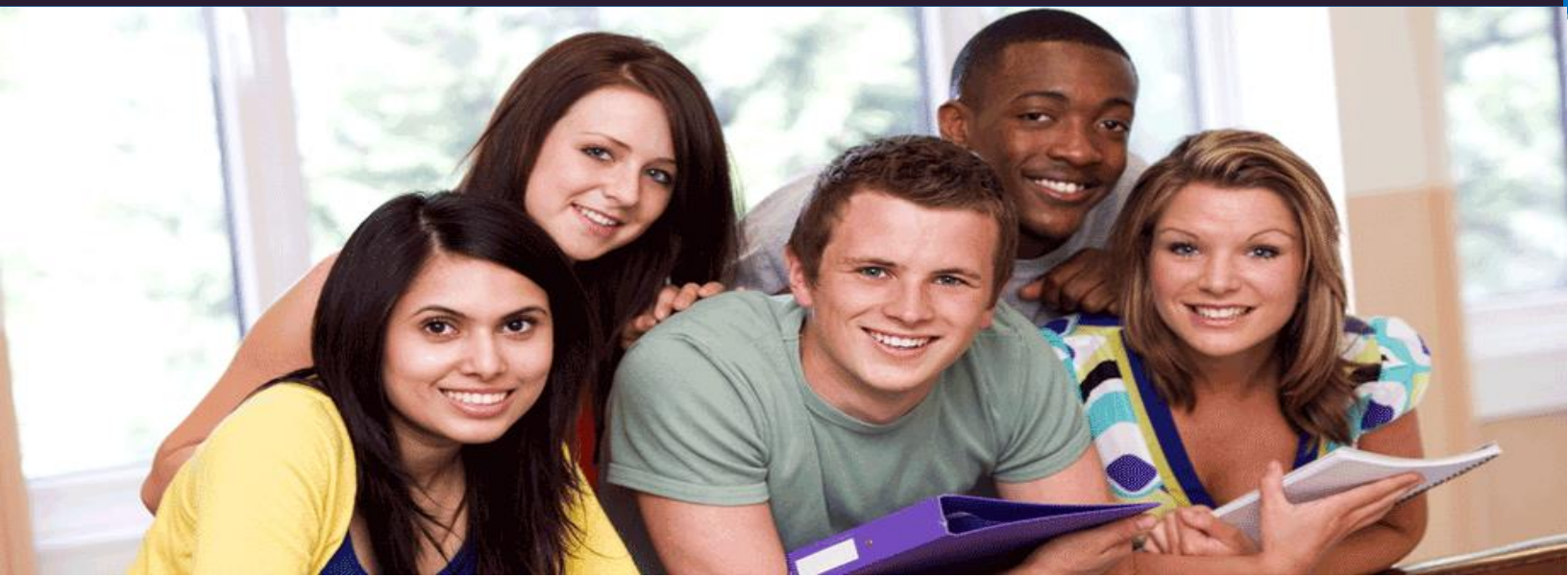




**Austra College**  
**Student Handbook**



## Version Control

DATE	COMMENT/ACTION	VERSION
04/09/2023	Initial document - Transfer from AUSTRA COLLEGE to AUSTRA COLLEGE	v1.0
15/08/2024	Updated English requirements, USI, Survey remove DET and update other information	V2.0
14/05/2025	Updated Refund policy and Plagiarism, Collusion and Cheating policy	V3.0

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## 1.0 Registered Training Organisation

Registered Training Organisations (RTO) are providers and assessors of nationally recognised training. Only registered training organisations are authorised to issue Australian Qualification Framework qualifications.

In order to become registered, training providers must meet the requirements of the Vocational Education and Training (VET) Quality Framework. This ensures the quality of VET throughout Australia.

Training organisations must register with their relevant state or territory registration authority to provide nationally recognised training.

AUSTRA COLLEGE assures the protection of student fees through membership of the Tuition Protection Service - <https://tps.gov.au/StaticContent/Get/StudentInformation>

## 2.0 Mission, Philosophy and Vision

The primary mission of AUSTRA COLLEGE is to educate the leaders of the future. Central to this mission are teaching and learning.

### 2.1 Philosophy

AUSTRA COLLEGE provides post-secondary education and educational support services to students interested in and capable of benefiting from programs of vocational education.

The College prepares students for a successful life beyond college by promoting the principles of general education. Students will leave AUSTRA COLLEGE with varied learning experiences and an understanding of the diversity of life.

The College makes students aware of their ethical responsibilities to the community, the environment, and their fellow human beings. The College provides educational opportunities, resources, and programs tailored to changing social, economic, and technological needs.

## 3.0 Ethics

AUSTRA COLLEGE abides by the Code of Ethics, which affirms the professional standards expected of education and training providers in relation to the management, marketing and delivery of education and training.

## 4.0 Client Services

AUSTRA COLLEGE is committed to high standards in the provision of vocational education and training and other services to all AUSTRA COLLEGE clients. AUSTRA COLLEGE in all of its dealings will meet the requirements of the:

- WH&S Act;
- EEO, Access and Equity and Anti-Discrimination and Harassment Acts;
- VET Quality Framework;
- National Code of Practice and AUSTRA COLLEGE Code of Practice;
- ESOS Act; and
- any other relevant legislation.

### 4.1 Student Protection through Legislation

AUSTRA COLLEGE follows all relevant Commonwealth and State laws as detailed below:

#### Commonwealth of Australia Acts

- Copyright Act 1968
- Disability Services Act 1986
- Education Services for Overseas Students Act 2000
- Equal Employment Opportunity (Commonwealth Authorities) Act 1987
- Freedom of Information Act 1982
- Human Rights and Equal Opportunity Commission Act 1986
- Income Tax Act 1986
- Migration Act 1958
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Workplace Relations Act 1996

#### South Australia

- Disabilities Services Act 1993
- Equal Employment Act 1984
- Mental Health Act 2009
- Racial Vilification Act 1996
- Taxation Administration Act 1996
- Training and Skills Development Act 2008
- Vocational Education and Training (Commonwealth Powers) Act 2012
- Work Health and Safety Act 2012

#### New South Wales

- Disability Inclusion Act 2014





- Mental Health Act 2007
- Taxation Administration Act 1996
- Vocational Education and Training (Commonwealth Powers) Act 2010
- Work Health and Safety Act 2011

All students may have access to any details concerning legislative requirements, AUSTRA COLLEGE and course information upon request to management.

## 4.2 Dissemination of Legislative Information, AUSTRA COLLEGE and Course Information

Information covering all legislative requirements, AUSTRA COLLEGE and course details, including Policy documentation is disseminated to all students as both pre and post registration information through the following:

- AUSTRA COLLEGE Policy & Procedure Manual
- Student Handbook
- AUSTRA COLLEGE Brochures/Posters
- Student memos and notices
- Reception
- Student and Staff notice boards
- Mail outs
- AUSTRA COLLEGE Website
- Student Meetings

All students may have access to any details concerning legislative requirements, AUSTRA COLLEGE and course information upon request to management.

## 4.3 Critical Incidents

### Policy

This Policy relates to critical incidents directly involving staff and/or students on any campus which impact not only on the individual but also on other member of AUSTRA COLLEGE community. Where a Critical Incident is defined as a traumatic event where: physical safety or life is threatened such as rape, personal assault, an armed robbery, hostage situation, act of violence, accident, natural disaster or suicide.

- Being witness to, or being involved in, a critical incident such as a robbery, act of violence, accident or suicide can affect people. Early appropriate professional intervention following an incident can assist in minimising psychological, physical, educational and social effects and the related human and financial costs to organisations in particular Work-cover.



- AUSTRA COLLEGE has a responsibility to abide by relevant Acts of Parliament such as Work Health and Safety Act 2012 and Training and Skills Development Act, 2008, etc.
- AUSTRA COLLEGE has a responsibility to staff and students in terms of their physical safety and emotional well-being so the optimal learning and employment outcomes can be achieved.
- Co-ordinated, systemic institutional procedures enable rapid, appropriate and comprehensive responses to a critical incident.

Therefore, it is the policy of AUSTRA COLLEGE to ensure optimal educational outcomes for all students, through effective Comprehensive Critical Incident Management, which:

- Enables AUSTRA COLLEGE community to deal with all stages of critical incidents promptly and professionally in order to prevent the development of post-traumatic stress syndrome or harm to the learning environment.
- Supports pro-active strategies which will help minimise the occurrence of some critical incidents.
- Encourages the early identification of potentially critical incidents within AUSTRA COLLEGE.
- Ensures critical incidents in the workplace are managed in line with established Quality Management and Occupational Health and Safety objectives and Emergency or Disaster procedures.
- Provides clearly accessible and understood directions for all personnel caught up in a critical incident.
- Assists people to cope with critical incidents by providing appropriate practical and psychological support.
- Provides appropriate assistance to people who may require longer term assistance.
- Ensures ongoing training, support and review for staff

All staff of AUSTRA COLLEGE will act as an immediate “Point of Contact” for all critical incidents. They will then refer the student to the General Manager.

#### 4.4 Access and Equity

Access and equity policies are incorporated into the Code of Practice and all operational procedures. AUSTRA COLLEGE prohibits discrimination towards any group or individuals in any form, inclusive of

- |   |  |
|---|--|
| • Gender  | • Physical or intellectual or psychiatric disability, or any organism capable of causing disease |
| • Pregnancy   | • Homosexuality (male or female, actual or presumed)   |
| • Race, colour, nationality, ethnic or ethno-religious background | • Age  |
| • Marital status  |  |



Programs are designed and wherever possible facilities set up to enhance flexibility of delivery in order to maximize the opportunity for access and participation by all students.

#### **4.5 Work Health and Safety**

The safety of staff and clients is of primary importance. AUSTRA COLLEGE observes all Work Health and Safety legislation, and copies of the relevant Act are available to staff and clients. Trainers incorporate WHS considerations when planning and delivering training, and students will be advised of the WHS requirements of their programs and supervised accordingly.

All Work Placement Host organisations must undergo a WHS assessment prior to being approved for students to attend their premises for work placement.

#### **4.6 Catering To Diverse Student Learning Needs**

AUSTRA COLLEGE aims to identify and respond to the learning needs of all students. It is AUSTRA COLLEGE policy that all trainers are to identify, at the start of training, the learning and assessment needs of their students. This may be accomplished informally through class discussion. Trainers will ask questions that uncover the general English level of the students, understanding of subject concepts and technical skills, previous experience and considerations regarding possible assessment formats. The trainers when formulating their lesson will use this information and assessment plans.

Students should express their views about their learning needs at all stages of their learning experience. AUSTRA COLLEGE helps students to identify their learning needs through the orientation procedure, Student Feedback Forms, lecturer discussion and an open invitation to approach staff with suggestions at any stage. Again these strategies provide staff with the required student based information for use in designing client training, facilities and services and assessment strategies

#### **4.7 Student Support Services**

The student support and welfare policy is designed to provide a comprehensive range of services for all students and staff.

A range of support strategies will be utilised based on best practice grounded in educational/psychological theories. The focus will be both at a classroom level, teacher professional development and individualised support. These strategies include, but are not limited to:

1. Using inclusive teaching practices
2. Acknowledging a range of learning styles and adapting teaching strategies to reflect the needs of learners
3. Using a variety of modified teaching and learning strategies
4. Regularly revising content



5. Setting effective classroom management techniques, such as focused group interactions
6. Using partnering or buddy techniques
7. English Language support
8. Note-taking and assignment writing skills.
9. Allowing additional time to complete tasks
10. Welfare referral agencies

Students may contact the following for support:

- During business hours – the Student Support Officer in your state  
SA – 08 8410 9915  
NSW – 02 8850 2959

#### **4.7.1 Language, Literacy & Numeracy**

AUSTRA COLLEGE aims at all times to provide a positive and rewarding learning experience for all of its students. The recruitment process including the enrolment form requests students to provide information regarding their LLN requirements or any other special learning needs. In the event of LLN becoming an issue, the training facilitator will contact the student to discuss their requirements.

Students must ensure that they have discussed with their training facilitator any concerns they may have about their capacity to participate because of any Language, Literacy or Numeracy difficulties. AUSTRA COLLEGE conducts an LLN assessment of all students upon enrolment to determine any LLN support requirements.

Where language, literacy and numeracy competency is essential for course students, AUSTRA COLLEGE will make every effort to ensure that students are adequately supported to enable them to complete their training. Some examples of the type of support that AUSTRA COLLEGE can offer include:

#### **4.7.2 Literacy**

- providing students only essential writing tasks;
- consider the use of group exercises so that the responsibility for writing rests with more than one person;
- provide examples and models of completed tasks;
- ensure that documents and forms are written and formatted in plain english; and
- use clear headings, highlight certain key words or phrases and provide explanations of all technical terms used.

#### **4.7.3 Language**

- present information in small chunks;



- speak clearly, concisely and not too quickly;
- give clear instructions in a logical sequence;
- give lots of practical examples;
- encourage students to ask questions; and
- ask all questions to ensure students understand.

#### **4.7.4 Numeracy**

- ask students to identify in words, what the exact problem is and how they might solve it;
- show students how to do the calculations through step by step instructions and through examples of completed calculations;
- help students to work out what math's/calculations/measurements are required to complete the task; and
- encourage the use of calculators and demonstrate how to use them.

Where a student's LLN requirements are outside the expertise of AUSTRA COLLEGE staff, an external LLN expert will be engaged to provide the required support.

#### **4.7.5 Reasonable Adjustment**

Adjustments or changes will be made to any "standard" learning or assessment process to accommodate the unique learning needs of any individual as far as possible within the constraints of the training package. Trainer/assessors will need to be aware of language and literacy issues and recognise that we are looking for methods to determine the skills and knowledge that the student has relating to the unit of competency and not looking to assess their English language or physical abilities unless it is directly related to the unit of competency. A Reasonable Adjustment form will be completed when this is required.

#### **4.7.6 Welfare**

AUSTRA COLLEGE will assist students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation programme that includes information about:

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

AUSTRA COLLEGE will provide the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance.

AUSTRA COLLEGE will provide the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and



accommodation issues. These services must be provided at no additional cost to the student. If the registered provider refers the student to external support services, the registered provider must not charge for the referral.

