

International Student Handbook



2022

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RTO Code: 45865 | CRICOS: 04024D

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Introduction

Welcome

The purpose of this handbook is to assist you as a student by providing you with information regarding **Horizon International College** and the RTO's policies and procedures covering attendance, academic progress, student visa conditions, dress code, health and safety, behaviour, fees and charges, complaints and appeals, cancellations and refunds etc.,

It is important that you read and understand all the contents of this Handbook

This handbook is provided to all students in hard copy during orientation and is also published on the website in the Student Centre. The handbook should be read as pre-admission information by all applicants as well as referred to by all registered students throughout their training with RTO.

The Handbook should be read in conjunction with the latest version of the RTO course brochure, which you received when you first applied for enrolment at RTO. A copy of the RTO brochure is available on its website for reference.

Being an international student studying in Australia on a student visa, you are obligated to follow the requirements of your training provider (RTO) as well as those of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 under the Education Services for Overseas Students Act 2000 and any other relevant

Australian legislation

If you are unclear about these facts, it is recommended that you read the official Australian Government publications as provided on the RTO website or go directly to the publication sources via the links as provided.

You may also discuss them at any time with the Student Services Manager

If you need any assistance or further clarification, kindly contact the administration or any other relevant staff.

We are, as always, happy to assist you.

Once again I welcome you

Chief Executive Officer

Orientation Programme and Induction Procedure

All applicants who are accepted as students are required to attend an Orientation Programme and Induction prior to the start of training

Student Administration is responsible for organising and delivering this programme and will contact all students with the time and location of the programme

At the induction you will receive a copy of this Student Handbook (in hard copy) for you to use as a guide and reference as you navigate studying at RTO

At the end of the program you will be asked to sign off an Induction Checklist and declaration stating that:

- You did attend an Orientation Program and Induction prior to the start of training : date and location
- You did receive a copy of this Handbook
- The policies, procedures, terms and conditions forms etc. that you navigate studying at RTO were adequately explained
- Your questions were answered
- You are ready to study
- Comments and suggestions for continual improvement

RTO will, at the commencement of each intake, undertake and complete an orientation / induction program that will be held for all overseas students.

The orientation / induction program covers information regarding what students need to know about their course and adjusting to life in Australia.

The Student Services staff is responsible to schedule, organize and to run the Induction using both the International Student Handbook and the International Student Induction Checklist.

Students must go through, tick, sign and return their International Student Induction Checklist to Student Support staff .

Student Support staff will collect all the completed forms, checking them to ensure they are filled correctly.

Orientation Programme

Sequence	Times	Topics to be covered at Orientation
1	9.00am-9.15am	Organisation Chart and staff duties Appearance/ dress code / Student Behaviour / Code of Conduct/continued registration rules and conditions Student obligations and rights: Student Default RTO obligations and rights: Provider Default
2	9.15am-10.00am	Training and Assessing
3	10.00-10.15am	Timetables – 2022
4	10.15am-10.30am	Monitoring of Academic Progress: visa requirements: Early Intervention System, Warning, Intention to Report, Reporting , impact on visa,
5	10.30-10.45am	Monitoring of Attendance - Absentees / visa requirements: Early Intervention System, Warning, impact on visa, BREAK
	10.45am -11.00am	
6	11.00-11.15am	Living, Working and Studying in Australia, rules/customs, official information
7	11.15 am-11.30	Deferring, Suspending or Cancelling Student's Enrolment
8	11.30-11.45	Explain Complaints and Appeals Policy and procedure
9	11.45-12.00	Provider Changes: Transfer Policy and Procedures
10	12.00-12.15	Changes: Obligation to advise of change of address, phone and email
11	12.15-12.30	Cancellations and Refunds

	12.30-1.00pm	LUNCH BREAK
12	1.00-1.15	Emergency Evacuation Plans and Procedure
13	1.15-1.30	Tour of - Facilities - Computers and internet / Kitchen /Toilets/Student Breakout Area/Classroom/Parking/Admin and Academic Staff Room., student facilities
14	1.30-1.45	Exiting Issuance
		Student Feedback Exiting Checklist Certification
15	1.45-2.00	Student Administration /Student Support Student Contact/Welfare officer/s and how students can contact them. Critical Incident Covid19 Safe Learning Environments
16	2.00-3.00	Ensure all required paperwork has been received completed, including student contact details, emergency contacts & OSHC details
17	3.00-3.30	Self Study Guidance

HIC Mission Statement

Our aim is to provide quality accredited training so that all students have a better chance for a brighter tomorrow by achieving their learning goals.

HIC Goals & Objectives

Horizon International College is a Registered Training Organisation committed to providing quality education and training for the students in the most effective and professional manner. RTO has highly trained professionals with the right attitude and personal qualities necessary to deliver the highest standard of education.

RTO values include:

- a commitment to excellence in learning, teaching and promoting learning as an enjoyable experience.
- the importance of academic, physical, social, emotional, moral and spiritual development of each student.
- respecting and recognising all people as valuable assets
- supportive learning environment where all people on campus are treated fairly and respectfully
- conducive learning environment to enhance effective teaching and learning.

HIC Organisational Chart 2022

Staff main duties	Positions
For overall governance & management of the organisation. Demonstrate leadership in educational & business excellence, is a role model to other staff, and is committed to their success. Overall responsibility and end accountability of the entire organization.	CEO/PEO
The overall operation of the training premises- facilities, resources, equipment, services, staffing, rooms, amenities,	Director/s
Responsible for managing the implementation of the student entry and exit systems, student registration and enrolment, academic & certification records, student records, student requests, distribution of RTO and course information, student notices, For complaint/appeals handling, , tuition fees, transcripts, enrolment, timetable and general administration related issues.	Student Administration/ Manager
Internal and external academic and non-academic student support, referrals,	Manager Student Services Student Services Officer
Quality & compliance, related issues. The role will also ensure that all information and quality systems are managed and executed to comply with ASQA, DHA and all authority requirements. This role sets out to provide compliance excellence in the implementation of the student entry and exit systems. The role will ensure that RTO is managed to comply with ASQA & DHA requirements, to provide RTO staff with accurate and complete reports on the RTO compliance and operations status. - Supervise and nurture a productive and professional trainer/admissions/enrolments team - Comply with departments legislation/standards changes or updates and implementation on RTO premises - Contribute to the RTO Management Team; - Set and maintain standards of excellence in student services ensuring that RTO is a vocational training/education focussed organization. - Monitor trainer compliance and ensure currency of trainer knowledge.	Compliance Manager

Course timetabling and staffing, resourcing and courseware, training rooms, academic complaints and appeals , delivery, assessment For academic queries, HR recruitment, assessment, RPL/CT, accreditation, Responsibilities include Trainer & Student management, training, assessment & marking guides, assessment validation (moderation), student evaluation & analysis, professional development, monitoring course outcomes. To provide leadership to trainers; To promote teaching excellence; Oversee faculty operations; oversee teaching operations. Other duties may include responding to queries both internal and external (government departments). For academic queries, assessment, RPL/CT, accreditation, certification, course delivery Quality & compliance, related issues. The role will also ensure that all information and quality systems are managed and executed to comply with ASQA & DHA requirements. Responsibilities include Trainer & Student management, training, assessment & marking guides, assessment validation (moderation), student evaluation & analysis, monitoring course delivery and outcomes. To provide leadership to trainers; To promote teaching excellence; Oversee teaching operations and student satisfaction. Ensure that unit outlines are current and that trainers comply with the standards set by the compliance/operations manager. Ensure feedback from the students/trainers regarding academic issues are implemented based on the continuous improvement model.	Academic Manager
The role of Trainers includes but is not limited to: • Lecture, teach, assist and evaluate students in the relevant unit/s taught. • Update training and delivery materials every semester/term. Ensure that all training material complies with relevant national competency standards, and with the standards set by the RTO. • Provide assistance in the development of the training and assessment program, training materials and resources by suggesting necessary changes and improvements in training delivery and assessment strategies. • Follow and enforce rules, policies and guidelines outlined in the Student and Staff Handbooks. • Prompt submission of required training materials and other documents by the due dates stipulated in RTO calendar. This includes: unit outlines, attendance updates, feedback on students, final results, etc. • Consistently follow the operational procedures and standards as set by RTO management. • Enforce the level of standards expected of the students. • Assessment Validation and Moderation	Trainers/ Assessors

Reception is the first point of contact for all students/customers/agents). The receptionist is responsible for providing exceptional service at the first point of contact, either by phone or in person for all students/customers/agents. Following are the some of the key responsibilities • Pre-enrolment & post enrolment activities. • Manage all Student Registration / Enrolment Academic & Graduation records • Produce Quality Reports • Customer Relationships – Attending to customer enquiries and client services • Provide support and relief for other team members • Responsible for the administration & preparation of course orientation • Student attendance monitoring and reporting • Telephone Services • Reception & General Administration Support • Assure Quality • Manage library system	Receptionist & Office Administration
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Codes

ESOS Framework- student rights and responsibilities

Appearance/ dress code / Student Behaviour / Code of Conduct/continued registration rules and conditions Student obligations and rights: Student Default

RTO obligations and rights: Provider Default

The ESOS framework – providing quality education and protecting your rights

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018.

