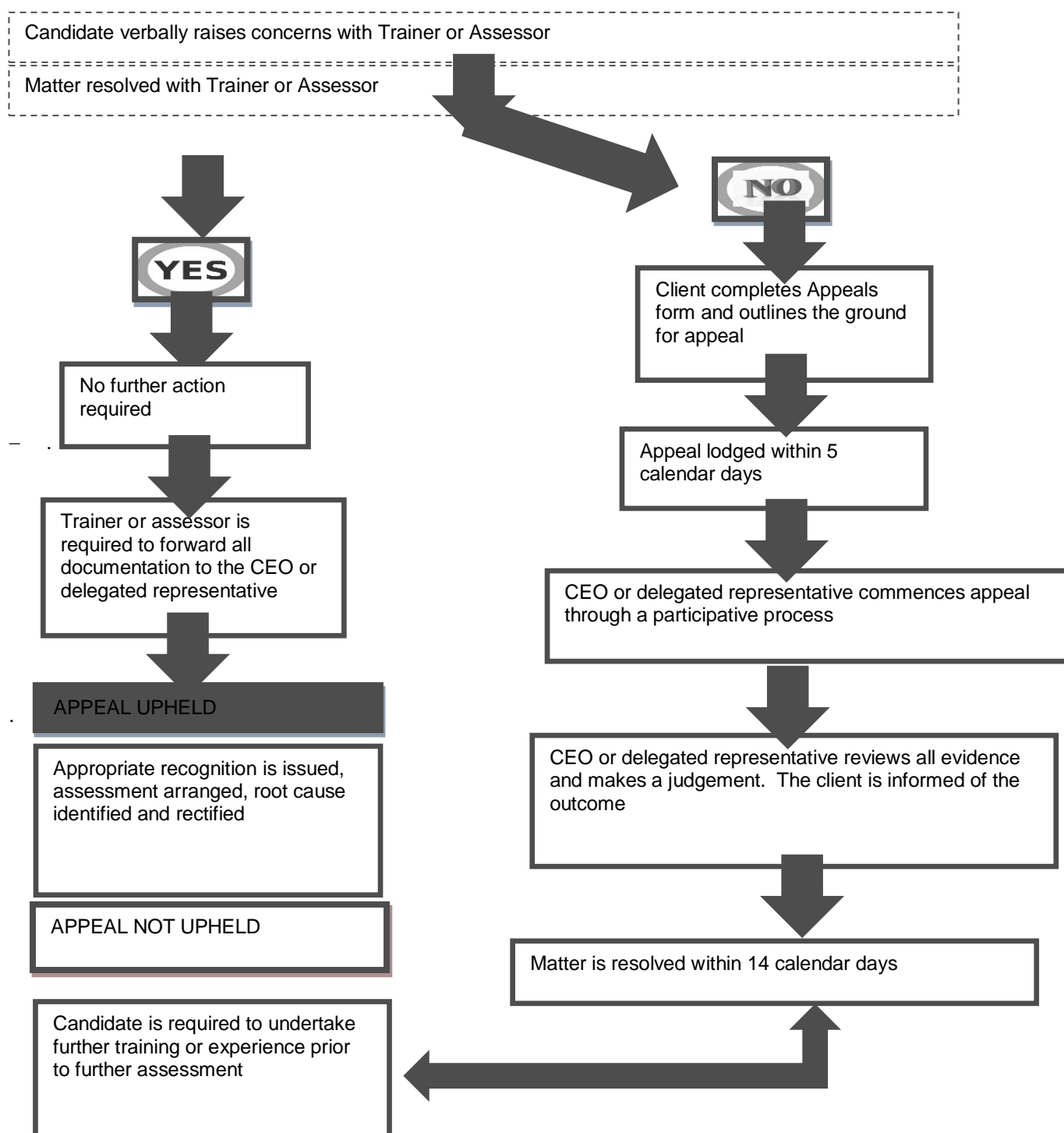
Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.





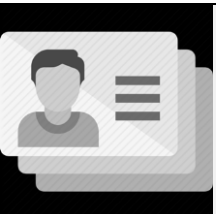

Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

Annex A Complaints Process



ANNEX B: APPEALS PROCESS



CONTACT US		
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	Email	enquiries@woodstock.sa.edu.au
	Web:	www.woodstock.sa.edu.au
	Contact phone:	08 8100 5225 0430 616 870
	Contact name:	Gurpreet Patpatia
	Provider Details	RTO Name: Woodstock International College RTO No: 45824 CRICOS No: 03999A