If counselling services are required, contact the AUSTRA COLLEGE Student Support Officer on 08 8410 9915 (SA) or 02 8850 2959 (NSW) or Life Line on 131 114 for advice. If the situation is more critical, then the students will be referred to a relevant external student welfare/counselling organisation and AUSTRA COLLEGE will pay for the first consultation.

AUSTRA COLLEGE will have a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

AUSTRA COLLEGE will designate a member of staff or members of staff to be the official point of contact for students. The student contact officer or officers must have access to up-to-date details of the registered provider's support services.

AUSTRA COLLEGE will provide sufficient student support personnel to meet the needs of the students enrolled with AUSTRA COLLEGE.

AUSTRA COLLEGE will ensure that its staff members who interact directly with students are aware of AUSTRA COLLEGE under the ESOS framework and the potential implications for students arising from the exercise of these obligations.

## South Australia

Problem	Website	Telephone
Alcoholism	<a href="https://aa.org.au/">https://aa.org.au/</a>	1300 222222
Anxiety (including phobias & Obsessive-Compulsive Disorder)	<a href="https://headtohealth.gov.au/?gclid=Cj0KCQjwrlf3BRD1ARIsAMuugNssye1PW-QrfWnp_FP_qmMnatShlZMYnJoS6nDwdlTtxFUaXveK1eMaAp4KEALw_wcB">https://headtohealth.gov.au/?gclid=Cj0KCQjwrlf3BRD1ARIsAMuugNssye1PW-QrfWnp_FP_qmMnatShlZMYnJoS6nDwdlTtxFUaXveK1eMaAp4KEALw_wcB</a>	08 8226 6278
Australian Skills Quality Authority (ASQA)	<a href="http://www.asqa.gov.au/">http://www.asqa.gov.au/</a>	1300 701 801
Asthma	<a href="http://www.asthmasa.org.au/">http://www.asthmasa.org.au/</a>	1800 645 130
Consumer credit and debt	<a href="http://financialrights.org.au/">http://financialrights.org.au/</a>	1800 007 007
Crime stoppers (report crime anonymously)	<a href="https://crimestopperssa.com.au/">https://crimestopperssa.com.au/</a>	1800 333 000
Crisis counselling	<a href="http://www.relationships.com.au">www.relationships.com.au</a>	1800 364 277
Depression (National Initiative)	<a href="http://www.beyondblue.org.au/">http://www.beyondblue.org.au/</a>	1300 22 4636
Disabilities	<a href="http://www.ideas.org.au/">www.ideas.org.au/</a>	1800 029 904
Domestic violence	<a href="https://www.dss.gov.au/women/help-is-here-campaign">https://www.dss.gov.au/women/help-is-here-campaign</a>	1800 800 098 (24 hours)
Drug addiction: Narcotics Anonymous	<a href="https://www.na.org.au/multi/">https://www.na.org.au/multi/</a>	1300 652 820



Drugs and mental health	<a href="https://www.sahealth.sa.gov.au/">https://www.sahealth.sa.gov.au/</a>	08 8226 6000
Eating disorders	<a href="https://thebutterflyfoundation.org.au/">https://thebutterflyfoundation.org.au/</a>	1800 33 4673
Eczema	<a href="https://www.eczema.org.au/">https://www.eczema.org.au/</a>	1300 300 182
<b>Emergency services (police, fire, ambulance)</b>		000
Ethnic Link Services	<a href="http://sacommunity.org/org/201940-Ethnic_Link_Services">http://sacommunity.org/org/201940-Ethnic_Link_Services</a>	08 8241 0201
Epilepsy	<a href="http://www.epilepsy.org.au/">www.epilepsy.org.au/</a>	1300 374 537
Family planning information	<a href="https://www.familyplanningallianceaustralia.org.au/">https://www.familyplanningallianceaustralia.org.au/</a>	07 3396 6614
Gambling Counselling	<a href="http://www.problemgambling.sa.gov.au/aspx/home.aspx">http://www.problemgambling.sa.gov.au/aspx/home.aspx</a>	1800 858 858
Gay & lesbian counselling line	<a href="http://www.glccs.org.au/">www.glccs.org.au/</a>	
Grief support	<a href="https://anglicaresa.com.au/support/loss-grief/">https://anglicaresa.com.au/support/loss-grief/</a>	08 8305 9200
Hepatitis C	<a href="https://hepatitisa.asn.au/">https://hepatitisa.asn.au/</a>	08 8362 8443
HIV/AIDS	<a href="https://www.thebottomline.org.au/site/section/show/6/support--services/45/national-hiv-organisations">https://www.thebottomline.org.au/site/section/show/6/support--services/45/national-hiv-organisations</a>	08 7099 5300
Telephone Interpreter Service	<a href="https://www.tisnational.gov.au/">https://www.tisnational.gov.au/</a>	131 450
Legal information and advice	<a href="http://www.lsc.sa.gov.au/">http://www.lsc.sa.gov.au/</a>	1300 366 424
Mental health advice	<a href="https://samentalhealthcommission.com.au/need-help/#:~:text=For%20assistance%20in%20a%20mental,staffed%20by%20mental%20health%20clinicians.">https://samentalhealthcommission.com.au/need-help/#:~:text=For%20assistance%20in%20a%20mental,staffed%20by%20mental%20health%20clinicians.</a>	13 14 65
Reading and Writing Hotline	(8am — 8pm): <i>**a starting point for people looking for referral to literacy and numeracy classes</i>	1300 655 506
Poison Information Centre		131 126
Police Assistance Line (non-emergency)		131 444
Pregnancy counselling	<a href="http://www.pregnancysupport.com.au/">www.pregnancysupport.com.au/</a>	1300 139 313
Rape Crisis Centre	<a href="https://www.rape-dvservices.org.au/">https://www.rape-dvservices.org.au/</a>	1800 211 028
Relationship counselling	<a href="https://www.rasa.org.au/services/">https://www.rasa.org.au/services/</a>	1800 182 325
Schizophrenia	<a href="https://www.sane.org/about-sane">https://www.sane.org/about-sane</a>	1800 187 263
Serious illness (sufferers & families)	<a href="https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/public+health/alerts/health+alerts/health+alerts?mr-sort=date-desc&amp;mrpg=1">https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/public+health/alerts/health+alerts/health+alerts?mr-sort=date-desc&amp;mrpg=1</a>	08 8226 6000
Smoking – Quitline	<a href="https://www.icanquit.com.au/">https://www.icanquit.com.au/</a>	13 78 48
Suicide Prevention	<a href="http://www.beyondblue.org.au/">http://www.beyondblue.org.au/</a>	1300 22 4636
Victims of crime support	<a href="https://www.victimsa.org/">https://www.victimsa.org/</a>	1800 842 846
Women's refuge referral service	<a href="https://womenssafetyservices.com.au/index.php/about/services">https://womenssafetyservices.com.au/index.php/about/services</a>	1800 800 098

## New South Wales

Problem	Website	Phone no
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Alcoholism	<a href="https://aa.org.au/">https://aa.org.au/</a>	1300 222222
Anxiety (including phobias & Obsessive-Compulsive Disorder)	<a href="http://www.health.nsw.gov.au/">http://www.health.nsw.gov.au/</a>	02 9391 9000
Asthma	<a href="https://asthma.org.au/">https://asthma.org.au/</a>	1800 278 462
Consumer credit and debt	<a href="http://financialrights.org.au/">http://financialrights.org.au/</a>	1800 007 007
Crime stoppers (report crime anonymously)		1800 333 000
Crisis counselling	<a href="http://www.relationships.com.au">www.relationships.com.au</a>	1800 364 277
Depression (National Initiative)	<a href="http://www.beyondblue.org.au/">http://www.beyondblue.org.au/</a>	1300 224 636
Disabilities	<a href="http://www.ideas.org.au/">www.ideas.org.au/</a>	1800 029 904
Domestic violence	<a href="http://www.domesticviolence.nsw.gov.au/">http://www.domesticviolence.nsw.gov.au/</a>	1800 656 463
Drug addiction: Narcotics Anonymous	<a href="http://www.na.org.au">www.na.org.au</a>	1300 652 820
Drugs and mental health	<a href="https://www.odysseyhouse.com.au/what-we-do/community-services/mental-health-support-groups/">https://www.odysseyhouse.com.au/what-we-do/community-services/mental-health-support-groups/</a>	1800 397 739
Families & friends with mental illness	<a href="https://www.sane.org/">https://www.sane.org/</a>	1800 18 7263
Eating disorders	<a href="https://thebutterflyfoundation.org.au/">https://thebutterflyfoundation.org.au/</a>	1800 33 4673
Eczema	<a href="http://eczema.org.au/">http://eczema.org.au/</a>	1300 300 182
Emergency services (police, fire, ambulance)		000
Epilepsy	<a href="http://www.epilepsy.org.au/">www.epilepsy.org.au/</a>	1300 374 537
Family planning information	<a href="http://www.fpns.org.au/">http://www.fpns.org.au/</a>	1300 658 886
Gambling Counselling	<a href="https://www.relationships.org.au">https://www.relationships.org.au</a>	1300 364 277
Gay & lesbian counselling line	<a href="http://www.glccs.org.au/">www.glccs.org.au/</a>	
Grief support	<a href="http://www.solace.org.au/nsw/">http://www.solace.org.au/nsw/</a>	9519 2820
Hepatitis C	<a href="https://www.hepatitisaustralia.com">https://www.hepatitisaustralia.com</a>	1800 437 222
HIV/AIDS	<a href="https://www.thebottomline.org.au/site/section/show/6/support--services/45/national-hiv-organisations">https://www.thebottomline.org.au/site/section/show/6/support--services/45/national-hiv-organisations</a>	02 6257 2855
Telephone Interpreter Service	<a href="https://www.tisnational.gov.au/">https://www.tisnational.gov.au/</a>	131 450
Legal information and advice	<a href="http://www.lawaccess.nsw.gov.au/">www.lawaccess.nsw.gov.au/</a>	1300 888 529
Mental health advice	<a href="https://wayahead.org.au/">https://wayahead.org.au/</a>	1300 794 991
Poison Information Centre		131 126
Police Assistance Line (non-emergency)		131 444
Pregnancy counselling	<a href="http://www.pregnancysupport.com.au/">www.pregnancysupport.com.au/</a>	1300 139 313
Rape Crisis Centre	<a href="http://www.nswrapecrisis.com.au/">www.nswrapecrisis.com.au/</a>	1800 424 017
Relationship counselling	<a href="http://www.interrelate.org.au/">www.interrelate.org.au/</a>	1300 473 528
Schizophrenia	<a href="https://www.onedoor.org.au/">https://www.onedoor.org.au/</a>	1800 843 539





Smoking - Quitline	<a href="https://www.icanquit.com.au">https://www.icanquit.com.au</a>	13 78 48
Suicide Prevention	<a href="http://www.beyondblue.org.au/">http://www.beyondblue.org.au/</a>	1300 22 4636
Victims of crime support	<a href="http://victimsofcrime.com.au/">http://victimsofcrime.com.au/</a>	1800 000 055
Women's refuge referral service	<a href="https://www.womenscommunityshelters.org.au/">https://www.womenscommunityshelters.org.au/</a>	1800 737 732



## **5.0 AUSTRA COLLEGE Entry Requirements**

### **5.1 Student English Levels**

All delivery, assessment and instruction is carried out in English. The type of English used is Academic and Business English with a high component of Technical English and subject specific jargon.

Therefore, it is an entry requirement that all registering students must have an IELTS of 6.0, or its equivalent – as evidenced upon registration by submitting an IELTS Test Report or other equivalent Form.

During the registration process, student orientation and during tuition, staff members will identify any student with a possible English problem – either spoken or written. These students will be referred to the Student Support Officer who will recommend suitable English tuition.

The English provider will issue an ECoE for the student and AUSTRA COLLEGE will cancel the existing ECoE and issue a new ECoE with a new start and end date. During delivery and assessment trainers will assist students with English whenever possible especially with jargon and technical terms.

### **5.2 Student Academic and/or Work Experience Levels**

Academic requirements may vary for each course. Please refer to the specific course information available on our website for detailed requirements.

### **5.3 Student Age & Academic Entry Requirement**

Students must be 18 years or older to register for AUSTRA COLLEGE courses.

### **5.4 International Students**

AUSTRA COLLEGE is bound by the Education Services for Overseas Students Act (latest version) and the National Code of Conduct when dealing with international students. International students are also expected to abide by all current legislative requirements.

### **5.5 Department of Education (NSW and SA)**

All international students need to be reminded that the Department of Education (or its equivalent authority in NSW and SA) may require evidence of average course attendance (class rolls), including start and finish dates, as well as academic performance (e.g., academic transcripts) for visa maintenance and extensions.

As part of the supervision of overseas students on student visas, Austra College is required to notify through the PRISMS (Provider Registration and International Student Management System) software if a student fails to maintain minimum rates of academic progress, fails to meet attendance requirements, or suspends or cancels their course.