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students.

Please check carefully that the details of your course – including its location – as provided to you on your CoE and Student Agreement

Your rights:

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- Your right to sign a written agreement with your provider before you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

Your rights under Australian Consumer Protection legislation:

- The RTO Letter of Offer and Student Agreement and the implementation of any other RTO policy, procedure or decision includes the right of the student to make complaints and seek appeals of decisions and action under various RTO processes. Further agreements and decisions do not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- Orientation and access to support services to help you study and adjust to life in Australia
- Who the contact officer or officers are for overseas students
- If you can apply for course credit
- When your enrolment can be deferred, suspended or cancelled
- What your provider's requirements are for satisfactory progress in the courses you are studying
- what support is available if you are not progressing well • If attendance will be monitored for your course, and how
- A complaints and appeals process.

The National Code 2018 does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed the first six months of their primary course. If a student wants to transfer beforehand they need the primary provider's permission through a Letter of Transfer

Your responsibilities

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

- Satisfy your student visa conditions
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- Meet the terms of the written agreement with your education provider
- Satisfy the terms and conditions or registration as set out in the Registration Form
- Inform your provider if you change your address or contact details
- Maintain satisfactory course progress
- If attendance is recorded for your course, follow your provider's attendance policy, and

- If you are under 18, maintain your approved accommodation, support and general welfare arrangement

Contact details

Who?	Why?	How?
Your provider	For policies, procedures, guides, forms that affect you	• Speak with HIC Student Administration and Student Support. • Go to your provider's website. • Read the Student handbook
Department of Education	For your ESOS rights and responsibilities	• https://aei.gov.au/regulatoryinformation/pages/regulatoryinformation.aspx • ESOS 1300 615 262
Department of Home Affairs	For visa matters	• http://www.homeaffairs.gov.au • Phone 131 881 in Australia • Contact the DHA office in your country.

RTO Appearance/ dress code / Student Behaviour / Code of Conduct: All male and female students are required to dress appropriately i.e. smart casual at all times whilst in training avoiding any clothing that is threatening, offensive, overtly sexual in any way. For OHS reasons you are required to wear shoes whilst in training i.e. not thongs or bare feet. You are required to behave in an adult and responsible manner exercising non-discriminatory, non-aggressive and accepting actions; Staff are also required to dress so as not to offend any student re: religion or beliefs and to also act in a business-like and professional manner at all times.

This RTO Code Of Conduct makes provision for any student who breaks this code facing the possibility of warning and counselling and ultimately de-registration and reporting to the DHA and any staff member being warned, counselled and possibly having their contract terminated.

RTO Rules and Australian laws: You are required to follow all RTO rules and all Australian Laws at all times. Failure to do so will result in a warning letter followed by possible termination of your registration and notification to DHA. However, the signing of this application form and student agreement does not remove any legal rights of students as consumers to involve external remedies and their own legal representation at any time. Student obligations and rights: Student Default

If a student cancels their registration after their COE training start date or breaks their visa or RTO terms and conditions for continued registration – including non-payment of fees- this is Student Default.

In cases of Student Default, RTO will enact early intervention through warning letters and counselling. However if this does not result in the student adhering to visa and RTO Terms and Conditions then RTO will issue Intention to Report or Intention to Cancel Registration Notices and if the student does not enact a successful appeal in 20 working days will result in reporting to the DHA

If the student is involved in a situation that is criminal or dangerous or serious enough to lead RTO to ascertain that the integrity of RTO as an RTO is threatened, or the safety and security of the students or staff is threatened RTO may determine to cancel registrations immediately and report to the DHA

In cases of Student Default all decisions made by RTO are appealable through the Internal Dispute Resolution Procedure in the first Instance

Were the use of this procedure does not remove the right of the student under Australian Consumer Protection Laws

RTO obligations and rights: Provider Default

RTO is obligated to provide the products and services as promoted and agreed to in writing between RTO and the student. RTO is obligated to comply with the Standards for RTO 2015, Standards, National Code 2018 (CRICOS) and all relevant legislation, regulations and licensing requirements.

If RTO does not provide the training services and products as agreed to or ceases to offer these products and services prior to the student completing – this is Provider Default. In the case of Provider Default RTO is obligated to:

1. Notify the students asap
2. Provide a full refund for all unused portion of fees paid in advance
3. Notify the authorities and the TPS
4. Assist the student to find acceptable alternative provider and courses

In the event that RTO cannot do this the TPS will assist the student

2	9.15am-10.00am	Training and Assessing
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Training

RTO is an RTO registered, under CRICOS, to deliver and assess international students in full-time accredited training. The accredited courses as listed on the RTO scope at www.training.gov.au

Hence RTO and all academic staff are obligated to train and assess according to:

- RTO course TAS i.e. the RTO course training and assessment strategies, course structures, locations, courseware, type and number of assessments, fulltime, supervised, on premises with supported self study
- Accredited Course requirements as per the training package
- Accredited course unit of competency requirements as per the training package

RTO will provide students with training and assessing courseware. However students should supplement and compliment all courseware with their own independent research to include further examples and case studies reflective of current Australian practices

Scheduled Training and Assessing

Students are required to attend all scheduled classes as per the RTO timetable and to participate in scheduled face to face full time training and assessment, on RTO premises at all times for a minimum of 20 hours per week Unscheduled Self Study

RTO has also recommended and promoted self-study to students and has provided a self-study guide. Even though this self study is optional and should be undertaken according to the student's individual study needs it is highly recommended that all students participate in their own self study. Self Study might be unscheduled but it is supported by access to training and assessing staff and RTO resources at all times

- Emergency or out of hours or pre and post-training support: phone or text the CEO:
- And/or: at any time during training and work placement:
- Email request: emails will be responded to during college hours : 8.30am-5.30pm Monday to Friday
- Come into head office : from: 8.30am-5.30pm Monday to Friday
- Speak directly with a RTO staff member including your trainer and assessor

Training and Assessment Methods and Pathways

Assessments will provide opportunities for students to be informed of the context and purpose of the assessment and the assessment process. This will include but will not be limited to information regarding assessment methods and alternative assessment methods if required to accommodate special needs or circumstances.

Trainers will provide at the introduction of each unit information to students of the assessment processes, number of assessments, types of assessments and the individual weighting of each assessment. Student Services Staff members are available to discuss and provide advice as to the outcomes of the assessment process and guidance on future options.

Students are advised that there are several pathways to qualifications and RTO provides students with these opportunities as:

- a formal assessment process
- Credit Transfer
- Recognition of Prior Learning

Assessment criteria

All assessment marking follows marking guides to ensure, amongst other things, fairness in the assessment process. Assessments are marked according to the competency of student responses as appropriate to the assessment task eg answers, role plays, demonstrations, researched reports

Where competency refers to the student evidencing and demonstrating the required response

To aid in this process students should ensure that their assessments are well presented and easy to understand. All written assessment responses should be typed in word format and all demonstrations and role plays undertaken on premises and in-person - unless previous permission has been granted under reasonable adjustment.