### 5.5.1 Mandatory Visa Conditions

The following table describes the mandatory conditions that apply to all student visa holders:

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

Condition number	Who this applies to	Description
8105	All students	<p>You cannot work more than 48 hours per fortnight when your course is in session (other than work which has been registered as a part of the course). A fortnight means any period of 14 days commencing on a Monday and ending at the end of the second following Sunday.</p> <p>You can work for more than 48 hours per fortnight during recognised vacation periods offered by your education provider.</p> <p>You cannot start paid work until you have started your course in Australia.</p> <p>No work limits apply if you are studying a Masters by research or Doctorate course in Australia.</p>
8202	All students	<p>You must remain enrolled in a registered course (unless you are a Foreign Affairs or Defence sponsored student or secondary exchange student in which case you must maintain full-time enrolment in your course of study or training). Note: A registered course is one that is on the <a href="#">Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)</a>.</p> <p>You must maintain enrolment in a registered course that is the same level as, or at a higher level than, the registered course for which you were granted a visa. See: <a href="#">Changing courses</a></p> <p>You must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.</p>
8501	All students	<p>You must maintain adequate arrangements for health insurance during your stay in Australia. Note: Under policy, you must maintain Overseas Student Health Cover (OSHC).</p>
8516	All students	<p>You must continue to satisfy the requirements for grant of your student visa. This means, for example, that you continue to have sufficient financial capacity to support your study and stay in Australia.</p>
8517	All students	<p>You must maintain adequate schooling arrangements for your school-age dependents who joined you in Australia for more than 3 months as part of your student visa application.</p>
8532	All students	<p>If you are younger than 18 years of age, you must have accommodation and support, and your general welfare must be maintained for the duration of your stay in Australia.</p>



Condition number	Who this applies to	Description
		<p>To maintain your welfare, you must stay in Australia with:</p> <ul style="list-style-type: none"> <li>• your parent or legal custodian or</li> <li>• a relative who has been nominated by your parents or custodians who is aged over 21 and is of good character</li> <li>• have accommodation, support and general welfare arrangements in place that have been approved by your education provider.</li> </ul> <p>You must not change your arrangements without the written approval of your education provider.</p> <p>If your welfare arrangements are approved by your education provider you must not travel to Australia until your welfare arrangements start.</p>
8533	All students	<p>You must tell your education provider:</p> <ul style="list-style-type: none"> <li>• the address where you live in Australia within seven days of arriving in Australia</li> <li>• if you change the address where you live within seven days of the change</li> <li>• if you change education provider within seven days of receiving the electronic confirmation of enrolment certificate or evidence of enrolment.</li> </ul>
8535	DFAT/Defence sponsored students	<p>While you remain in Australia, you are not entitled to be granted a further substantive visa, other than:</p> <ul style="list-style-type: none"> <li>• a protection visa</li> <li>• a Student visa (subclass 500) granted on the basis of support from the Commonwealth government or a foreign government.</li> </ul> <p>Note: The effect of this visa condition is that, except in extremely limited circumstances, it will not be possible for you to remain in Australia beyond the date authorised by your visa.</p>
8203	Limited study change	<p>You must not change your course of study, or your thesis or research topic, unless approval is given by the Department after it has obtained an assessment from the competent Australian authorities. If you are considering changing your thesis, major or research topic you must complete <a href="#">Form 1221 - Additional personal particulars information (PDF 290KB)</a> and submit to <a href="mailto:Adelaide.student.centre@border.gov.au">Adelaide.student.centre@border.gov.au</a>. Your subject line must be '8203/8204 assessment'.</p>
8204	Study Limitation	<p>You must not undertake or change your course of study, thesis or research topic without the approval of the Minister, for a:</p> <ul style="list-style-type: none"> <li>• graduate certificate</li> <li>• graduate diploma</li> <li>• master's degree</li> <li>• doctorate, or</li> </ul>



Condition number	Who this applies to	Description
		<ul style="list-style-type: none"> <li>any bridging course required as a prerequisite to a course of study or research for a master's degree or doctorate</li> </ul> <p>This approval can only be given after the Minister has obtained an assessment from the competent Australian authorities that you are not likely to be directly or indirectly a risk to Australian national security.</p> <p>If you are considering changing your thesis, major or research topic you must complete Form 1221 - Additional personal particulars information (PDF) and submit a 8203/8204 Change of Study Assessment Request.</p>

The table below describes the conditions that might be attached to a student visa. You can find your visa conditions in [VEVO](#).

No.	Who this might apply to	Description
8303	Any student	You must not be involved in activities that are disruptive to, or in violence threaten harm to, the Australian community or a group within the Australian community.
8534	Any student	<p>While you remain in Australia, you are not entitled to be granted a further substantive visa, other than:</p> <ul style="list-style-type: none"> <li>a protection visa</li> <li>a Temporary Graduate visa (subclass 485)</li> <li>a Student Guardian visa (subclass 590).</li> </ul>
8535	Students sponsored by the Commonwealth or a foreign government	<p>while you remain in Australia, you are not entitled to be granted a further substantive visa, other than:</p> <ul style="list-style-type: none"> <li>a protection visa</li> <li>a Student visa (subclass 500) granted on the basis of support from the Commonwealth government or a foreign government</li> </ul> <p>Note: The effect of this visa condition is that, except in extremely limited circumstances, it will not be possible for you to remain in Australia beyond the date authorised by your visa.</p>

Source: <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500#7>

## 5.6 Confirmation of Enrolment



AUSTRA COLLEGE will only create a CoE for overseas students on a student visa and who are studying their primary course at AUSTRA COLLEGE. That is if the student is applying for a student visa to study a course offered by AUSTRA COLLEGE. AUSTRA COLLEGE may issue letters of offer to all intending students.

Potential students must return a signed Letter of Offer & Agreement, together with their COE deposit, prior to the COE being issued by AUSTRA COLLEGE.

## 5.7 Attendance and Course Progress

Students who are in Australia on a student visa are required to:

- attend AUSTRA COLLEGE for 20 hours of supervised tuition per week
- maintain a satisfactory academic record at all times i.e. such that at their current rate of academic progress they will be able to complete their course by their due completion date.
- maintain a minimum average course attendance of 80% per study period
- maintain a minimum average course progress of 50% per study period

All students are required to abide by all legislation and AUSTRA COLLEGE terms and conditions. Illness or other excused absences must be supported by documentary proof. These should be submitted as soon as possible after the absence and be available to submit to DHA or DET.

## 5.8 Health Insurance for Students

You must have health insurance while in Australia. Health insurance can be provided by obtaining Overseas Student Health Cover (OSHC) which provides medical and hospital insurance.

See: [Overseas Student Health Cover](#)

AUSTRA COLLEGE does not arrange the insurance for you but can provide you with information on approved OSHC providers and you can arrange it yourself directly with them and pay the insurance premium.

Exceptions: You do not need OSHC if you are:

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

OSHC is available for a period of up to five years. If your course exceeds five years in length, then OSHC providers may issue cover for a longer period.



If you have a child born after your arrival in Australia, and you only have a single OSHC policy you must change that to a family policy. If family members join you after your arrival in Australia they will have to demonstrate that they have an OSHC policy for the duration of their visas.

Proof of insurance: When you lodge your application for enrolment, you must provide a receipt or other proof of your OSHC payment. The OSHC should commence when you arrive in Australia.

OSHC Insurance Provider links:

BUPA:

<https://www.bupa.com.au>

Allianz:

<https://allianzassistancehealth.com.au/en/>

## **5.9 Students with School Age Dependents**

Students with school age dependents are reminded that all school age children must attend a government approved school for the duration of their stay in Australia. Full school fees will be charged and the student should make provision for these costs in their financial budgets

## **5.10 Leave Entitlements**

It is recommended that all students attend 100% of class time as this tuition is vital for satisfactory academic results. Therefore, all student leave is to be restricted to the official AUSTRA COLLEGE breaks. In cases of exceptional compassionate circumstances beyond the students control e.g. bereavement and sickness provision may be made for leave entitlements.

In cases of bereavement e.g. death in the immediate family, students must provide AUSTRA COLLEGE with documentation covering the reason for bereavement and evidence of return air fares etc.

Sickness must be evidenced by a doctor's certificate from a registered practitioner i.e. with a medical provider number on the certificate. All other certificates are not acceptable. AUSTRA COLLEGE must sight original medical certificates before approving medical leave.

## **5.11 Punctuality**

Students should be at AUSTRA COLLEGE 15 minutes prior to the start of classes and are to return on time to lectures after lecture breaks. Students not in class when the attendance roll is called will receive partial absences.



## 5.12 Preparation

Students are responsible for their academic progress and should come to class prepared to study. Please bring stationery with you and any texts and references that are required.

## 5.13 Change of Provider

AUSTRA COLLEGE will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:

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

AUSTRA COLLEGE will assess requests from students for a transfer between registered providers prior to the student completing six months of the principal course of study in accordance with their documented procedures.

AUSTRA COLLEGE will grant a letter of release only where the student has:

- provided a letter from another registered provider confirming that a valid enrolment offer has been made, and

A letter of release, if granted, will be issued at no cost to the student and will advise the student of the need to contact the Department of Home Affairs (DHA) to seek advice on whether a new student visa is required.

Where AUSTRA COLLEGE does not grant a letter of release, the student will be provided with written reasons for refusing the request and must be informed of his or her right to appeal the AUSTRA COLLEGE decision in accordance with AUSTRA COLLEGE's Complaints and Appeals Policy

AUSTRA COLLEGE will maintain records of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student's file.

AUSTRA COLLEGE will respond to all requests within five (5) working days.





## 5.14 Student Rights and Responsibilities

This college policy is defined as a Code of Conduct for Students and sets out what they can reasonably expect while undertaking their studies at AUSTRA COLLEGE and also documents what AUSTRA COLLEGE expects of students so that they can gain full benefit from their experience with AUSTRA COLLEGE.

This Code of Conduct has also been developed to reflect the requirements and obligations of AUSTRA COLLEGE towards staff and students under State and Federal legislation such as:

- Affirmative Action (Equal Employment Opportunity for Women) Act 1986
- Anti-Discrimination Act (NSW) 1977
- Freedom of Information Act (NSW) 1989 (amended 1992)
- Ombudsman Act (NSW) 1974
- Privacy and Personal Information Protection Act (NSW) 1998
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Work Health and Safety Act (NSW) 2011

The principles of conduct have been derived from and are consistent with AUSTRA COLLEGE's values which are:

- High academic standards, intellectual rigour and high quality education;
- Intellectual freedom and social responsibility;
- Recognition of the importance of ideas and the pursuit of critical and open inquiry;
- Tolerance, honesty and respect as the hallmarks of relationships throughout the AUSTRA COLLEGE community; and
- High standards of ethical behaviour.

### 5.14.1 Meeting Student Expectations

With regard to policies and procedures, students can expect that AUSTRA COLLEGE will:

- Ensure that all admission, selection, enrolment, assessment and academic progress policies and procedures are valid, explicit, fair and reliable.
- Guarantee that changes to courses, administrative procedures and regulations will not be made without appropriate notice and will not disadvantage currently enrolled students provided that satisfactory academic progress is made.
- Provide protection for students to their legitimate share of intellectual property rights.



- Ensure that complaints and grievances are dealt with quickly and satisfactorily in accordance with procedures.
- Provide a healthy and safe environment in accordance with AUSTRA COLLEGE WHS policies and procedures.
- Comply with the privacy act and the freedom of information act and ensure that students have access to information held about them in accordance with these acts.

AUSTRA COLLEGE will provide students with timely and accurate information as follows:

- Clear statements of the objectives, goals and assessment details of all subjects offered at the commencement of study in those subjects.
- Access to accurate and clear information about financial costs and available support services to enable students to make an informed choice about their applications for study.
- Access to accurate and timely information about subjects and courses including subject objectives, course content, assessment, workloads and attendance requirements.
- Dissemination of results within a reasonable time of completion of subjects or units of study and feedback on those results by teaching staff.

AUSTRA COLLEGE will assure the quality of its programs of study through:

- Up-to-date course and subject content that is informed by industry.
- A teaching and learning environment that meets quality standards for its courses, its teaching and its physical and academic infrastructure.
- A study environment in which students can engage in rational debate and freely express alternative points of view in that debate.
- Reasonable access for students to academic staff for individual consultation, support and guidance.

AUSTRA COLLEGE will enable student participation and feedback through:

- Allowing for, and encouraging considered feedback on students' teaching and learning experience in subjects and courses.
- Incorporating student feedback into AUSTRA COLLEGE's continuous improvement cycle.
- Providing for the representation of students on relevant decision-making committees.

AUSTRA COLLEGE will ensure students' human rights by:

- Providing a study environment that is free from harassment, discrimination and abuse of power, and one which respects the privacy of individuals.
- Treating students with courtesy and respect.



- Providing equitable treatment irrespective of gender, sexual orientation, race, ethnic or cultural background, disability, marital status, age or political conviction.
- Allowing students to express dissent or political and religious views and to engage in peaceful protest, subject to complying with the laws of Australia and not endangering the safety of other students, staff or members of the community.

### 5.14.2 Student Responsibilities

During their time engaged in AUSTRA COLLEGE activities, AUSTRA COLLEGE expects students to assume the following responsibilities:

With regard to policies and procedures, students must:

- Ensure that they are aware of, and understand the policies and procedures concerning their enrolment and use of AUSTRA COLLEGE facilities and any property or facilities used by AUSTRA COLLEGE to deliver activities, and to obey AUSTRA COLLEGE rules and policies and procedures as contained in the AUSTRA COLLEGE Student Handbook and on the AUSTRA COLLEGE web site.
- Respect all AUSTRA COLLEGE property and facilities, including the library and computing resources and to respect the rights of others to use these facilities.
- Maintain academic integrity and to respect and comply with the conventions of academic scholarship.
- Not engage in frivolous complaints or grievances where there are no demonstrable or substantiated grounds for complaint.

With regard to timely and accurate information, students must:

- Attend classes and submit work in a timely manner.
- Supply accurate and timely personal and other information to AUSTRA COLLEGE, recognising that AUSTRA COLLEGE is required to comply with the privacy act and the freedom of information act.

With regard to their educational experience, students must:

- Be well informed about course requirements and to plan appropriately.
- Take joint responsibility for their learning and to accept responsibility for moving towards intellectual independence.
- Monitor their own progress in the teaching and learning environment and academic program, in the context of reasonable access to academic staff for assistance and to the various academic support services
- Prepare for and actively participate in learning experiences such as discussion and debate.
- Incorporate feedback into their learning experience, and be aware of the specific rules and course requirements applying in the school of their course of study.



- Conduct themselves in a professional manner while undertaking professional placement and fieldwork and respect the confidentiality of client or commercial information made available to them as part of their placement.

With respect to participation and feedback, students must:

- Provide considered and honest feedback to AUSTRA COLLEGE and its staff on the quality of teaching and services.
- Participate actively in and contribute to the committees on which they are representatives or members.

With respect to human rights, students must:

- Treat staff and other students with respect and courtesy.
- Treat other members of AUSTRA COLLEGE equitably irrespective of cultural background, disability, gender, sexual orientation, marital status, age or political conviction.
- Respect the rights of other members of the AUSTRA COLLEGE community to express dissent or different political or religious views, subject to those actions or views complying with the laws of Australia and not endangering the safety of other members of the community.
- Show awareness of and sensitivity towards other cultures.
- Respect the opinions of others and to engage in rational debate in areas of disagreement.

### 5.14.3 Standards of Behaviour

This Code of Conduct establishes the following standards of behaviour for students while they are studying at AUSTRA COLLEGE. At all times students must:

- Follow all AUSTRA COLLEGE regulations and requirements and respond to all lawful and reasonable directions from staff.
- Be aware that all forms of academic dishonesty or misconduct are unacceptable and that AUSTRA COLLEGE may take measures to test compliance;
- Use all equipment and resources appropriately, legitimately and safely following all work health and safety requirements;
- Follow the recognised policy and procedures for grievances complaints and resolutions.

These Standards also establish any of the following behaviour as unacceptable:

- Wilful unlawful and/or violent and/or unsafe disruptions of teaching, tutorials, lectures, periods of instruction or other learning-based activities.
- Bullying, assaulting, harassing, intimidating or displaying aggressive, disruptive or ill mannered behaviour towards others.



- Interfering with, or causing willful or negligent damage or defacing to any AUSTRA COLLEGE property.
- Theft of AUSTRA COLLEGE or any personal property.
- Attending under the influence, or in possession, of alcohol, drugs or any prohibited substance.
- Attending with weapons or items likely to cause harm or intimidation to others at any time.
- Smoking within five (5) metres of building openings, air-conditioning intakes, gas storage areas or upon any external stairways or balcony.
- Discriminating against anyone on the grounds of gender identity, sexual orientation, lawful sexual activity, marital, parental or carer status, pregnancy, breastfeeding, age, physical features, impairment, race, ethnicity, political or religious belief or activity, or industrial activity, health status, both known or presumed, including HIV, viral hepatitis or sti status, or engagement in sex work or illicit drug use.

#### **5.14.4 Breaches of the Code of Conduct**

Students who breach the standards of this Policy may be subject to disciplinary action through the AUSTRA COLLEGE's Academic and Non-Academic Misconduct Policy and Procedures. Serious breaches may involve permanent expulsion from AUSTRA COLLEGE and, in cases of suspected criminal activity, may involve referral of the matter to the relevant law enforcement authorities.

#### **5.14.5 Consumption of Alcohol and Drugs**

Attending AUSTRA COLLEGE under the influence of alcohol is considered a breach of the Workplace Health and Safety Act, in that you place yourself and others at risk. Illegal use of alcohol or the use of illegal drugs on the premises of AUSTRA COLLEGE will be reported to the police. AUSTRA COLLEGE does not take responsibility for students whose function is impaired by the use of prescription drugs. It is the students' responsibility to inform AUSTRA COLLEGE staff if they consider themselves in any way compromised by alcohol or drugs so appropriate measures can be taken.

#### **5.14.6 Use of Communication and Information Devices**

Use of mobile phones, iPods, MP3 players or cameras in classrooms is not permitted. Electronic learning resources such as computers and associated software, internet, intranet, online learning and e-library are available to students for educational purposes related to their studies at AUSTRA COLLEGE only, and should not be used for unlawful or irresponsible reasons.



## 6.0 Training Delivery

### 6.1 Competency Based Training

All training at AUSTRA COLLEGE is based on the principles of Competency Based Training. Delivery and assessment will involve students in accomplishing the tasks required to demonstrate competency in any unit and students will be provided with every opportunity to demonstrate that they can carry out required tasks.

Students will be allowed 2 attempts at assessment as part of their course fee. Where additional learning and attempts are required, students will incur an additional fee.

### 6.2 Training Package Requirements

All AUSTRA COLLEGE courses, delivery and assessment comply with the requirements of the nationally endorsed Training Packages or Accredited Courses. Upon request students may have access to these packages or course outlines and familiarize themselves with all competency unit criteria. Packages are available to be accessed at <http://www.training.gov.au/>

### 6.3 Professional Staff Recruitment

All AUSTRA COLLEGE staff are employed on the basis of having the requisite skills, knowledge, experience and attitude for the position. All training and assessment staff have achieved the qualification level that they provide (or equivalent industry experience) and have achieved the TAE40122 Certificate IV in Training and Assessment. AUSTRA COLLEGE follows employment legislation and promotes Equal Employment Opportunity (EEO) principles in its recruitment practices.

### 6.5 Flexible Delivery

AUSTRA COLLEGE practices the principles of flexible delivery. Programs are designed to maximise the opportunity for access and participation by all students. It is AUSTRA COLLEGE policy that trainers must adopt a modified lecture approach i.e. a maximum of 50% of tuition time may be lecturer lead explanation and discussion, with the remaining 50% focusing on student lead activities.

At all times learning at AUSTRA COLLEGE will be:

- Student focused
- Current in terms of the information and case studies used
- Based on dialogue, using current business English
- Applied – not theoretical only
- Practical involving students in hands-on activities

At the start of each delivery unit, trainers will identify the delivery needs of the students and adopt a variety of delivery strategies designed to meet these needs.



Delivery alternatives may include: presentations, role play, case studies, demonstrations, excursions, guest lectures, group work, calculations, exercises, journals, projects, observations, computer assisted learning, tutorial style and individualised learning, library use, magazines and newspapers, video and audio-visual

AUSTRA COLLEGE is an English Emersion learning environment and class discussions are to be conducted in English only.

## **6.6 Excursions**

AUSTRA COLLEGE encourages relevant activities beyond the classroom. Suggestions for furthering links with outside organisations and sites are always welcome. Students at AUSTRA COLLEGE may also be required to attend excursions as part of certain units.

## **6.7 Training Outcomes**

All delivery and assessment is geared towards one final outcome only - that is the awarding of a nationally recognised qualification or statement of attainment. Hence delivery and assessment will be conducted according to the competency unit criteria as stipulated in the training package or accredited course.

## **Unique Student Identifier (USI)**

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment. If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

Your USI will help keep your training records and results together in an online account controlled by you. Each time you enrol to study with a new training organisation, your USI will be used to store your training records and results.

By having a USI you will be able to access your training records and results (or transcript) whenever you need them. For example, for a new employer or when you enrol to study at a new training organisation. Your USI can be accessed online from your computer, tablet or smart phone and gives you access to your training records and results at your fingertips. For further information about the USI can be found at:

<http://www.usi.gov.au/Pages/default.aspx>



Should a USI exemption apply, the student is made aware prior to enrolment or training that their training results will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar.

USI Exemptions apply according to the following criteria:

Exemption categories are:

- International students who complete all requirements for their VET qualification or VET statement of attainment outside Australia.
- An individual who has completed all the requirements for the VET qualification or VET statement of attainment before 1 January 2015.
- Students who demonstrate a genuine personal objection to being assigned a USI. This exemption can only be granted by the Student Identifiers Registrar.





## 7.0 Assessment

### 7.1 Competency Grading

AUSTRA COLLEGE follows a competency system for grading the results of assessment tasks and final delivery unit results. Delivery unit results will be recorded on all official academic transcripts as either 'C' – competent, "NYC" – not yet competent or 'E' exemption. Early withdrawals from a delivery unit will result in the recording of an 'NYC' whilst non-attempted subjects will be recorded as an 'NA' – not assessed.

Assessment is competency based which means:

- Students are assessed on their ability to obtain relevant information;
- Students comprehend the information; and
- Students are able to apply that information and understanding to a workplace situation.

Competency is defined as the possession and application of both knowledge and skills to defined standards, expressed as outcomes that correspond to relevant workplace requirements and other vocational needs. It focuses on what is expected of the person in applying what they have learned and embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Consequently, assessment methods compose two outcomes:

Outcome	Explanation
Satisfactory	the student has achieved the status as per the requirements of the specified assessment method
Not Satisfactory	the student has not yet achieved the status as per the requirements of the specified assessment method

Subsequently, at the completion of a series of assessment methods the student will achieve one (1) of two (2) outcomes:

Outcome	Explanation
Competent	the student has achieved the status as per the above definition of competency
Not Yet Competent	the student has not yet achieved the status as per the above definition of competency but with further learning he/she will

Students have the right to appeal assessment results and should follow the Complaints, Grievance and Appeals Procedure for this situation.



## Assessment Submission

You are permitted to resubmit twice, but if you are still not deemed competent you will be charged an admin fee for the 3rd resubmission. You must ensure that you complete all details on the Assessment Cover Sheet include your Name, Student ID, Course Code and Course Name, and sign and date at the bottom of the cover sheet.

You must always keep a copy of your completed assessments.

## Assessment Extensions

It is expected that students will submit assessments by the due date however we understand that where special circumstances exist, an extension of time may be required. If you do require an extension of time for an assessment, you will need to complete an Assessment Extension Form and send to [www.innoverseinstitute.edu.au](http://www.innoverseinstitute.edu.au) together with appropriate supporting documentation, at least 48 hours before the due date. The form will be available to contact with the student support department.

The following factors will not be regarded as suitable grounds for granting of an assessment extension:

- Normal/routine demands of employment and employment-related travel;
- Scheduled anticipated changes of address, moving to a new house, etc.;
- Demands of sport or extra-curricular activity (other than to represent in state, national or international sporting or cultural events);
- Recreational travel (domestic or international); and
- Planned events, such as a wedding.

For any personal/academic issues that may be impacting on your ability to study effectively, contact your Trainer/Assessor for support.

## 7.2 Industry Consultation

AUSTRA COLLEGE liaises with industry in an effort to confirm that:

- Current course material and training is reflective of industry needs, instilling skills to meet the employment and skill demands of industry;
- proposed courses are reflective of future industry and employment growth and that assessment strategies, assess salient points and provide results that are useful to prospective employers

AUSTRA COLLEGE seeks industry contact through:

- Industry meetings, membership of professional and industry organizations;
- employment of training staff with local industry skills and experience;



- contact with Skills Councils;
- excursions;
- use of local media – newspaper, magazines, journals etc. in training

### 7.3 Flexible Assessment

AUSTRA COLLEGE Assessment policy stipulates that all delivery units must be assessed at the time of delivery. All assessment tasks must be competency based and cover the entire competency units required. Assessment tasks are to be designed to evaluate evidence that a student can demonstrate competency in all relevant subject competencies. Students are provided with every opportunity, within their course duration, to obtain and show competency. Students not able to show competency after the completion of their course will have the opportunity to reenrol in the course and complete the outstanding subjects.

At the start of each delivery unit trainers will identify the assessment needs of students and program a range of assessment strategies to meet these needs. Such assessment strategies might include: formal exams, demonstrations, presentations, calculations, projects, reports, audio-visual, questions and answers, case studies etc.

### 7.4 Assessment Validation

At AUSTRA COLLEGE assessors are required to validate all assessment tasks to ensure that the tasks and hence the results are reliable, valid and fair and to ensure that the marking procedures are also fair and valid.

To validate an assessment task is defined as comparing one assessment task against another, for the same learning outcomes or competency units, to check the: range, coverage, depth, terminology, duration, of questions and answers.

Assessment tasks and results may be validated by using any of the following strategies:

- Internally validate against other current assessments tasks and results
- Internally validate against past assessment tasks and results
- Externally validate against standard assessment tasks and suggested answers e.g. in support material
- Validate against exercises as published in texts and references

### 7.5 Assessment Recording

The trainer of the delivery unit conducts the assessment and evaluates the student's academic performance. Academic results are recorded by competency unit on the Student Records and entered onto the Student Records management system.



## **7.6 Late Submissions**

The due date for all assessment tasks will be explained to students at the start of each unit. These dates must also be reproduced on the Assessment Cover Sheets.

Students will be permitted to submit assessment tasks at any time during their course. An automatic “Not Yet Competent” (‘NYC’) result will be awarded to any assessment task not submitted.

## **7.7 Incomplete Assessment**

Students not completing all assessment tasks by the end of a unit will be awarded a ‘NYC’ for that unit and provided every opportunity to submit the outstanding tasks by the end of their course. The ‘NYC’ result will be reconsidered upon the submission of assessment tasks.

## **7.8 Appeals for Reassessment**

All appeals should follow the Complaints, Grievance and Appeals process (appropriate forms are available at reception). Appeals regarding assessments will generally be conducted through an interview first with the trainer and then the Academic Head. A copy of the assessment task under question should be brought to the interview (a copy of all assignments has to be made by students prior to submission).

Students wishing to make an appeal should first make an appointment with the instructor of the subject in question to discuss results and go through tasks. If the matter is not resolved an appointment should be made for an interview with the Student Support Officer or CEO. All appeals are eligible to be heard by an independent party as per the Complaints, Grievance and Appeals process.

## **7.9 Student Submission of Group Work**

In areas where the development of group skills is important students will be allowed the opportunity to submit group assessments as the product of the contribution of all work team members. Instructors should ensure that group work is appropriate for the task and a maximum group size is set and that students list on the covering page each team member’s name with a description of individual contributions.

## **7.10 Oral Assessments**

This assessment takes the form of an assessor observation of interaction, leadership, content, contribution and the planning capabilities of students. The instructor will provide students with a marking scheme before the presentation and a completed marking scheme after the presentation.