Any indication of plagiarism, cheating, copying, submission of work that is not the students, and unauthorised group work will be immediately reported to the Academic Manager and subject to a warning process and possibly reporting Assessment Reassessment Procedure

- Reassessment Fee: First reassessment – no charge; \$350 per assessment for 2nd reassessment.

Stage 1: Student undertakes assessment

Students will be notified within 7 working days of undertaking an assessment of their performance.

If a student does not undertake the assessment, they must notify their assessor as to why they did not and if due to illness a medical certificate must be produced; otherwise an automatic NYC will be recorded without the right to reassessment.

Stage 2: Student deemed Not Yet Competent: FIRST reassessment

Students who are deemed to be Not Yet Competent will be provided with information identifying the areas in which they failed to achieve competency and notes for further action i.e. First reassessment.

Student deemed Competent in FIRST reassessment

Students who are deemed to be Competent will be provided with feedback as to why their responses were deemed competent

Stage 3: Student deemed Not Yet Competent in FIRST re-assessment

If the student is deemed Not Yet Competent in the first re-assessment they will be provided with feedback identifying the areas in which they failed to achieve competency.

The student must then participate in a Second re-assessment within 7 days of notification at \$350 per reassessment

Stage 4: Student deemed Not Yet Competent in SECOND re-assessment

If the student is still unable to demonstrate competency, then the student will be required to repeat the unit of competency when the unit is available- at full unit cost

Access to Student Training Records

Access to individual student training records will meet Commonwealth and State Privacy legislation and will be limited to:

individuals wishing to access their own personal records individuals
authorising releases of specific information to third parties in writing, RTO staff
who require this information as part of their job role

officers from ASQA or their representatives for activities required under the Standards for Registered Training organisations legal requirements (e.g. subpoena/search warrants/social service benefits/evidence act)

Students wishing to check progress towards completion are welcome to request this information. It is RTO policy to attend to such requests within 5 working days. If for any reason this is not possible, students will be notified and advised of the date when the information will be available.

Students must keep a copy of their assessments for future reference. RTO will maintain the original marked assessments for the time the student is registered and for 6 months after the student has exited RTO for any reason. After this 6 months the original assessments will be destroyed (or returned to students if they request this) and all records of the students assessment and certification will be maintained (for 20 years) in the ERMS. Students may request re-issued certificates at any time, with a 5 working day processing period for a fee.

3	10.00-10.15am	Timetables: shifts, mandatory study periods
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Timetable 2022

Each course is delivered and assessed according to a timetable. These timetables have been provided to you in the Course Brochures.

The RTO timetable for each course is divided into Mandatory Study Periods. Within each Study Period, units are delivered and assessed as individual units but in sequence. RTO does not deliver or assess in clusters.

RTO scheduled delivery and assessment is in shift times:

Course timetables provide the following information:

Unit delivery sequence	Unit Code Unit title	Prerequisite	Co-requisite	Core/Elective	Scheduled Face to Face Training and Assessing Allocated Hours	Unscheduled Self Study Recommended Hours	Scheduled and Training Assessing Week start Week end	Assessment Due End week
Study Period								
Course Breaks								

Students are required to attend all scheduled delivery and submit all assessment as per the timetable for 20 hours per week

4	10.15am-10.30am	Monitoring of Academic Progress: visa requirements: Early Intervention System, Warning, Intention to Report, Reporting , impact on visa,
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Unsatisfactory Academic Progress

Defined at RTO as:

When the student has an NYC or NA for 50% or more of scheduled units in: 2 consecutive study periods

Monitoring and Reporting

Procedure

1. Assessor completes the assessment of current assessment for current unit
2. Assessor provides marked original assessment to Student Administration to maintain on file for 6 months and Student Administration enters results into ERMS

Early Intervention: sent by student administration via email and letter

Step 1: Unsatisfactory for Assessment or not submitted:

Unsatisfactory Assessment Result Notice requesting meeting with Trainer/Assessor and provide support (keep notes and forms) Note:

If Unsatisfactory the student can resubmit under the Assessment Policy and Procedure terms

If Not submitted the student will be required to lodge an Appeal for why they did not submit

Step 2: Unsatisfactory Academic Progress Warning Letter 1

Issued to student for: NYC for current unit: Request for meeting and offer of support

NOTE: issued for every unit

Step 3: Unsatisfactory Academic Progress Warning Letter 2:

Issued to student for: NYC for 50% or more of units scheduled in current study period: Request for meeting and offer of support

Step 4: Intention to Report Notice:

Intention to Report Notice: NYC for 50% or more of units scheduled in 2 consecutive study periods: Request for meeting and offer of support through 20 working day appeal period

Appeal

Implement Appeal process for 20 working days from Intention to Report Notice date

Unsatisfactory Academic Progress: Appeals Outcome Notice

Student Administration issues Unsatisfactory Academic Progress- Appeals Outcome Notice to the student detailing the RTO appeal decision and reasons.

Notice to Report: Unsuccessful Appeal

If appeal is unsuccessful Student Administration issues Unsatisfactory Academic Report Notice to Student and Student Administration reports student through PRISMS

The notice explains the reason why the student is receiving the notice, the 20 days appeals process and the possibility of reporting for unsuccessful appeals. The notice will inform the student as to the reason they have received the notice and what actions are required - most importantly that the student has 20 working days to lodge a successful appeal through the Internal Dispute Resolution system in the first instance and then through the external dispute resolution system, if the IDRS does not result in a response that satisfies the student (but at party cost)

If the student does not implement a successful appeal within 20 working days from the date of the intention notice then RTO will report the student to the DHA and issue the student with a RTO Reported Notice and an Appeals Outcome Notice

Academic Reporting

Reporting Notice

The students' registration, access to student support and services will continue until the DHA makes a determination as to the continuance or not of the students' visa

NOTE:

The Migration Legislation Amendment (Student Visa) Bill 2012 amended section 20 of the Education Services for Overseas Student Act 2000 (the ESOS Act) to cease the requirement for education providers to send a notice to a student who has breached a prescribed condition of their student visa. Hence, providers are no longer required to print a section 20 notice and send it to the student. (Source: PRISMS: 2/13/2020: Student Course Variation Confirmation)

Impact of change:

RTO will not distribute a section 20 notice as printed from PRISMS to the student)

RTO will still provide a RTO Intention to Report Notice – which will still provide for a 20 day appeal. If the appeal is unsuccessful RTO will still issue a RTO Reported Notice and an Appeals Outcome Notice

5	10.30-10.45am	Monitoring of Attendance -visa requirements: Early Intervention System, Warning, impact on visa,
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Attendance Monitoring

Trainers and assessors will monitor and record student attendance and complete the class attendance rolls every class. Late and early arrival and exit (30 minutes) will result in 50% attendance time being recorded. Students are expected to participate actively in class discussions and activities and fulfil all course requirements.

Whist RTO does not report for attendance – RTO will report a student if their attendance:

1. falls below 70% for any reason or
2. Attendance between 80% and 70% impacts adversely on academic progress.(as determined through student meetings)

Early intervention

RTO implements an early intervention procedure designed to assist the student to maintain attendance at minimum of 80% at all times as this has been determined to be the minimum attendance requirement for a student to manage their study requirements, obtain optimal benefits from learning and to achieve their learning goals

Students will receive:

1.5 Days Unapproved Absence Notice:

2. Attendance Warning Letter 1: at 90% attendance and/or if the student does not attend for 5 consecutive days without explanation– recommending a formal meeting to discuss
3. Attendance Warning Letter 2: at 85% attendance – requiring a formal meeting to discuss
4. Intention to Report Notice: if attendance falls below 70% for any reason or if student attendance falls between 80% and 70% and is having a negative impact on academic progress and academic progress goes into Unsatisfactory Academic Progress then the student will receive an Intention to Report Notice

This will provide for a 20 day appeals period

5. Reporting Notice: If the appeal is unsuccessful RTO will distribute a Reporting Notice which will inform the student that RTO has reported the student for unsatisfactory attendance

NOTE:

The Migration Legislation Amendment (Student Visa) Bill 2012 amended section 20 of the Education Services for Overseas Student Act 2000 (the ESOS Act) to cease the requirement for education providers to send a notice to a student who has breached a prescribed condition of their student visa. Hence providers are no longer required to print a section 20 notice and send it to the student (source: PRISMS: 2/13/2020: Student Course Variation Confirmation)

Impact of change:

RTO will not distribute a section 20 notice as printed from PRISMS to the student.