## **7.11 Plagiarism, Collusion and Cheating**



For detailed information, please refer to the Plagiarism, Collusion and Cheating Policy and Procedure on Austra's website

Term	Explanation	Examples
<b>Plagiarism</b>	The act of using someone else's work, ideas, data, or expressions as one's own, without proper acknowledgement. This includes both intentional and unintentional acts. Plagiarism undermines academic integrity by misrepresenting the origin of intellectual content.	<ul style="list-style-type: none"> <li>• Copying sentences or paragraphs from books, articles, websites, or other students' work without quotation marks or citations.</li> <li>• Paraphrasing material from any source without acknowledging the original author.</li> <li>• Submitting another person's work, including friends, tutors, or online sources.</li> <li>• Reusing one's own previously submitted work (self-plagiarism) without approval or referencing.</li> <li>• Submitting AI-generated or purchased content as personal academic work.</li> </ul>
<b>Collusion</b>	An agreement between two or more individuals to produce work together that is meant to be submitted individually. Even if only one party benefits, all involved are considered to have committed collusion.	<ul style="list-style-type: none"> <li>• Submitting jointly written content as individual work without permission.</li> <li>• Allowing another student to copy one's assignment or sharing answers.</li> <li>• Editing another student's work to a degree that it becomes a shared effort.</li> <li>• Collaborating on tasks designated for individual assessment.</li> <li>• Offering to do or paying someone to edit or complete work for others.</li> </ul>
<b>Cheating</b>	Any dishonest act intended to gain an unfair academic advantage during assessments or exams. Cheating breaches both ethical and academic standards and may occur during face-to-face or online assessments.	<ul style="list-style-type: none"> <li>• Bringing unauthorised materials (e.g., cheat sheets, phones) into exam rooms.</li> <li>• Using or accessing internet resources or messaging during an online test.</li> <li>• Copying from another student during an assessment.</li> <li>• Submitting another student's assignment as one's own.</li> <li>• Using previously marked student submissions without acknowledgment.</li> </ul>
<b>Contract Cheating</b>	A specific form of cheating where a student pays or engages another person or third-party service (e.g., website, friend, ghostwriter) to complete academic work on their behalf.	<ul style="list-style-type: none"> <li>• Paying a website or tutor to write an essay or assignment.</li> <li>• Downloading a pre-written assessment from an online platform.</li> <li>• Using AI-based writing tools to complete assignments and submitting them without disclosure.</li> <li>• Arranging for another student to complete and submit a test.</li> </ul>
<b>Academic Misconduct</b>	A broader term that encompasses all behaviours breaching academic standards, including plagiarism, collusion, cheating, contract cheating, falsifying documents,	<ul style="list-style-type: none"> <li>• Any act listed under the above definitions.</li> <li>• Falsifying attendance or academic records.</li> </ul>



	and misrepresenting information. These actions compromise the credibility of assessment and qualifications issued by Austra College.	<ul style="list-style-type: none"> <li>• Providing fraudulent medical certificates or documents to gain assessment extensions.</li> <li>• Repeated breaches despite formal warnings.</li> <li>• Intentionally misleading staff during academic investigations.</li> </ul>
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Plagiarism, either intentional or unintentional is a practice which is offensive to AUSTRA COLLEGE's values of effort, excellence and integrity. There is an expectation that students will prepare and submit work which is their own and which acknowledges the work of others. The recommended referencing guide is Harvard.

<http://www.plagiarism.org/plagiarism-101/what-is-plagiarism> (sourced November 2014)

If a Student assessment has been identified as Plagiarism, Collusion and Cheating:

#### Summary of Academic Misconduct Levels and Actions

Level	Description	Trainer Actions	Admin Actions	Student Consequences
<b>Informal Notice</b>	Unintentional or first-time issue related to referencing or academic practice	<ul style="list-style-type: none"> <li>- Provide verbal guidance</li> <li>- Discuss academic integrity expectations</li> <li>- Offer support or referencing resources</li> </ul>	<ul style="list-style-type: none"> <li>- Optional file note</li> </ul>	<ul style="list-style-type: none"> <li>- Verbal or unofficial warning</li> <li>- No formal penalty</li> <li>- Allowed to resubmit or revise work with guidance</li> </ul>
<b>Level 1 – Minor</b>	Minor plagiarism or misunderstanding of academic rules	<ul style="list-style-type: none"> <li>- Identify and document the issue</li> <li>- Complete Misconduct Report Form</li> <li>- Meet with student to discuss the incident</li> </ul>	<ul style="list-style-type: none"> <li>- Send 1<sup>st</sup> warning for student misconduct</li> </ul>	<ul style="list-style-type: none"> <li>- Written warning</li> <li>- The assessment attempt will be marked as Not Satisfactory (NS). If the student has a subsequent attempt remaining, the student can resubmit the assessment</li> <li>- Referred to academic support or referencing session</li> </ul>
<b>Level 2 – Moderate</b>	Repeated minor offences or deliberate acts such as moderate copying or unauthorised collaboration	<ul style="list-style-type: none"> <li>- Escalate to Course Coordinator/ Compliance Manager</li> <li>- Gather supporting evidence</li> <li>- Participate in a formal meeting with the student</li> </ul>	<ul style="list-style-type: none"> <li>- Issue 2<sup>nd</sup> warning for student Misconduct</li> </ul>	<ul style="list-style-type: none"> <li>- Not Satisfactory (NS) results for the assessment Task that has been identified.</li> <li>- Mandatory academic integrity training</li> <li>- Reassessment fees required to resubmit the assessment task</li> </ul>
<b>Level 3 – Major</b>	Serious misconduct such as contract cheating, impersonation, document falsification, or repeated offence	<ul style="list-style-type: none"> <li>- Report to Compliance manager/Course Coordinator</li> <li>- Submit all documentation</li> <li>- Attend academic</li> </ul>	<ul style="list-style-type: none"> <li>- Issue Final warning of Student misconduct with intention to cancel COE</li> <li>- Notify DHA via</li> </ul>	<ul style="list-style-type: none"> <li>- Not Yet Competent (NYC) result for the Unit of competency</li> <li>- Redo unit required (if approved)</li> <li>- Cancellation of CoE (if</li> </ul>



		misconduct hearing or panel	PRISMS if CoE affected (for international students)	applicable) - Potential DHA reporting
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## Policy

Plagiarism is using the words or ideas of others and presenting them as your own. Plagiarism is a type of intellectual theft. It can take many forms, from deliberate cheating to accidentally copying from a source without acknowledgement.

In your assessments you must come up with your own ideas, however, at times you may need to make reference to work that has been completed by others. Important points to be aware of:

- Know what plagiarism is – refer to <http://www.plagiarism.org/> for more information
- Reference your work / acknowledge all of your sources

Examples of plagiarism:

- submitting someone else's work as your own
- copying words from someone else, without citing the source
- failing to use quotation marks when quoting someone else
- providing incorrect information about the source of a quotation
- changing words but copying the sentence structure, without citing the source
- copying so many words that it makes up most of your work, whether you cite the source or not

Most cases of plagiarism can be avoided by citing the source. Simply acknowledging that certain material has been borrowed and providing the information necessary to find the source, is normally enough to prevent plagiarism.

## Student integrity and honesty

AUSTRA COLLEGE is committed to upholding standards of student integrity and honesty in regards to the assessment of their work and places value in the declarations of authenticity made by students.

Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced, including acknowledgements of all texts and resource materials utilised in the development of their work.

Students and staff have a duty to ensure they gain the necessary understanding of how to correctly acknowledge and cite references and resources, so as to minimise the incidents of plagiarism and cheating.

## Unacceptable behaviour

From time to time, there may be incidents of student plagiarism, cheating and collusion which AUSTRA COLLEGE is required to act upon in order to uphold the value of assessment outcomes and the reputation of the nationally recognised training provided.



Student plagiarism, cheating and collusion in any form are unacceptable and will be treated seriously by AUSTRA COLLEGE.

### **Avoiding and detecting**

Upon the submission of all assessment tasks, students are required to sign a declaration of the authenticity of their work.

AUSTRA COLLEGE will take the necessary steps to detect plagiarism and cheating, which may include:

- Monitoring students in closed book examinations;
- Comparison of the work with electronic reference materials, internet resources and the work of other

Students:

- Electronic plagiarism detection software;
- Comparison of work against various academic databases;
- Referring to the aXcelerate records for previous instances of plagiarism; and
- Other methods deemed appropriate by the trainer/assessor.

All staff have an obligation to identify and investigate any possibility of plagiarism, cheating or collusion. A staff member who suspects that plagiarism, cheating or collusion may have occurred, should first source evidence (through identification of the source) to support their allegation and then report it to management.

### **Procedure**

A student found to have plagiarised, cheated or colluded will be given an opportunity to respond to the allegations.

Students found to have plagiarised, cheated or colluded will be dealt with through the Student Disciplinary Policy.

A record of the student's involvement in alleged plagiarism, cheating or collusion will be retained on their record on aXcelerate and training and assessment staff will have access to this information when considering any subsequent allegations of plagiarism.

If a student plagiarises and:

1. It is the first time the student has been reported for plagiarism at AUSTRA COLLEGE, they will automatically forfeit any credit that the student might have obtained in the task to which the plagiarism relates or at the discretion of the Training Manager or his/her nominee, a lesser penalty may be applied;
2. It is the second time the student has been reported for plagiarism at AUSTRA COLLEGE, the Student will automatically forfeit any credit that the student might have obtained in the course to which the plagiarism relates
3. It is the third or subsequent time the student has been reported for plagiarism at AUSTRA COLLEGE, the student will automatically forfeit any credit that the student might have obtained in the course to which the plagiarism relates, and the matter will be referred to the Training Manager for further determination with regard to expulsion.

All students have access to the complaints and appeals process, where they are not satisfied with any of the above actions.





## 7.12 Harvard Referencing System

The following referencing guide is based on the Harvard system is to be used by students in both paper based and electronic assignments. Regardless of where information is sourced, e.g. books, magazines, websites, it **must** be referenced.

<https://www.citethisforme.com/harvard-referencing> (sourced June 2020)

Both in-text referencing and a reference list are to be used in any given assignment.

**In-text referencing** is used throughout the body (text) of the assignment and includes in parentheses (brackets), the Author and Date of publication cited (referred to). Page numbers, whilst not always necessary are preferred in all circumstances for the sake of simplification of this referencing method. In-text referencing is required for direct quotes (using the author's words exactly) and for paraphrasing (stating the author's words ideas in your own words, without altering the meaning, or giving your interpretation).

### Examples:

Students should **punctuate** in-text referencing, and reference lists as shown in the examples below.

#### **Direct quote:**

*"The number of neurons in the nervous system begins to decrease in the middle of the second decade, which can lead to functional changes." (Crisp & Taylor, 2009, p. 230)*

#### **Or**

*Crisp & Taylor (2009, p. 230) states, "The number of neurons in the nervous system begins to decrease in the middle of the second decade, which can lead to functional changes."*

#### **Paraphrase:**

*Crisp & Taylor (2009, p. 230) argue that functional changes can occur from the middle of the second decade as a result of a decrease in neuron numbers in the nervous system.*

**Magazine articles** require information about the author, title and page numbers of the article as well as the name and edition of the magazine itself. Note in the example references list below the entry for Dixon, T. The name of the article 'Contemporary connectivity' appears within single inverted commas.

**Web based articles** also require referencing with similar information to paper-based articles. A web link or website address should be included. Note the entry for Gallagher, H given as an example in the References list below.

### **Reference list**

*The reference list entitled "References" occurs at the end of your assignment.  
It lists all sources cited throughout the text of the assignment.*



References are listed alphabetically. (Single author sources are listed prior to a source authored by one or more e.g. Crisp would come before Crisp & Taylor.)

#### **Example Reference List:**

#### **References**

Carmody, S & Forster 2003, *Aged Care Nursing, A Guide to Practice*, Ausmed Publications Pty Ltd, Melbourne, Vic, Australia

Crisp, J 1932, *Fictional nursing title*, Publisher, Fortitude Valley, Qld, Australia

Crisp, J & Taylor, C 2009, *Potter & Perry's Fundamentals of Nursing 3<sup>rd</sup> edn*, Elsevier, Chatswood, NSW, Australia

Dixon, T 2009, 'Contemporary connectivity', *Australian Ageing Agenda*, March/April 2009, pp.24-26

Gallagher, H 2009, 'Brainwave leads to mind control', *Irish Times.com*, 16<sup>th</sup> June 2009, <http://www.irishtimes.com/newspaper/sciencetoday/2009/0521/1224247014730.html>

### **7.13 Assessor Qualifications**

AUSTRA COLLEGE's training and assessment is delivered only by persons who have:

- a) vocational competencies at least to the level being delivered and assessed;
- b) current industry skills directly relevant to the training and assessment being provided; and
- c) current knowledge and skills in vocational training and learning that informs their training and assessment.

Industry experts may also be involved in the assessment judgement, working alongside the trainer and/or assessor to conduct the assessment.

AUSTRA COLLEGE's training and assessment is delivered only by persons who have:

- a) the training and assessment TAE40122 Certificate IV in Training and Assessment or its successor or a diploma or higher-level qualification in adult education.

The RTO ensures that all trainers and assessors undertake professional development in the fields of the knowledge and practice of vocational training, learning and assessment including competency-based training and assessment.

AUSTRA COLLEGE does not conduct training and assessment under any other conditions, with the exception of guest speakers, for which no assessment is necessary.

## **8.0 Recognition of Prior Learning (RPL) and Exemptions**



## 8.1 Recognition of Prior Learning

Students may apply for RPL on the basis of previous and or current work experience, life experience or training. Only the supervising trainer as the course academic head may grant RPL status. Students are required to indicate their intention to apply for RPL upon registration and complete the RPL Information kit which is available at reception. Students will be informed in writing as to the results of their application and if any further evidence is required.

### ***Recognition of Prior Learning defined***

Recognition of prior learning (RPL) is defined in the AQF as follows:

*Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit.*

This is underpinned by the AQF definition of credit as follows:

*Credit is the value assigned for the recognition of equivalence in content and learning outcomes between different types of learning and/or qualifications. Credit reduces the amount of learning required to achieve a qualification and may be through credit transfer, articulation, recognition of prior learning or advanced standing.*

Australian Qualification Framework Council, 2013., *Australian Qualification Framework*, AQF, South Australia, viewed 3 November 2014, <http://www.aqf.edu.au/wp-content/uploads/2013/05/AQF-2nd-Edition-January-2013.pdf>

## 8.2 Exemptions and National Recognition

Under national recognition AUSTRA COLLEGE recognises the qualifications issued by other Australian RTOs and will confer an exemption for all previous training resulting in a competent result for the exact same competency units as listed on AUSTRA COLLEGE course profiles. Only the supervising trainer and the course academic head may grant exemption status. Students are required to indicate their intention to apply for exemption at the time of registration and complete the RPL & Exemption Information Kit. Students will be informed in writing as to the results of their application and any further evidence that may be required.

The granting of RPL will reduce course length. Any adjustments to course price due to RPL or exemptions must go through the CEO only.

## 8.3 Credit Transfer

### 8.3.1 Credit Terminology

Credit is the principal overarching term for recognising learning. This term is supported by key terms that address the:

- inputs that form the basis for credit, that is, the different forms of learning that are recognised for credit;



- processes used by education and training providers for determining credit; and
- forms of credit, that is, the different credit outcomes.

### 8.3.2 Credit

*Credit* is the value assigned for the recognition of equivalence in content and learning outcomes between different types of learning and/or qualifications which reduces the amount of learning required to achieve a qualification.

### 8.3.3 Credit inputs

*Formal learning* refers to learning that takes place through a structured program of learning and assessment that leads to the full or partial attainment of a recognised AQF qualification or other formally recognised qualification.

*Non-formal learning* refers to learning that takes place through a structured program of learning but does not lead to a formally recognised qualification.

*Informal learning* refers to learning gained through work-related, social, family, hobby or leisure activities and experiences. Unlike formal and non-formal learning, informal learning is not organised or externally structured in terms of objectives, time or learning support.

### 8.3.4 Processes for determining credit

*Articulation* is a process that enables students to progress from one completed qualification to another with credit in a defined pathway.

*Credit transfer* is a process that provides students with agreed and consistent credit outcomes based on equivalence in content and learning outcomes between matched qualifications.

*Recognition of Prior Learning (RPL)* is an assessment process that assesses the individual's relevant prior learning to determine the credit outcomes of an individual application for credit.

### 8.3.5 Types of credit

Credit outcomes are expressed as block credit, specified credit, unspecified credit or exemption, as appropriate. *Block credit* is credit granted towards whole stages or components of a qualification.

*Specified credit* is credit granted towards particular or specific components in a qualification.

*Unspecified credit* is credit granted towards elective components in a qualification.



### **8.3.6 Credit Transfer with AUSTRA COLLEGE**

Credit Transfer with AUSTRA COLLEGE will give a standard level of credit or formal recognition to a learner who has previously achieved competence in a training or educational environment.

Applicants must complete the RPL Kit, attach a certified copy of the qualification or Statement of Attainment and submit the application to the Assessor.

The Assessor will verify the qualification or Statement of Attainment and grant credit transfers for a unit(s) of competency that have been completed at another Registered Training Organisation.

Where the Assessor is unable to make a decision on the granting of credit transfer, the application must be passed to the CEO who may request further information from the applicant if required.

Verified copies of qualifications and Statements of Attainment used as the basis for granting Credit Transfer must be kept on the student file.



## 9.0 Enrolment

### 9.1 Subject and Course Enrolment

Students must only enrol for units that are required for their course and for which they have successfully completed all prerequisites. Students wishing to enrol for any other units must obtain permission from the CEO.

### 9.2 Course/ Program Information

AUSTRA COLLEGE provides accurate, relevant, and up-to-date course/program information to students both prior to commencement, upon commencement and during their course. This information is available to students at all times (see dissemination of information) through the:

- Pre-registration information
- Student Handbook
- AUSTRA COLLEGE website
- Orientation procedures
- AUSTRA COLLEGE course information sheets available at reception

### 9.3 Course Deferment and Suspension

AUSTRA COLLEGE will only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.

AUSTRA COLLEGE has in place a procedure for assessing, approving and recording a deferment of the commencement of study or suspension of study for the student. The documented request/application/notice will be kept on a student's file.

AUSTRA COLLEGE will only defer or temporarily suspend the enrolment of a student on the grounds of:

- a) compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes), or
- b) misbehaviour by the student (e.g. disciplinary action or malicious damage to College property).

The registered provider must:

- a) inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa, and
- b) notify the Secretary of Department of Education via PRISMS as required under section 19 of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled.



AUSTRA COLLEGE will inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access AUSTRA COLLEGE internal complaints and appeals process. If the student accesses the AUSTRA COLLEGE internal complaints and appeals process, the suspension or cancellation of the student's enrolment can't take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

## **9.4 Enrolment on Behalf of Other Students**

All students must enrol in person. This is to sight check all enrolled students at AUSTRA COLLEGE and to provide appropriate academic counselling.

## **9.5 Change of Course and Subject Enrolment**

Students wishing to change subject enrolment can do so only in the first week after subject commencement. Students should see reception for a Change of Course application and consult with the Student Support Officer or CEO. Trainers must make available to the students all notes, class exercises and assessment tasks the student has missed. However it is the responsibility of the student to submit any outstanding assessments by the end of the subject



## 10.0 Orientation

### 10.1 Student Orientation

All starting students will be taken through AUSTRA COLLEGE orientation conducted by a member of AUSTRA COLLEGE staff. It is essential for students to attend this session to understand AUSTRA COLLEGE's academic system and familiarise themselves with AUSTRA COLLEGE facilities and services.

Students must bring their passport and a passport size photograph at this time in order to make their student card. During orientation all queries regarding course structure and timetables will be answered.

### 10.2 First Day of Class

On the first day of class trainers will:

- Call out the attendance roll and check the names, student number and enrolment of each student
- Direct all students not on the roll to the Operations Manager
- Explain the attendance and results recording procedure to be used
- Provide each student with a Subject Outline (includes subject aim, learning outcomes, delivery and assessment strategies, resources) and explain the outline to the students
- Ask students to sign the Student Subject Induction Acknowledgement Sheet
- Ascertain, through discussion, the learning and assessment needs of the students.
- Identify possible English problems and refer to Operations Manager
- Start training

### 10.3 Structure of Orientation Proceedings

- Students receive Student Handbook
- Students asked to provide 2 passport sized photos and passport
- Students discuss AUSTRA COLLEGE and course information
- Students enrolled into classes
- Students asked to sign Student Induction Form
- Tour of AUSTRA COLLEGE campus





## 10.4 Academic and Vocational Counselling

Students may receive academic or vocational counselling from the Student Support Officer, instructors or other qualified person. Instructors will monitor student progress and provide counselling or support as appropriate, and where needed refer the student to the Student Support Officer, depending on the nature of the problem.

## 10.5 Personal Counselling

Students experiencing distress or discomfort are invited to talk to whichever staff member they feel comfortable with. Where necessary the CEO will assist the student to access external professional assistance. All staff will treat clients with courtesy and empathy at all times.

## 10.6 Client Input and Feedback

All students at AUSTRA COLLEGE are encouraged to provide continual client input and feedback. This input and feedback may be provided either informally through conversation, observation or suggestion or formally through interviews and surveys. AUSTRA COLLEGE will attempt, whenever and wherever possible, to incorporate feedback in planning and development.

Trainer and student surveys will be distributed at the conclusion of each term and a suggestion box available at all times at reception. Students are welcome to make appointments with staff members to discuss issues personally.

## Training Evaluation/ Feedback – Quality Indicators

Austra College surveys its students and employers using the Quality Indicators.

### Student engagement

The 'Student Questionnaire' form is completed by all students upon completion of their course of study. Student Administration will issue a copy of the survey to each student when issuing a Statement of Attainment or Qualification.

All completed and returned surveys will be reviewed by the Compliance and Quality Assurance Department. The results of these surveys will be collated into reports with a summary of all responses. These reports are to be reviewed during Management Meetings and recommendations arising from discussions regarding the survey will be Austra Colleged upon as required.

At the completion of each calendar year the management team is required to collate all data for the year using the 'ASQA Quality Indicator Annual Summary' form.



## **Employer Satisfaction**

Austra Collage must gain feedback from employers using the 'Employer Questionnaire' available from the Department of Industry

(<http://industry.gov.au/skills/NationalStandards/Documents/AQTFEmployerQuestionnaire.pdf>).

The 'Employer Questionnaire' form is completed by all employers once per year.

All completed and returned surveys will be reviewed by the management. The results of these surveys will be collated into reports with a summary of all responses. These reports are to be reviewed during Management Meetings and recommendations arising from discussions regarding the surveys will be Austra Colleged upon as required.

At the completion of each calendar year the management team is required to collate all data for the year using the 'ASQA Quality Indicator Annual Summary' form.

## **Reporting Quality Indicators Data**

The Management team must submit their quality indicator data reports in full to [qidata@asqa.gov.au](mailto:qidata@asqa.gov.au) by close of business on 30 June.



## 11.0 Records Management

### 11.1 Records

AUSTRA COLLEGE maintains electronic and manual files covering all administrative, student information. Files are stored for the legislated period of time and electronic files are backed up regularly.

Student File Contains:

- Application documents
- Acceptance and enrolment documents
- Immigration documents
- All correspondence with or concerning students
- Memos or file notes regarding the student
- Copies of issued academic records
- Copies of issued attendance records
- Copies of other certificates or awards attained
- Completed assessment tasks

AUSTRA COLLEGE ensures through its Records Management Policy the:

- Security and Confidentiality of all records
- Archiving of all records
- External Reporting
- Access of records by clients

### 11.2 Security and Confidentiality

Student Records – information concerning contact details, financial status, academic status, attendance status, registration details, identification details, evaluations, feedback, surveys, counselling, warning and reporting documentation, payment schedules, sickness, leave.

- Each student has a unique student number
- Each student is supplied with a unique student card
- Staff can only access electronic files by unique access codes which have been provided on a need to know basis
- Student details are only distributed externally to regulatory agencies on formal request and not without AUSTRA COLLEGE making every attempt to contact the student first



- cards are non-transferable
- Students can only register for AUSTRA COLLEGE, courses, attendance, results and documentation in person
- Student files are maintained electronically and manually as files. All electronic and manual files are accessible by management only.
- No student details are ever to be given out to other students, agents, businesses etc.
- Students requesting access to personal information must complete an Office Request Form which will be submitted to the appropriate management representative for processing
- Student information made available will be handed to the student personally

### 11.3 Access to Records by Students

Students have access to personal records on request by completing an Administration Request Form. In all cases AUSTRA COLLEGE will protect the privacy of all client information.

### 11.4 Change of Student Contact Details

Students are obligated to keep AUSTRA COLLEGE informed of their current contact details and to inform AUSTRA COLLEGE immediately of any change in these details. Students should be advised that if they do not receive any AUSTRA COLLEGE or authority correspondence due to incorrect contact details at AUSTRA COLLEGE, they are fully responsible

### 11.5 Student Results Recording

Students' results will be recorded on the Record of Assessment. Results are to be entered at competency unit level. At the conclusion of each subject trainers will calculate a final assessment and record the final assessment in the appropriate column. These sheets are to be submitted to the Registrar at the conclusion of the subject for entry into the student management system and filing.

Interim transcripts may be provided upon request. Final transcripts will be provided at the conclusion of the course.

### 11.6 Class Rolls and Attendance Recording

Student attendance will be recorded daily on the Class Attendance Rolls. These rolls are legal documents and as such are never to be handled by students, left anywhere other than the staff room or removed from AUSTRA COLLEGE premises for any reason. In the case of excursions trainers will still record attendance on blank rolls.



Attendance will be recorded for each student listed on the class roll for every class. The roll will be called by the trainer within the first and last 10 minutes of class time. The only notations that are to be entered onto class rolls are:

- Official leave dates
- Subject changes
- Sick certificates
- Course changes

## 11.7 Course Progress and Attendance Policy

### Course Progress

AUSTRA COLLEGE will assess each student's progress every 12 weeks or at the end of each term whichever comes first. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period. Term 1 (January - June), Term 2 (July - December).

AUSTRA COLLEGE will define course requirements for each study period and be able to identify when a student has not passed or demonstrated competency in 50% or more of the course requirements. The course requirements for each study period will be made clear to the student at the start of the course and each study period. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented. The intervention strategy must be activated within the first four (4) weeks of the following study period.

AUSTRA COLLEGE will notify and counsel students who are at risk of failing to meet course progress requirements. Where required, AUSTRA COLLEGE will implement its intervention strategy to get students back on track. The intervention strategy is available to staff to assist them in supporting students and specifies:

- i. Procedures for contacting and counselling students;
- ii. Strategies to assist identified students to achieve satisfactory course progress; and
- iii. The process by which the intervention strategy is activated.

The intervention strategy also includes:

- i. Where appropriate, advising students on the suitability of the course in which they are enrolled;
- ii. Assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
- iii. Advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported the appropriate department and the potential cancellation of his or her visa, depending on the outcome of any appeals process.



Where a student is identified as being at risk of making unsatisfactory course progress before the end of the study period, AUSTRA COLLEGE will implement its intervention strategy as early as practicable.

If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, AUSTRA COLLEGE must notify the student of its intention to report the student to the appropriate department for unsatisfactory progress. The provider does this through the written notice procedure - Student Academic Warning, Reporting and Counselling Policy.

The written notice of AUSTRA COLLEGE's intention to report the student for unsatisfactory progress, informs the student that he or she is able to access the AUSTRA COLLEGE complaints and appeals process and that the student has 20 working days in which to do so. A student may appeal on the following grounds:

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

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

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

Where:

- i. the student has chosen not to access the complaints and appeals processes within the 20 working day period;
- ii. the student withdraws from the process; or
- iii. the process is completed and results in a decision supporting AUSTRA COLLEGE (i.e. the student's appeal was unsuccessful) AUSTRA COLLEGE will notify the appropriate department through PRISMS as soon as practicable of the student not achieving satisfactory course progress.

## **Attendance**



Regular and sufficient attendance to classes is necessary by all students for successful achievement of expected outcomes and maintaining course progress. AUSTRA COLLEGE will also record and monitor students' attendance to classes.

Students will be required to attend 80% of classes per study period. Students who do not meet this requirement will be notified and counselled.

### **Course Non-commencement**

Where a student does not commence their course, they will receive a Course Non-commencement Warning letter 1 day after non attendance and a Non-commencement Report letter 1 week after, with the opportunity to appeal within 20 working days. If the student does not appeal, AUSTRA COLLEGE will then report the student on PRISMS and cancel their CoE.

AUSTRA COLLEGE will follow up the student after the warning letter is sent and record any attempts or conversations on the student's file.



## 12.0 Complaint, Grievance and Appeals Policy and Procedure

AUSTRA COLLEGE will deal with any complaint and/or grievance in an effective and timely manner. AUSTRA COLLEGE has processes in place for all course students to lodge complaints and /or grievances in relation to any matter including academic decisions in relation to a course or service.