RTO will still provide a RTO Intention to Report Notice – which will still provide for a 20 day appeal. If the appeal is unsuccessful RTO will still issue a RTO Reported Notice and an Appeals Outcome Notice

Note: the implementation of this process or any other RTO process does not remove the right of the student to their own legal representation and appeal.

6	11.00-11.15am	Living, Working and Studying in Australia: rules/customs, official information
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Living and Studying in Australia

RTO appreciates that international students are living and studying outside of their home country and this of course presents many opportunities and challenges. To assist you, RTO has provided on the website official information covering Living and Studying in Australia and Parramatta. This includes:

Australia

- South Australia-insider-guides-2020-online [Adelaide - Insider Guides](#)
- ESOS student factsheet 4
- Standard 6 Student Support Info for International Students
- TPSSStudentBrochure03

For further information students should refer to:

- studyinaustralia.gov.au
 This is the official Australian Government website for international students. Students can search for courses, institutions and scholarships, read about studying and living in Australia, watch stories from other students, and learn about Australian education. This website is managed by the Australian Trade and Investment Commission (Austrade).
- Support Services for International Students :
<https://www.studiesinaustralia.com/studying-in-australia/why-study-in-australia/support-services>
- Study in Australia Guide : https://www.internationalstudent.com/study_australia/

HIC important contact details for International students

Information required on	Source	Contact details
Emergency – Police / Fire / Ambulance	SA State Emergency Services	http://www.ses.sa.gov.au Dial '000' in case of emergency. 132500
Coronavirus Health Information Line	SA Health	https://www.covid-19.sa.gov.au 1800 253 787 Translating or interpreting services 131 450.

NVR standards National Code / ESOS Act	ASQA	http://www.asqa.gov.au/ http://www.legislation.nsw.gov.au Postal address GPO Box 9928, Melbourne, VIC, 3001 Office Address Level 10 255 Elizabeth Street, NSW 2000 Ph: 1300 701 801
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Permission To Work Student Visa Conditions Applying For Other Visas	Department Of Immigration And Citizenship (DIAC)	www.immi.gov.au/ General Inquiries: 131 881
Tax File Number (TFN)	Australian Taxation Office (ATO)	http://www.ato.gov.au/
Overseas Health Cover (OSHC)	Medibank	http://www.medibank.com.au/client/static pages/oshchome.aspx 24 Hour Emergency Helpline: 1800 644 325 General Enquiries: 134 190
Overseas Students Ombudsman	Ombudsman	Ombudsman NSW http://www.ombo.nsw.gov.au/ Ph : 02 9283 2911 Email : nswombo@ombo.nsw.gov.au https://www.ombudsman.sa.gov.au/ Ombudsman SA (08) 8226 8699
Information On Renting Real Estate Agents	SA Office Of Fair Trading Domain	https://www.sa.gov.au/topics/business- andtrade/re gulation/fair-trading
		www.domain.com.au
Employment Writing Applications & Resumes	Seek My Career	www.seek.com.au www.mycareer.com.au
Transport	Adelaide Metro	www.adelaidemetro.com.au 1300 311 108
Information On Location/ Street Maps	Where Is	http://www.whereis.com/whereis/home.do

General Information	Yellow Pages	http://www.yellowpages.com.au/
Taxi Information	Taxi Combined Services Premier Cabs	133 300 13 10 17
Driving license / RTA Registration	Road Traffic Authority (Service SA)	https://service.sa.gov.au/
Professional Counselling Services	Family & Community Services Counsellors & Psychotherapists Association	Child Protection Helpline: 131478/131278 Domestic Violence Line: 1800 010 120 Sexual Assault Helpline / 1800 010 120 https://childandfamily-sa.org.au/ Equal Opportunity Commission (08) 8207 1977
Disability Services	National Disability Services, SA	PO Box 10466 ADELAIDE BC SA 5000 Building 5, 19 Daringa Street Mile End SA 5031 08 8154 3700 https://www.nds.org.au/
Legal Services	Legal Services Commission of South Australia	(08) 8111 5555 LSC.Correspondence@lsc.sa.gov.au GPO Box 1718, Adelaide SA 5001 DX 104
Bullying	Equal Opportunity SA	1300 366 424 lsc.sa.gov.au

Occupational Health And Safety	Safe Work SA	Occupational Health and safety https://www.safework.sa.gov.au/ GRFO Box 465, Adelaide, SA 5001 1300 365 255 Help.safework@sa.gov.au
Family Assistance & Child Assistance	Relationship Australia	Relationship Australia http://www.relationships.com.au/ Ph: 1300 364 277 Kids Help Line - 1800 551 800 Family Court of Australia – Adelaide / 1300 352 000
Pregnancy Help	Pregnancy Helpline Australia	https://www.health.gov.au/contacts/pregnancy-birth-and-baby-hotline pregnancy advice line: 0300 123 5473

Domestic Violence	Domestic Violence Helpline	(08) 9223 1188 or Free call 1800 000 599
Drug And Alcohol	Centre for Drug and Alcohol NSW Health	Centre for Drug and Alcohol, NSW Health 73 Miller Street, North Sydney NSW 2060 Ph: 02 9391 9000 http://www.health.nsw.gov.au/public-health/dpb/about.htm
Gambling Helpline	Gamblers Anonymous	Gambling Helpline Ph: 1800 858 858
Mental Health Information	Mental Health Service SA	Mental Health Triage Service – 13 14 65 https://www.sahealth.sa.gov.au For information, advice and referral on mental illness, call 1800 18 7263 (1800 18 SANE) or visit Help Online
Postal / Courier	Post Office	http://auspost.com.au/
7	11.15 am- 11.30	Deferring, Suspending or Cancelling Student's Enrolment

Provision has been made under policy and procedure for an overseas student's enrolment to be deferred, suspended or cancelled.

This may be initiated by either the overseas student for compassionate and compelling circumstances, or by RTO for an overseas student's breach of visa conditions, failure to pay fees, misbehaviour, or other conditions listed within the terms and conditions for registration with RTO.

RTO will manage the enrollment and deferring, Suspending or Cancelling of overseas students' enrolment and maintain up-to-date enrolment information in the Provider Registration and International Student Management System (PRISMS) database.

Procedure

Initiated by RTO

Cancellation of Registration

RTO may cancel the registration for an overseas student on the grounds of:

- breach of visa conditions,
- failure to pay fees,
- misbehavior including illegal activities and fraudulent evidence or documents given to RTO by the student and academic misconduct
- or breach of any other condition as listed within the terms and conditions for registration with RTO.

Procedure

1. Students will be notified in writing of RTO's intention to cancel registration. This notification is to be signed by the CEO and include: Reasons and evidence as well as timeframes. The notification is to invite the student to appeal the intention through activating the RTO Student Appeals system in the first instance- for which they have 20 working days to do so. The notice will also inform overseas students that deferring, suspending or cancelling enrolment on any grounds may affect their student visa.
2. If through the Internal Appeals RTO withdraws its intention – a written response will be provided to the student and RTO will not cancel the registration
3. If through the Appeals process the intention of the college to cancel is upheld the student will receive a written notice of the decision to cancel and Student Administration will notify through PRISMS of the change in the students registration status
4. All documents will be maintained on the students file

Procedure

Initiated by RTO

Defer or suspend Registration

RTO will initiate deferral or suspension of 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) Critical Incident
- (c) Misbehavior or breach of RTO terms and conditions of registration
- (d) Failure to pay fees

However an international student's visa may be cancelled if the deferral or suspension:

- is due to the conduct of the student
- is for reasons other than compassionate or compelling circumstances
- the compassionate or compelling circumstances which warranted the deferral or suspension of studies
 - cease to exist
- is based on fraudulent evidence or documents given to the registered provider

Note that Students have the right to appeal a decision by RTO to defer, suspend or cancel their studies and RTO will not notify through PRISMS of a change to the enrolment status until the internal complaints and appeals process is completed.

Procedure

1. Students will be notified in writing of RTO's intention to defer or suspend registration. This notification is to be signed by the CEO and include: Reasons and evidence as well as timeframes. The notification is to invite the student to appeal the intention through activating the RTO Student Appeals system in the first instance for which they are provided 20 working days to do so. The notice will also tell overseas students that deferring, suspending or cancelling enrolment on any grounds may affect their student visa.
2. If through the Internal Appeals RTO withdraws its intention – a written response will be provided to the student and RTO will not defer or suspend the registration
3. If through the Appeals process the intention of the college is upheld the student will receive a written notice of the decision and Student Administration will notify through PRISMS of the change in the students registration status
4. All documents will be maintained on the students file

If RTO defers or suspends a student's studies for compassionate or compelling reasons, Student Administration will ensure that the student visa holder has a valid CoE in PRISMS with a start date that reflects the student's intended date of return to studies.

Whilst there is no maximum period for a deferral under compassionate or compelling reasons, the deferral will be assessed in accordance with RTO policies and procedures.

Regardless of the reason, if an overseas student's enrolment is deferred or suspended the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Suspension due to Academic misconduct

All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead an assessor about their knowledge, ability, or the amount of original work they have done.

a) Student's responsibilities:

Assessment tasks

- a) Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study

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- b) Students must not use another person's concepts, results or conclusions and pass them off as their own

- c) In cases where assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- d) Students must not ask another person to produce an accessible item for them. b) RTO's responsibilities:

Procedural fairness

- 1. Students must be treated fairly, with dignity and with due regard to their privacy
- 2. Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry of the student conduct committee to have behaved so.
- 3. Past misconduct is not evidence that a student has behaved in the same manner again.
- 4. Each case is dealt with on its own merits and according to its own circumstances with the proviso that the first instance of misconduct will be penalized more leniently than subsequent instances of misconduct.

Penalties

- 1. Penalties imposed will take into account the nature and the extent of the misconduct
- 2. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from the RTO and notification through PRISMS
- 3. The following penalties may be imposed: a warning, receiving NYC for an assessment event, NYC for the unit, no re-attempts,

Notification and appeal

- 1. Students must be notified in writing of penalties as a consequence of academic misconduct.
- 2. The grounds for appeal are:
 - a) Procedural irregularities, and/or
 - b) Factual errors on which the decision was based and which were of such magnitude as to invalidate the decision
- 3. Appeals must be lodged in writing with the CEO within 20 working days of the date of the student being notified of the consequence.

General misconduct

Students are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements;

misuses, damages or steals RTO property or property of others; alters/defaces RTO documents or records; prejudices the good name of the RTO, or otherwise acts in an improper manner.

The RTO will report all criminal acts committed by its students to the relevant authorities.

The following examples indicate the kinds of behaviour which constitute student misconduct.

They are for illustrative purposes and are not intended to be exhaustive. Student misconduct may occur when a student:

- a) contravenes any rules or acts;

- b) prejudices the good name or reputation of RTO;
- c) prejudices the good order and governance of RTO or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of the RTO;
- d) fails to comply with conditions agreed in the contract;
- e) wilfully disobeys or disregards any lawful order or direction;
- f) refuses to identify him or herself when lawfully asked to do so by an officer of the RTO;
- g) fails to comply with any penalty imposed for breach of discipline;
- h) misbehaves in a class, meeting or other activity under the control or supervision of the RTO, or on RTO premises or other premises to which the student has access as a student of the RTO;
- i) obstructs any member of staff in the performance of their duties;
- j) acts dishonestly in relation to admission to RTO;
- k) knowingly makes any false or misleading representation about things that concern the student as a student of the RTO or breaches any of RTO's rules;
- l) alters any documents or records;
- m) harasses or intimidates another student, a member of staff, a visitor to RTO, or any other person while the student is engaged in study or other activity as a RTO student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason; n) breaches any confidence of the RTO;
- o) misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from the RTO premises while acting as a RTO student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- p) steals, destroys or damages a facility or property of the RTO or for which RTO is responsible; or q) is guilty of any improper conduct.
- r) fails to attend and participate in classes regularly.

Penalties for general misconduct

1. Penalties imposed will take into account the nature and the extent of the misconduct
2. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from the RTO.

If the student admits to alleged misconduct, the PEO may impose one or both of the following:

- a charge for the cost of damage to facilities and equipment
- temporary exclusion from RTO.

The CEO may then impose the penalty of permanent exclusion from the RTO in the case of physical or verbal abuse of students or staff of RTO, repeated or severe misconduct, or in the case of criminal acts.

Financial Misconduct

Any student who fails to maintain up-to-date payments for their course will be seen as breaching their financial obligations. Any student who falls more than one month behind in their payments will be notified that if they do not make payment within 7 days, of all outstanding amounts, they will have their enrolment cancelled on the grounds of financial misconduct.

Notification and Appeal

1. Students must be notified in writing of penalties as a consequence of general misconduct
2. The grounds for appeal are:
 - Procedural irregularities, and/or
 - Factual errors on which the decision was based and which were of such magnitude as to invalidate the decision
 - Appeals must be lodged in writing with the CEO within 20 working days of the date of the student being notified of the consequence. The process will commence within 10 working days from the date of receipt of the student's appeal.

Procedure for recording deferments – Exceptional Circumstance

- Student requests deferment of course studies
- Request made in writing and evidenced with a medical certificate or letter outlining the exceptional circumstances for which they are seeking a deferment
- Request to be assessed by CEO
- If circumstances deemed exceptional a deferment will be granted
- Student will be granted a deferment which is deemed to be adequate for the circumstance
- Circumstances not deemed exceptional will not be granted
- RTO reports via PRISMS

STUDENT INITIATED

Deferring or Suspending Studies

1. Students who would like to defer their studies must first speak to the CEO.
2. Students will need to complete an Application for Deferment Suspension or Cancellation of Enrolment Form which will need to be supported by evidence and
3. Student Administration will check that the applying student does not have any outstanding fees (unless an inability to pay fees is the reason for the application)
4. The CEO must then approve the application
5. Student Administration will enter all docs and notes on the student file
6. Student Administration will notify the change in the student registration status through
7. PRISMS

Cancellation of Registration

Students may cancel their registration at any time either before or during studies and for any reason. In all circumstances students will be required to complete the appropriate form.

Student Administration will apply the appropriate college policies with regards to refunds. The Student Administration will inform the student in writing that their registration has been cancelled at their request from the date as stipulated in the notice.

Student Administration will then inform through PRISMS and cancel COEs

Failure to Start Course

Students who are unable to arrive and start their course on time as agreed or no later than seven (7) days of the agreed start date will have to apply to RTO to defer their studies or cancel their course

Student Administration will process the application and notify changes of student status through PRISMS. Student Administration will inform the student in writing that their registration has been adjusted or cancelled at their request from the date as stipulated in the notice. Student Administration will then inform through PRISMS and adjust COEs

Student Awareness of Policy

Students are provided with a copy of this policy in the International Student Handbook which is made available to them on line prior to enrolment and at their course induction.

8	11.30-11.45	Complaints and Appeals Policy and procedure
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RTO management ensures to implement this transparent complaints and appeals policy and procedure designed to:

- Enable learners and clients to be informed of and understand their rights and obligations as clients of

RTO and RTO's rights and responsibilities to learners and clients

- Enable complaints and appeals to be acknowledged, recorded, and dealt with fairly, efficiently and effectively
- Manage and respond to allegations involving conduct of: management, trainers, assessors, other staff, third parties (acting on behalf of RTO) and other learners
- Manage and respond to requests for the review of academic matters separately from non-academic matters where:
academic matters includes issues such as: attendance, student progress, assessment outcomes, curriculum and awards in a course, RPL/CT, reporting, non-academic matters includes complaints in relation to: personal information that is held in relation to the student, Non-academic decisions made by RTO such as - harassment, vilification, discrimination, financial matters, fines and payments, application procedures, exclusions from events and facilities, staff issues, other parties
- Ensure that the management of complaints and appeals follows the principles of natural justice and procedural fairness at every stage of the management process
- Sets out in written format the policy and procedure for the management of complaints and appeals and that this policy and procedure is made publically available e.g. be published on the website for public access by all stakeholders including to both registered and prospective students
- Ensures that complaints, appeal requests received are acknowledged in writing in under 10 calendar days from lodgement or as soon as practically possible
- Ensures that complaints, appeal requests and outcomes are acknowledged in writing in under 60 calendar days or as soon as practically possible and that if more than 60 days is required the complainant is informed as to why and kept updated at all times
- Includes an External Review Process if the internal management fails to resolve the issue
- Securely records and stores all complaints and appeals and outcomes (both manually and electronically) in the Complaints and Appeals Register and on the student files
- Enters all complaints and appeals into the Continuous Improvement Process to identify the causes and enact corrective action to prevent reoccurrence

Further RTO management ensures that:

1. This policy and procedure is communicated, in writing, to staff such as via relevant handbooks, and train staff in its application.
2. Has a mechanism in place to implement these procedures, including implementation of recommendations arising from any external review of decisions.