The grievance procedure allows for:

- a) A process for lodging a formal complaint or appeal if the matter cannot be resolved informally, which requires a written record of the complaint or appeal to be kept;
- b) Each complainant or appellant has an opportunity to formally present his or her case at no cost to him or herself;
- c) Each party may be accompanied and assisted by a support person at any relevant meetings;
- d) The complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome; and
- e) The process commences within 10 working days of the formal lodgement of the complaint or appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable.

### Complaint/Grievance Submission and Appeals Procedure

AUSTRA COLLEGE will manage internal complaints handling and appeals process that is as the following requirements indicate:

- a process is in place for lodging a formal complaint or appeal if the matter cannot be resolved informally;
  - speak to the person with whom you have the complaint/grievance with and try to resolve the issue or problem
  - IF UNRESOLVED
- Lodge a written complaint to your trainer or reception and ensure that it registered;
  - speak to your Trainer
  - IF UNRESOLVED
  - speak to the S\Student Support Officer
  - IF UNRESOLVED
  - make an appointment with the CEO

A student must access the complaint, grievance or appeals process within **20 working days** of any issue that becomes the reason for the process. After this period where the issue is concerned with a lack of attendance, poor competence outcomes or failed financial payments AUSTRA COLLEGE may be required to report the student to DHA.





If the student is not satisfied with the result or conduct of the internal complaint handling and appeals process, AUSTRA COLLEGE must advise the student of his or her right to access the external appeals process at no cost.

If the student chooses to access the registered provider's complaints and appeals processes as per this policy, AUSTRA COLLEGE will maintain the student's enrolment while the complaints and appeals process is ongoing.

If the internal or any external complaint handling or appeal process results in a decision that supports the student, AUSTRA COLLEGE must immediately implement any decision and/or corrective and preventative actions required and advise the student of the outcome.

If the student is still not satisfied with the resolution of the grievance, they are able to seek advice and further assistance from the authorities listed below.

<b>Overseas Students Ombudsman - Commonwealth</b>
<a href="http://www.ombudsman.gov.au/contact-us">http://www.ombudsman.gov.au/contact-us</a>
<b>National Training Complaints Hotline</b>
Telephone – 13 38 73 and select option 4 Email – <a href="mailto:ntch@education.gov.au">ntch@education.gov.au</a>

## Appeals Process

A complaints/grievances and assessment appeal process is an integral part of the VET Quality Framework and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.

A fair and impartial appeals process is available to all students of the RTO. If a student wishes to appeal his/her complaint/grievance/assessment result, he/she must first discuss the issue with the trainer/assessor.

If the student would like to proceed further with the request after discussions with the trainer/assessor a formal request is made in writing outlining the reason(s) for the appeal.

## Grounds for Appeal

An application for appeal will be considered where:

- A student claims to be unfairly treated by fellow students or staff;
- A student claims to be unfairly treated by compliance with the AUSTRA COLLEGE policy and procedures;
- A student claims a disadvantage because the trainer did not provide a subject outline;



- A student claims disadvantage because the trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline;
- A student claims disadvantage because assessment requirements specified by the trainer were unreasonably or prejudicially applied to him or her;
- A student is of the view that a clerical error has occurred in the documenting of the assessment outcome; and
- A student claims that there is a discrepancy between the practical observation and the formal assessment.

All appeals are recorded and reviewed at Senior Management Meetings. Results of all appeals are communicated in writing to the student, within **20 working days** of the result being finalised, and a copy of any communication is also kept on file, both on the complaints register and in the student's individual file.



## 13.0 Refund Policy

In the unlikely event of default by AUSTRA COLLEGE, such situations are covered by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001. In the circumstances of a provider default, where the refund option is chosen by the student, AUSTRA COLLEGE must refund all course fees.

AUSTRA COLLEGE will make a refund in Australia Dollars only and within 4 weeks of receiving a written claim by the student in accordance with the Terms and Conditions as outlined in the Refund Policy and in the written agreement in the Enrolment/Application Form.

No.	Situation	AUSTRA Refund fee
1	<b>AUSTRA</b> does not deliver the program for which the student has paid for the following reasons: <ul style="list-style-type: none"> <li>The course does not begin on the agreed commencement date</li> <li>The offer is withdrawn by the Institute and incomplete information is provided by the student</li> <li>The course ceases to be provided, before any training and/or assessment</li> <li>The course is not provided in full to the student because a sanction has been imposed on the registered provider.</li> <li>Student Visa refused (before commencement)</li> </ul>	Full Refund on tuition fees
2	Withdrawal notified in writing and received by the Institute 28 days or more prior to course commencement	70% refund of tuition fees
3	Withdrawal notified in writing and received by the Institute after the course commencement	No refund
4	Visa Refused (After Commencement)	Charged according to the study period
5	Application rejected by AUSTRA	Full refund of tuition fee NOT including application fee (\$500)
6	Visa refused prior to course commencement OR withdraw at least 10 weeks prior to agreed start date	Full refund of tuition fee NOT including application fee (\$500) The amount of unspent pre-paid fees that the provider must refund the student for the purpose of subsection 47E (2) of the Act is the total amount of the pre-paid fees the provider received for the course in respect of the student <i>less</i> the following amount: the lesser of:



		a. 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or b. the sum of \$500
7	Withdrawal more than 4 weeks and up to 10 weeks prior to agreed start date	70% refund of tuition fees NOT including application fee (\$500)
8	Withdrawal less than 4 weeks prior to agreed start date	25% refund of tuition fees NOT including application fee (\$500)
9	Withdrawal after the agreed start date	No refund
10	Enrolment is cancelled due to student's misconduct or non-compliance with the rules and regulations set by the Australian Government	No refund
11	Course withdrawal by AUSTRA (Before the agreed start date)	Full refund including application fee
12	Course withdrawal by AUSTRA (AUSTRA is unable to deliver the course after the agreed start date)	Refund of unused tuition fees. Pre-paid fees may be transferred to an alternative enrolment where the student agrees
13	The course is not provided fully to the student because AUSTRA has a sanction imposed by a government regulator	Return of unused tuition fees
14	Recognition of Prior Learning (RPL) fees	No refund If RPL process has been started by assessor.
15	Abandons the course during the study period	No refund and the balance of all outstanding fees for the course to be invoiced to the student
16	Visa extension is refused	Once the term starts, fee is not refundable Students have their own responsibilities to ensure they have valid visa(s).
17	Withdrawal from study - current students (not including English Language Studies' students) with confirmed extenuating circumstances) *	Refund of unused tuition fees (of the following term/s) <i>(Notification of Withdrawal from Studies) Form</i>

In all circumstances, AUSTRA COLLEGE will provide a statement and an explanation of how the refund was calculated and make fully available access to AUSTRA COLLEGE Grievance Policy.

No refund of fees will be provided where the student was expelled from the course and reported to DHA.

The detailed AUSTRA COLLEGE Refund Policy and Procedure may be found on the AUSTRA COLLEGE website.



## 14.0 AUSTRA COLLEGE Resources

AUSTRA COLLEGE maintains suitable and up to date premises and equipment, which comply with all relevant government regulations and are kept in good order and upgraded as necessary. AUSTRA COLLEGE maintains administration and training facilities and equipment so as to ensure smooth and effective operations. Facilities and equipment are set up, cleaned and maintained regularly to provide a pleasant and efficient working environment. Records of premises and equipment are kept for financial and maintenance purposes. Staff and students have access to necessary instructional and assessment facilities, materials and equipment.

Training facilities have:

- Accessible amenities such as toilets and drink stations
- Adequate acoustics without disturbance from external noise
- Adequate lighting for normal viewing, writing and reading, without glare, brightness or distractions
- Adequate ventilation and heating/cooling sufficient to maintain a suitable temperature for work and study
- Clear sight and hearing from all points and to the point of presentation
- Comfortable, ergonomic chairs, designed for use over a sustained period
- Student Library
- Flexible layout options appropriate to room size, shape and furniture
- Pleasing aesthetics
- Sufficient power points placed appropriately
- Suitable audio visual and presentation equipment
- Suitable tools and equipment set up safely and securely
- Tables that have appropriate space for writing and training activities
- Computer and internet access

Students can also display personal advertisements and messages on the notice boards.

### 14.1 Computers and the Internet

AUSTRA COLLEGE has computers with network connection with printing and saving devices. The students will have to supply their own saving device (USB Port). Students are given unlimited access to computer and Internet facilities for educational and study purposes only. Student printing facilities are available.

### 14.2 Emergency Evacuation and Fire

All rooms on campus are fitted with smoke alarms and have the emergency exit procedures displayed on the walls. In the case of an emergency students are requested to remain calm and follow staff instructions.

Students should familiarise themselves with the Emergency Procedures as posted on the student notice board.



## EMERGENCY EVACUATION AND FIRE

### STAFF

#### Evacuation of Buildings

#### FIRE/SMOKE OR IMMEDIATE EMERGENCY CONDITIONS

##### Fire Evacuation Procedure

- Evacuation will be initiated by activation of the Evacuate Signal that is audible in all sections of the building or at the discretion of a member of AUSTRA COLLEGE if they consider there is any danger to personnel in their immediate vicinity.
- Staff members shall evacuate all persons in immediate control, beginning with those furthest from the designated fire exits.
- Where lectures or laboratories are being conducted, the person conducting (or nominally in charge of) these shall, upon receiving instructions to evacuate, conduct their students out the designated fire exit.
- Do not use the lifts unless you are directed to by Emergency Personnel.
- If there are any mobility-impaired persons in the building, it is the responsibility of the staff members to assist them if necessary.
- During evacuation, doors shall be kept closed, but not locked, to retard the spread of smoke and fire. This is particularly important with respect to corridor smoke doors.
- Staff members shall convey the order to evacuate as firmly as necessary to ensure compliance.
- Following evacuation, each staff member shall post volunteers near building entrances to prevent re-entry by unauthorised persons. Staff Members shall then report to the CEO or the most senior staff member for further instructions.
- After leaving the building, assemble outside the front door on the opposite side of the road to the building. Do not re-enter the building until clearance is given.
- **Do not leave the assembly area without informing your respective staff member** - Emergency Services personnel will risk their lives if it is thought you are still in the building.

##### Evacuation Drills

Evacuation drills will be conducted at least once a year. These will not necessarily be fire drills; other types (e.g. bomb threat) will be used on some occasions. Advanced notice will be given, and all persons present in the building will be expected to participate.

Staff should make themselves aware, each semester, where the nearest Fire Exit is located for each classroom in which they hold a class.

If a fire or smoke or other imminent emergency condition exists while a staff is conducting class, staff should direct the students to the nearest Fire Exit, assuring that all students have evacuated before following.



## STUDENTS

### Evacuation of Buildings

#### FIRE/SMOKE OR IMMEDIATE EMERGENCY CONDITIONS

All students are to follow three primary safety principles during any emergency:

Follow the instructions of Public Safety and Fire or Police Department personnel and AUSTRA COLLEGE staff

**DO NOT PANIC**

**DO NOT USE ELEVATORS**

If an emergency condition arises here is what to do:

- **When you hear the fire bell - Don't panic**
- **Listen for a warning that the alarm may only be a test**
- If requested to evacuate remain calm and proceed with orderly evacuation
- Follow AUSTRA COLLEGE staff to the exit signs and use the **Fire Exit stairwells only**
- Go to the designated safety area and wait with staff and students
- Your trainer will check your name against the class roll
- **Do not return to fire/smoke floor until instructed to do so.**

### 14.3 Equipment

Equipment is available for AUSTRA COLLEGE purposes only by both staff and students. Please ensure that you use all equipment safely and follow WH&S procedures at all times. Get help if there is a problem.

### 14.4 Texts and References

AUSTRA COLLEGE has available the texts and references that are required by students for study purposes. Appropriate Text books will be provided to all students. Further, students may also make use of AUSTRA COLLEGE facilities for study purposes and Trainers may take students to outside libraries and organise a library representative to explain membership and research techniques.



## 15.0 Issuance of Qualifications

On completion of a course students will be issued with the appropriate certification. On completion of delivery units trainers will submit results to the Administration team for entry into AUSTRA COLLEGE student management system. On completion, at competent level, of all subjects within the appropriate course, students will be eligible to receive their qualification testamur.

Upon exit, if students do not complete all required subjects at competent level they will not be eligible to receive a qualification testamur. They will, however be eligible to receive a Statement of Attainment for the units completed.

All qualifications and statements of attainment issued will be issued without alteration or erasure and be identified by a unique number – printed on the qualification or statement.

AUSTRA COLLEGE will issue the attained testamur within 30 days of the student being assessed as being competent in all required units of competency.

AUSTRA COLLEGE will maintain a record of all qualifications issued for a period of 30 years.

### 15.1 Secondary Courses

AUSTRA COLLEGE will register student visa students who are doing their primary course, secondary course or both at AUSTRA COLLEGE. It is the responsibility of the student to maintain all, of their student visa conditions with regards to their primary provider. If a student does not fulfil the requirements of the primary provider and has their visa cancelled and is subsequently unable to continue their secondary course for this or any other reason, AUSTRA COLLEGE will apply AUSTRA COLLEGE cancellation and refund policy with regards to student default.

### 15.2 Course Completions

Students must complete, at competent level, all subjects that comprise a course at AUSTRA COLLEGE. Both core and elective competency units have been preselected to maximize vocational outcomes and to this end AUSTRA COLLEGE may have included bonus units at no extra cost to the student.





## **16 Rules Ensuring Comfort & Convenience**

As AUSTRA COLLEGE is a place for training and learning certain rules apply during the conduct of courses, for the convenience and comfort of all students and staff. Compliance with rules is a condition of entry to AUSTRA COLLEGE.

### **16.1 Alcohol**

Alcohol is NOT permitted on AUSTRA COLLEGE premises. It being an educational Institution, the influence of alcohol spoils the learning environment of the Institution.

### **16.2 Smoking**

AUSTRA COLLEGE is a NON SMOKING college and we ask for your assistance not to smoke on AUSTRA COLLEGE premises or within the building.

### **16.3 Chewing Gum**

The chewing of gum is NOT allowed on the premises.

### **16.4 Drugs**

You must NOT bring illegal drugs to AUSTRA COLLEGE. Anybody found doing any sort of dealing with illegal drugs will be expelled from the Institution and will be reported to the police.

### **16.5 Spitting**

Spitting is NOT allowed in public places in Australia. It is against the law and you can be fined if you are caught spitting.