The procedure for handling complaints and appeals will:

- show clearly that it applies regardless of the facility at which the complaint or appeal has arisen, the person's place of residence or mode of study (if applicable) or whether the complaint or appeal arose due to the actions of a third party representing RTO
- allow any person that is involved in the complaint to be accompanied and assisted by a third party at any relevant meeting and highlights that this policy and procedure does not remove the rights of the student under Australian legislation including Consumer Protection legislation
- not include a charge for accessing internal grievance stages—any costs associated with access to the external appeals will be restricted to the complainants own costs or at a reasonable co-contribution arrangement
- be complete and unambiguous

- not victimise or discriminate against any complainant or respondent
- include specific and reasonable timelines for responses to each stage of the process
- ensure that appropriate records of all grievances are kept for at least five years (electronically on the ESRM backup)
- allow parties to the complaint appropriate access to records, while ensuring that the records are treated as confidential
- demonstrate how the procedure is communicated to staff and how staff are trained in its application
- provide for the implementation of recommendations arising from any external review

PROCEDURE

The Complaints and Appeals procedure has an initial informal stage to enable timely resolution of the complaint followed by three formal stages.

Informal Complaints and Appeals

Non Academic

1. Any stakeholder including learners wishing to lodge a complaint or appeal informally ie not in writing, may approach any relevant staff member and initiate discussions
2. The staff member is obligated under their terms of employment to follow through all informal complaints or appeals, in confidence and in good faith, alert other relevant staff and reach a timely resolution
3. If the complainant is accepting of the resolution the discussions end there or if not the staff member will recommend that the complainant follow up by using RTO Formal procedures
4. The staff member will confirm with the complainant, prior to entering into discussions that the complainant is in fact making an informal complaint or appeal and if so that whilst discussions and resolutions will be undertaken in confidence and good faith:
 - ☞ The staff member may not have the authority to resolve the issue ie it might lie outside of their authority and consequently a more senior officer will need to be involved
 - ☞ For the purposes of continuous improvement, the staff member will be required to enter the issue into the Complaints and Appeals Register for tabling (by using the Continuous Improvement Register at the next scheduled monthly staff meeting (with or without the complainant name – depending on what the complainant prefers)
5. Either the staff member or senior officer will follow through and ensure that the agreements or resolutions are enacted and the complainant informed in writing Note:
 - a. There is no requirement for the Complaints and Appeals Form or an outcome letter to be completed for informal issues – however it might assist both the staff member and the complainant with organising issues, agreements etc. to complete these forms.
 - b. Regardless of point a. above a record of the informal issue and any resolutions will be made and maintained through the Continuous Improvement System
 - c. When a formal complaint or appeal is lodged about a staff member or other party , students are to be made aware by management that it is the right of the staff member or other party to be made aware of the complaint or appeal and their right to present their side of the matter
 - d. All complaints and appeals as lodges will be responded to in writing Academic

In the case of informal Academic Complaints and Appeals:

1. All of the procedures for Non- Academic issues, as above, are to be followed
2. However regardless of the staff member originally approached by the complainant, the staff member is to inform the complainant that all academic complaints or appeals, formal or informal, must be directed to the Principal (unless the complaint or appeal is about the Principal and in this case to the CEO)
3. The Student Services Manager will organise either the RTO or external, relevant qualified independent Trainers and Assessors to consider and resolve the matter.

Formal Complaints and Appeals

Non Academic

Stage one—Formal complaint

If either an informal complaint and appeal cannot be resolved informally or if the complainant wishes a complaint and appeal can be lodged as a Formal Complaint or Appeal in the first instance, they can do so by completing either of the Academic and Non Academic Formal Complaints and Appeals Forms and submitting along with evidence, to the Operations Manager (or if the complaint or appeal involves the Operations Manager directly, another senior officer who is independent of the situation e.g. Student Support Manager, Administration Manager, Principal,

Stage two—Internal Dispute Resolution (IDR)

The senior RTO officer, upon receiving the completed form will: 1.

Forward the completed form along with any evidence to the CEO

2. The CEO will:
 - both acknowledge (in writing) and by phone call:
 - the Receipt of a Formal Complaint or Appeal and supporting evidence and invite the complainant to attend a formal meeting to discuss and resolve.
 - all parties rights and obligations as per the Complaints and Appeals Policy and Procedure (as available on the website and in the Student Handbook) including the right to have a support present
 - that RTO will make all reasonable attempts to resolve the issue and formally acknowledge outcomes, in writing, in under 60 calendar days and that if more than 60 days is required the complainant is informed as to why and kept updated at all times
3. Arrange a place, time and attendees for the meeting
4. Undertake the meeting, maintaining Meeting Notes
5. Provide a Complaints or Appeals Outcome Notice as a written account of the meeting proceedings, discussions and resolutions to the parties within the 60 calendar days. This notice to also inform of the EDR process in the case of the issue not reaching resolution
6. Enter the complaint or appeal into the Complaints and Appeals Register and table for discussion (by using the Continuous Improvement Register) at the next scheduled monthly management meeting – to determine causal factors and prevent reoccurrence

Stage three—External Dispute Resolution (EDR)

Any fees, charges for EDR will be identified in the RTO pre admissions information as distributed through the website and

Registration Form and through post admissions information through staff and student inductions (in the handbooks)

Non Academic

1. The Student Services Manager will then make arrangements so a person or body independent of, and external to the RTO such as an independent dispute resolution body or stakeholder organisation—can hear unresolved appeals arising from the internal review.
2. The operation of this EDR will be promoted to all stakeholders through the website, staff and student induction (using the handbook) and on the Registration Form

Non Academic EDR person/body

The Overseas Students Ombudsman is a specialist role of the Commonwealth Ombudsman

The Overseas Students Ombudsman:

- investigates complaints about problems that intending, current or former overseas students have with private schools, colleges and universities (education providers) in Australia.
- provides information about best practice complaints handling to help private education providers manage internal complaints effectively
- publishes reports on problems and broader issues in international education that we identify through investigations

Hours: 9:00am to 5:00pm Monday to Friday, Australian Eastern Daylight Time

Contacts

Phone: 1300 362 072 (Calls from mobile phones at mobile phone rates)

NOTE: For international students the overseas Student Ombudsman provides a free external complaints and appeals mechanism

Documents Required:

- Complaints and Appeals Policy and Procedure
- Complaints and Appeals Form
- Receipt of a Complaint or Appeal Notice
- Meeting Notes
- Complaints or Appeals Outcome Notice
- Continuous Improvement Request and Action Sheet
- Complaints and Appeals Register
- Registration Form

Other examples of Non Academic EDR person/body depending on the issue might include;

- Other RTO
- Professional body
- Industry body

- Other Mediation and Arbitration services
- Legal services
- Community Body

3. The Student Services Manager will now follow steps 2-6 of the IDR procedure as above but using an external body Formal Academic Complaints and Appeals

In the case of formal Academic Complaints and Appeals to be resolved through EDR:

1. All of the procedures for Non- Academic EDR, as above, are to be followed
2. However the Student Services Manager will organise (on a case basis) an academic committee of qualified trainers and assessors preferably from another RTO with the same scope to form the EDR Academic Committee to resolve the issue

9	11.45-12.00	Student Transfer Policy and Procedures
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Policy

As a registered provider, RTO will not knowingly enrol an overseas student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course (or for the school sector, until after the first six months of the first registered school sector course), except in certain circumstances which are evidenced and for which the student has provided a signed and verifiable Letter of Early Release

Further RTO as the primary provider will not deny the students right to apply for an early release and to do so will require the student to complete an Early Transfer Application Form and provide supporting evidence.

Noting that as the primary provider RTO will only agree to an early release on verified compassionate or Reasonable grounds **Procedure**

As a registered provider

1. Applying student approaches Student Administration to register
2. Student Administration checks student documentation to ascertain current situation of student
3. Student Administration confirms with applying students that they are not or they are currently studying with another provider and their current COE dates. Student Administration checks on PRISMS
4. If the applying student is within the first 6 months of their primary course Student Administration will request a signed Letter of Early Release form their current provider
5. If the applying student produces a signed letter of release which can be verified by Student

Administration then and only then will Student Administration take the applying student through the RTO registration process and complete a Registration Form complete with supporting evidences and most notably CT application for their previous studies

6. If the student cannot produce a letter or release or the letter cannot be verified the student will not be registered into RTO

As the primary provider

Students must submit an application form to Student Administration along with all supporting evidences. Student Administration will contact the student within 5 working days with a response and outcome. RTO will only grant early release on compassionate or compelling grounds requiring an early release as a reasonable adjustment to the students learning This includes:

- Critical Incident
 - Family
 - Sickness
 - Change of location
 - Situation beyond the control of the student RTO will not grant an early release for: •
- Change of mind
 - Unsatisfactory academic progress
 - Lack of attendance
 - Financial status
 - Breach of RTO terms and conditions
 - Breach of student visa conditions
 - Criminal or other similar activities

Or

Unsubstantiated compassion of compelling circumstances

All decisions made by RTO with regards to this application are appealable through the RTO Internal system in the first instance

10	12.00-12.15	Changes: Obligation phone and email	to advise of change of address,
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Students are required under the terms and conditions of registration with RTO and under the terms of their student visa to ensure that RTO is informed of the students current contact details at all times

If these details change the student is required to inform Student Administration through completing a Change of Details Form as soon as possible before the change occurs

Note that if students do not receive notices etc. due a non-reported change of contact details this remains the students fault and will be considered to be Student Default

11	12.15-12.30	Cancellations and Refunds
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RTO will implement a written Refund policy and procedure and include in the written agreement the following information, which is consistent with the requirements of the ESOS Act, in relation to refunds of course money in the case of student and provider default:

a. Amounts that may or may not be repaid to the student (including any course money collected by education agents on behalf of RTO as the registered provider) in the case of both student and provider default b.

Processes for claiming a refund

c. A plain English explanation of what happens in the event of a course not being delivered

d. A statement that “This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws” Where all amounts include an itemised list of course money payable by the student.

Section 7 of the ESOS Act states that course money means money a provider receives, directly or indirectly from:

- an overseas student or intending overseas student; or
- another person who pays the money on behalf of an overseas student or intending overseas student; for a course that the provider is providing, or offering to provide, to the overseas student.

This includes registration fees, tuition fees, any amount received by the provider for overseas student health cover (if to be organized by the provider) and any other amount that the student had to pay to the provider in order to undertake the course e.g. material fee

Note

- RTO will not ask for or use any monies received from a student, either directly or indirectly until a signed Student Letter of Offer/Student Agreement is received
- If RTO receives course money sent by mail (for example, by cheque or money order) before receiving the accepted written agreement, RTO will not accept the money. RTO will immediately contact the student or agent to inform them that the payment cannot be processed (and the enrolment cannot progress) until RTO receives the accepted written agreement.
- As RTO will accept payments by direct payment into the bank account, it is possible that payments may inadvertently be received in the account prior to the accepted written agreement reaching Future College. In this case RTO will not accept the money received and will immediately contact the student or agent to inform them that the payment cannot be processed (and the enrolment cannot progress) until RTO receives the accepted written agreement.
- RTO will record on file the action taken to notify the student that their enrollment cannot be progressed and keep evidence that the money has not been accepted.
- RTO will return money if no agreement is forthcoming.
- RTO will actively discourage the payment by applicants of money into the RTO accounts prior to the receipt of the written agreement by instructing applicants, in pre-admission information to send either:

Send the signed agreement first and then RTO will issue an invoice

Or

Send the required payment concurrently with the signed agreement

Student Default

Under section 47A of the ESOS Act, an overseas student or intending overseas student defaults, in relation to a course at a location, if:

- the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- the student withdraws from the course at the location (either before or after the agreed starting day); or
- the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:
 - o the student failed to pay an amount payable to the provider for the course;
 - o the student breached a condition of his/her student visa;
 - o misbehaviour by the student

In the event of Student default, student-initiated applications for a refund must be made in writing and addressed to the CEO, clearly stating the reason for the refund request. Students are required to do so by completing the RTO Refund Application Form and submitting it along with any supporting evidence.

Cooling Off Period

RTO does not use selling techniques that result in an 'unsolicited consumer agreement' that results in RTO, as the training provider or marketer, initiating the contact, not the consumer. These techniques include e.g.: Door-to-door sales, telemarketing and shopping centre/footpath sales

As RTO sales techniques DO NOT result in an 'unsolicited consumer agreement', under Australian Consumer Protection Legislation – the law DOES NOT require a 10 business day cooling off period.

However a full refund of the course fees will be given by RTO only:

- Visa refused prior to course commencement: Full refund
- Withdrawal more than 5 weeks prior to agreed start date: 100% refund

Special circumstances

Under which a refund will be considered and which are beyond the students' control:

- o In the case of serious illness – verified by a medical certificate
- o Family or personal tragedy
- o Acts of God
- o Acts of Government authorities, for example where the student is prevented from commencing studies in the agreed course of study.
- o Where a student Visa has not been granted

If required or RTO agrees to refund monies paid for student default, it will do so within 28 days of receiving a written application for refund. The refund will include all course fees paid.

If a student withdraws from a course of study after commencing, for any reason outside those specified under “Special Circumstances” no refund will be given, and the student will be held liable for any unpaid fees as a result of the withdrawal.

RTO will provide the student with a written statement detailing how the amount of the refund has been calculated. All refunds will be paid to the person who enters into the contract with RTO (the Student) unless they provide written direction to the provider to pay the refund to someone else. Under no circumstance will the refund be paid to an education agent. All refunds will be paid in the currency in which the fees were paid.

Note: the student is entitled to natural justice under subsection 47A (3)

Hence this agreement, and the availability of complaints and appeals processes, does not remove the right to take action under Australia’s consumer protection laws.

Use of the RTO dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.

Policy – Provider Default

Under section 46A of the ESOS Act a registered provider defaults, in relation to an overseas student or intending overseas student and a course at a location, if:

- the provider fails to start providing the course to the student at the location on the agreed starting day; or
- after the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day

In the unlikely event that RTO defaults, students will be offered a refund of all the unused course money paid to date. The refund will be paid to students within 14 working days of the provider's default date.

Alternatively, students may be offered enrolment in an alternative course by and with RTO at no extra cost to the student. Students have the right to choose whether they would prefer a refund of course fees, or to accept a place in another course.

If students choose placement in another course, RTO will ask students to sign a document to indicate acceptance of the placement.

If RTO is unable to provide a refund or place in an alternative course the Tuition Protection Scheme (TPS) will place students in a suitable alternative course at no extra cost to the student

TPS

Refer to: (<https://tps.gov.au/StaticContent/Get/ProviderInformation>)

Procedure

Students Requesting a Refund

1. Students must complete the Refund Application Form and submit along with supporting evidence to Student Administration
2. Student Administration will access the student records to verify all monies paid and student use
3. Student Administration will provide the completed form, evidence and financial check to the CEO who will make a consideration as to payment of a full or partial or no refund
4. Student Administration will subsequently issue a written letter to the student notifying them of the decision
5. If the student does not agree they may utilize the college Appeals and Complaints procedure and seek independent legal advice as they require (at their own expense)

Payment of Fees

- Fees cannot be accepted from potential students until RTO receives a signed written agreement
- Once the signed agreement has been received, Student Administration will issue an invoice to the accepted student – which will advise that the registration fee, material fee and first tuition fee instalment must be paid prior to the course commencement date, in order to confirm enrolment.
- Students must pay the overseas student health cover (where applicable), registration fee and course/teaching material in full before the course commencement.
- Students will be required to pay for the remaining of the tuition fee 1 week before the start of the next study period. Students are to refer to their Agreement for the payment schedule
- Payments can be in the form of cash, bank transfer, T/T and credit card payments are available for payers transferring the money from overseas. Copy of the T/T document must be forwarded to the accounts. Students wishing to pay via credit card from overseas must fill out the credit card payment form and forward it to the marketing representative for processing.