### **16.6 Firearms and Knives**

It is against the law in South Australia to carry firearms or knives at public places. You must NOT bring any firearms, knives or any kind of weapons to AUSTRA COLLEGE. Anybody found with any sort of weapons will be expelled from the Institution and will be reported to the police.

### **16.7 Dress**

Dress should be neat and tidy, giving a professional look to students. Thongs or any clothing considered by management to be offensive will not be allowed.



## **16.8 Mobile Phones**

All mobile phones should be switched off during class or any seminar. You can use the mobile phones out of class sessions, during the breaks and in the common room.

## **16.9 Food and Drink**

No Food or Drink is allowed in the classrooms, computer labs, hallways, stairways and lifts. You can use the common room for eating and drinking.

## **16.10 Litter**

Please use the rubbish bins provided for litter.

## **16.11 Other Important Tips**

Never leave your belongings unattended. In case anything is lost, check at Reception and in the student room. Keep AUSTRA COLLEGE premises clean and do not write anything on the walls or on the desks. Students must leave AUSTRA COLLEGE premises in a neat and tidy condition.



## 17.0 Living in Australia

### Adelaide, South Australia

Home to 1.3 million people and as Australia's fifth largest city, Adelaide is located between white sandy beaches and the Mount Lofty Ranges. Known as the 20-minute city, it takes 20 minutes to get from the city to the hills or beaches. It's also renowned for its parklands, which ring the city centre and make up 45 per cent of the total city area. The New Yorker magazine called Adelaide *"possibly the last well-planned and contented metropolis on earth"* and Lonely Planet described it as *"civilized and calm in a way that no other Australian State capital can match"*.

Whether you're into arts, music, sports, outdoor activities, or simply spending time within Australia. The city is a popular venue for international and national sporting events such as Test cricket at the Adelaide Oval, the SA Open Golf Championship, the Classic Adelaide car rally, and the Tour Down Under cycling race.

All of the city's major learning and cultural institutions are only a short walk or drive from the heart of Adelaide. Tree-lined North Terrace in the city centre is home to the South Australian Art Gallery, the State Library, the South Australian Museum, Government House and two of UniSA's campuses. Just a stroll from the Botanic Gardens and the banks of the River Torrens, these campuses are in ideal settings for study, entertainment or relaxation.

Adelaide is regarded as the food and wine capital of Australia, with 50 per cent of all Australian wine produced here. Many major department stores, shopping centres, boutiques, cafes, restaurants and entertainment facilities are conveniently located within the city and outer suburbs. It is also home to the National Wine Centre and numerous food and wine events. Adelaide has more restaurants per head of population than any other major Australian city, over 70 pubs in the city centre and the largest fresh produce market in the Southern Hemisphere.

### Sydney, New South Wales

Sydney is the capital of New South Wales and one of Australia's largest cities with a population of 5.1 million people. Sydney is located on Australia's south-east coast of the Tasman Sea. Inhabitants of Sydney are called Sydneysiders, comprising a cosmopolitan and international population of people from numerous places around the world.

It is best known for its harbourfront Sydney Opera House, with a distinctive sail-like design. The massive Darling Harbour and the smaller Circular Quay port are hubs of waterside life, with the arched Harbour Bridge and esteemed Royal Botanic Garden nearby. The Sydney Tower's outdoor platform, the Skywalk, offers 360-degree views of the city and suburbs.

The hinterland of the metropolitan area is surrounded by national parks, and the coastal regions feature many bays, rivers, inlets and beaches, including the famous Bondi Beach.



Sydney's natural beauty ranges from unspoilt beaches to public gardens and, of course, the sparkling harbour, along with its thriving restaurants and markets. A trip to the Blue Mountains is a popular excursion among locals.

The 2018 Mercer Quality of Living Survey ranks Sydney tenth in the world in terms of quality of living, making it one of the most liveable cities in the world. Sydney has hosted major international sporting events such as the 2000 Summer Olympics and is among the top fifteen most-visited cities in the world, with millions of tourists coming each year to see the city's landmarks.

## **Climate**

The northern section of Australia has a more tropical influenced climate which is hot and humid in summer and quite warm and dry in winter. The southern parts are cooler with mild summers and cool, sometimes rainy winters.

Visit this link to find out specific climate information for your location:

[https://en.m.wikipedia.org/wiki/Climate\\_of\\_Australia](https://en.m.wikipedia.org/wiki/Climate_of_Australia)

## **Accommodation Options**

Adelaide boasts a diverse range of accommodation options. Students may choose to live with an Australian family, in student lodging, or take on independent apartment rental. For student accommodation needs, AUSTRA COLLEGE recommends [Australian Homestay Network \(AHN\)](#) and [Student Accommodation Australia \(SAA\)](#).

Whatever you choose, we suggest arranging your accommodation as early as possible - preferably as soon as you have accepted the offer of a place at the college. For students who have not decided where they would like to live, a minimum booking of four weeks at a Homestay will guarantee you somewhere to stay upon arrival and while you make more definite arrangements.

Upon request, airport pickup can be arranged with accommodation.

## **Homestay**

Homestay, with an Australian family in a private furnished bedroom, is a great opportunity for students to improve their language skills and have an authentic cultural experience. Students under 18 years of age must have a local guardian. This can be provided by Australian families who are selected by the Australian Homestay Network (AHN).

Further information regarding the services provided by AHN and the associated costs can be obtained by visiting <https://www.homestaynetwork.org/>



## Permission to work

If you are granted a student visa with work rights you are limited to 48 hours work per fortnight while your program is in session. However, you may work full-time during session breaks. If you are found to be working in excess of your limited work rights your visa must be cancelled.

If you wish to work you must apply for a visa with 'permission to work' (condition 8105) after you have commenced study or if you have been granted 'permission to work' you must not engage in work prior to your course commencement.

You will also need to obtain an Australian Tax File Number to work in Australia – visit the [Australian Taxation Office](#) to apply.

You can obtain further details regarding permission to work requirements for your visa type from the [Department of Home Affairs \(DHA\)](#).

## Transport

### *Adelaide, South Australia*

Adelaide is a quick and easy place to get around, with an integrated bus, train and tram public transport system connecting all parts of the city and suburbs. It is possible to reach almost any point of the metropolitan area within 20 minutes. Students receive a discount on public transport fares, and a Student Concession MetroCARD is available for them to access discounted travel rates.

There is also the Adelaide FREE bus services, the "City Loop", which allows you to travel around the city centre at no cost.

### *Sydney, New South Wales*

Sydney's public transport system features a comprehensive network of train, bus and ferry services. Light rail lines, airport links, sightseeing buses and taxi services complement the network.

You can get a free smartcard ticket to load funds for use on trains, buses, ferries and light rail. The Opal card can be used on the transport network extending beyond the city to the Blue Mountains, Central Coast, Hunter, Illawarra and Southern Highlands regions surrounding Sydney.

### *General*

Taxis can be hailed from the street in Australia and you can also use UBER services that have been increasing their participation around the world. You can download the UBET app on your smartphone.



Depending on your personal finances and where you live, you may wish to purchase a bicycle or a car. Please note that all motor vehicles must be registered, and you will require a driver's license to drive a motor vehicle in Australia. You may be able to use your international driver's license, depending on the class of license you hold.

## **Food and Restaurants**

Australia offers a diverse range of high quality food products at competitive prices. The availability and affordability of fresh and processed food means that you can buy the ingredients to prepare your own food at home. On the other hand, you can choose to eat at one of the many restaurants in Australia. You can select from a range of cooking styles, price ranges and locations. You may want to have a coffee at a café, eat at a fast food outlet, and enjoy a meal at a hotel (called a pub meal) or sit down to a formal meal at a restaurant.

## **Eating Out**

You may want to eat at a restaurant on special occasions while you are living in Australia. You will not be disappointed because Australia has one of the best ranges of restaurants. Many parts of the world have food vendors' stalls or carts on the street from dawn to past dusk. This is not a feature in Australia although there are a few 24 hour fast food outlets.

Food halls are located in some inner-city shopping centres and some food stalls are found in markets. However, their opening hours are limited to the opening hours of the shopping centre or market. As well as a wide range of food styles, there are also restaurants catering for a wide range of budgets. You are certain to find something to your taste and in your price range. You can search for restaurants based on your location and type of cuisine at the [Best Restaurants of Australia](#) website.

Tipping is not the general custom in Australia, but it is your choice at any time.

## **Recreation**

### *Adelaide, South Australia*

Adelaide is a friendly, cosmopolitan city surrounded by cool, green parks. To the east of the city are the undulating Adelaide hills while to the west Adelaide's 30 kilometre long sandy coastline provides facilities for all types of water sports and relaxation. This information site provides you with details about some of the most popular attractions in and around Adelaide.

For further information, visit <https://southaustralia.com/home.aspx>

### *Sydney, New South Wales*

Sydney dazzles day or night, with great theatre, wonderful museums and delicious delights. Explore the Sydney Opera House on sparkling Sydney Harbour and cobblestone lanes and other heritage in The Rocks. Sydney is also home to some of Australia's oldest pubs and the Argyle Stairs lead to Cumberland Street for access to the free Sydney Harbour Bridge walk.



For further information, visit <https://www.visitnsw.com/travel-information>

## Living costs in Australia

Once you have arrived in Australia, found accommodation for yourself and started your studies at the college, you will start thinking about how to make the best use of your money while you are a student here.

[www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au) provides the following approximate guide on some of the costs associated with living and studying in Australia:

### *Accommodation*

- Hostels and Guesthouses - \$90 to \$150 per week
- Shared Rental - \$95 to \$215 per week
- On campus - \$110 to \$280 per week
- Homestay - \$235 to \$325 per week
- Rental - \$185 to \$440 per week
- Boarding schools - \$11,000 to \$22,000 a year

### *Other living expenses*

- Groceries and eating out - \$140 to \$280 per week
- Gas, electricity - \$10 to \$20 per week
- Phone and Internet - \$15 to \$30 per week
- Public transport - \$30 to \$60 per week
- Car (after purchase) - \$150 to \$260 per week
- Entertainment - \$80 to \$150 per week

The Department of Home Affairs (DHA) has financial requirements you must meet to receive an Australian student visa. From 1st February 2018, the yearly living cost is:

- |                  |          |
|------------------|----------|
| • You            | \$21,241 |
| • Partner/spouse | \$7,362  |
| • Child          | \$3,152  |

All costs are in Australian dollars.

The Australian Government provides information and guidance on managing your finances. Visit [www.moneysmart.gov.au](http://www.moneysmart.gov.au) to find out more.

The Cost of Living Calculator is also a useful tool to help estimate your cost of living in Australia. Visit [www.insiderguides.com.au/cost-of-living-calculator/](http://www.insiderguides.com.au/cost-of-living-calculator/) to calculate your approximate cost of living based on your location and individual requirements.



If you experience financial trouble while in Australia, please discuss this with the AUSTRA COLLEGE Student Support Officer at your campus.

### **Telephone, Internet and Post**

Internet services at the College are available at no additional fee.

The cheapest way to phone overseas is using a phone card. These are available at newsagents and convenience stores. Different phone cards will have different rates. You will need to compare different cards to see which is the cheapest for your country. If you would like a mobile phone, packages start from around A\$15 a month plus call costs for a two year contract. You can also buy a pre-paid mobile phone for about A\$100.

To post a letter overseas the cost is between \$1.10 and \$2.60 through Australia Post. Parcels and freight are a lot more expensive and the cost will depend on how much you are sending and where it is going to.

### **Banking**

There are many different types of bank accounts. Ask about the different types of accounts before you decide which one you would like to open. A Savings Account is probably the most suitable account for students. When you open an account you will normally receive an ATM Card allowing you to withdraw money after hours. Many shops in Australia will not accept cheques but most will take credit cards. An ATM Card cannot be used for credit but it can be used in some supermarkets to pay for the bill (as long as there is money in your account) and it can be used to withdraw money from the machine (ATM) you find outside banks.

### **Emergency**

Police, Fire, Ambulance 000

Telephone Interpreter Service (TIS) 13-1450

### **International telephone calls**

0011 + country code + area code + number

Country codes may be found in the telephone directory or at this link: <https://www.telstra.com.au/home-phone/international-calling/international-dialling-codes> .

### **School Aged Dependent Children**

Students are advised that any school aged dependants accompanying them will be required to attend school and must pay full fees when enrolled in either a government or non-government school.





## 18.0 Student Handbook & Orientation Acknowledgement / Declaration

I, ..... Student ID No:.....  
acknowledge that all of AUSTRA COLLEGE's Course Information, Enrolment Terms and Conditions, Enrolment and Course fees and Refund Policy and Visa terms and conditions have been provided and fully explained to me during my AUSTRA COLLEGE Orientation and that I understand and agree to abide by all of these terms and conditions.

### I understand:

- That if I am in jeopardy of breaching any of these terms and conditions AUSTRA COLLEGE will initiate a Warning and Reporting Procedure;
- That if I am in breach of any of these terms and conditions, my enrolment from AUSTRA COLLEGE will be cancelled and if I am on a visa my details will be forwarded to the Department of Home Affairs (DHA) with a recommendation for the cancellation of my student (Temporary) visa;
- That while I am on a Student (Temporary) Visa in Australia, I am obligated to attend AUSTRA COLLEGE for 20 hours of supervised tuition on-site and maintain an attendance of not less than 80% at any time;
- That I am required to maintain, as AUSTRA COLLEGE defines, a satisfactory rate of academic progress (50% per study period), doing all the required assignments, appearing in all the required tests/examinations (written/oral), attending all the required seminars and being on time on all occasions;
- That I will notify AUSTRA COLLEGE of any change of contact details;
- That I must remain 'financial' at all times and will pay all my Fees including Tuition Fees on time, as per the agreed Student Payment Schedule;
- That I will maintain my Health Insurance at all times;
- That I have read and understood all AUSTRA COLLEGE rules, policies and procedures as detailed in the student handbook, all course and marketing information and Student Orientation; and
- That I again understand and agree that if I am in breach of any of these conditions, my enrolment will be cancelled and details reported to DHA for cancellation of my student visa.

**Student  
Signature:**

**Date:**