NOTE:

- RTO reserves the right to cancel any course prior to the commencement date of the course or during the course, should it deem it necessary, with a full refund.
- RTO reserves the right to accept or reject any application for enrolment on the basis of applicants' notsatisfying entry requirements.

12	1.00-1.15	Emergency Evacuation Plans and Procedure Critical Incident
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Emergency Evacuation Plans and Procedure

The training premises have all exits signed as 'Exit' in green. There is an emergency exit which is signed 'Emergency Exit' in red. This is to be used in the case of emergencies only e.g. fire, critical incident, terrorist attack, attack. In all other circumstances students are to exit the premises by the lift and or the stairs

In an emergency situation – especially fire- students are NOT to use the lifts. The staff will assist students to exit the premises in a safe and orderly manner. Students are to grab their personal belongings (which are at hand only) and move promptly following staff instructions

The emergency evacuation student meeting point is located at the closest intersecting street. The premises will have 2 maps:

- Floor Plan showing Emergency Exits
- Emergency Student Meeting point

Critical Incident Management - International Students

A documented policy and process for managing critical incidents that could affect the overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm is implemented.

The registered provider must maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student.

(National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standard 6 – Overseas Student Support Services: 6.8)

Policy

The policy recognises that international students, whilst studying in Australia and at RTO, require support when faced with a critical incident. Through this policy and procedure RTO ensures:

- To respond in a systematic, empathetic and timely way with any critical incident involving an international student,
- that timely and regular information is relayed to families abroad,
- that ongoing support is provided to a student in need,
- and comprehensive records are maintained as a written record of any critical incident and remedial action taken by RTO for at least two years after the overseas student ceases to be an accepted student.

Where these critical incidents covered in this policy may occur at any location e.g. the:

- RTO teaching locations- during or outside of hours
- Home
- Work
- Community

- Any other location

and may be the result of both off-shore and on-shore natural and man made incidents

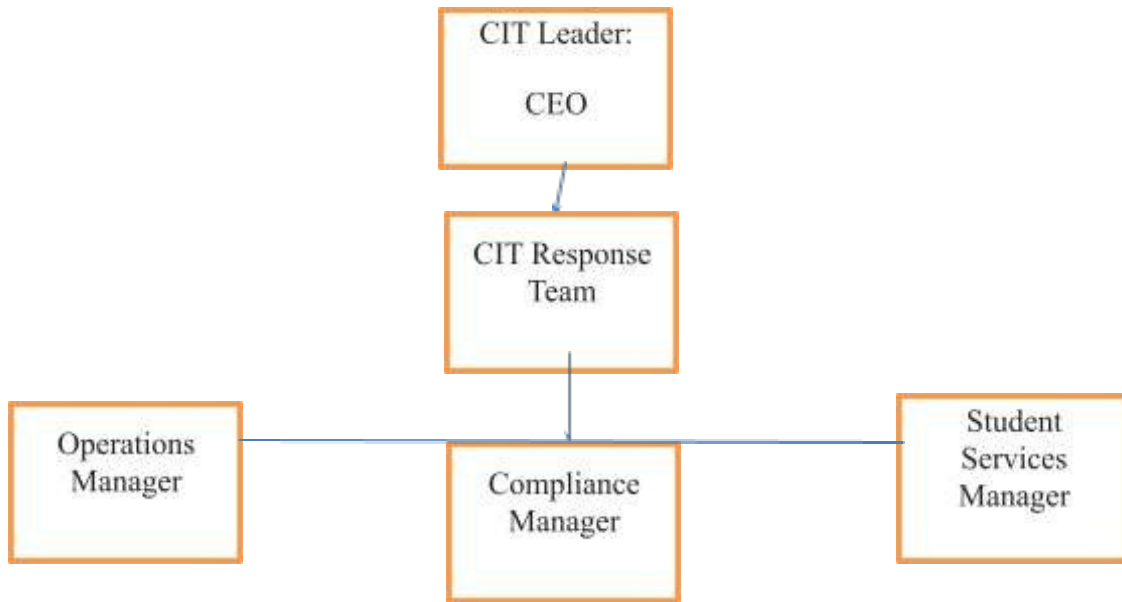
Definitions

Critical Incident:	Is a traumatic event, which is likely to cause extreme physical and/or emotional distress involving the RTO, its staff and/or students.
Critical Incident Team(CIT)	The group of the RTO officers responsible for the strategic management of critical incidents.
Partner Provider:	Educational institution providing courses and programs of the RTO through an approved Education Agreement.
Traumatic Event:	A traumatic event is not limited to, but could include: missing students; any fatality or serious injury; a serious traffic collision; murder or suicide; physical / sexual assault or domestic violence; severe verbal or psychological aggression; fire; explosion or bomb threat; a hold up or attempted robbery; serious threats of violence, and storms or natural disasters; drug or alcohol abuse.

Critical Incident Plan

Procedure Critical Incident Team (CIT)

RTO Critical Incident Team (CIT) has responsibility for the implementation of this procedure This team is comprised of:



- **Strategic Management:**

- o The Critical Incident Team, manages the broad organisational response, the continuity of business operations and contingencies, and the recovery and review phases.

- **Operational Management:**

- o The CIT will manage the incident scene until the arrival of Emergency Services in accordance with Incident Management Procedure and Emergency Management Procedure.

Public Relations

Where the circumstances of a critical incident involving an international student/s (including at Partner Providers locations) is considered to have some public relations implication, the CEO as indicated in the Critical Incident Plan is the only authorised spokesperson to speak to media representatives on behalf of the RTO. **Reporting**

- **By students** – all international students will be advised during orientation of the details of this policy. Each student will be given documentation which contains details of relevant Teaching Location emergency services contact persons and telephone numbers.
- **By staff** - all members of staff will be made aware of the Critical Incident Management - International Students policy and procedure. Staff will be given documentation which contains details of relevant emergency services contact persons and telephone numbers.
- **By the responsible school officer in the event of a missing student** – once staff are made aware that an international student has been missing from the RTO for 5 working days (no contact with staff (general or academic) and other students), the CEO is to be notified who will monitor the situation in case of ‘missing persons’ and take appropriate action under this policy. Simultaneously the CEO will implement the early intervention policy and procedure

During Operating Hours

- Students and staff are required to notify any critical incident involving an international student immediately to the CEO, Student Administration Manager or Partner Provider.
- These staff members will consider the details and severity of the incident and determine what action needs to be taken.
- If on RTO premises, on-shore and during RTO hours and the incident can be resolved with resources available the CIT will initiate the action to ensure the appropriate level of support is provided.
- If the incident occurs at a Partner Provider premises, on-shore and during RTO hours and the incident can be resolved with resources available the partner provider must action the incident and forward a report of the incident to the RTO CEO and Compliance Manager within 5 working days.
- If the incident is severe and warrants a level of support/assistance from external resources, the CIT will initiate action to arrange that support. Personal details may be provided to the relevant emergency service/s if the student involved is incapacitated and unable to provide these particulars themselves. The incident must be reported to the **RTO's Emergency Phone Number** as soon as possible after the initial support has been provided. The details of the critical incident will then be forwarded to the RTO's Critical Incident Team (CIT) for further action under the RTO's Critical Incident Plan.

Outside Operating Hours

- Staff are required to notify any critical incident involving an international student immediately to the **RTO's Emergency Phone Number** (NOTE: staff access only as noted above. International Student Support Officer/Partner Providers will provide students with the contact person details for their teaching location).
- The details of the critical incident will then be forwarded to the RTO's Critical Incident Team for further action under the RTO's Critical Incident Plan.

Follow Up Action

The RTO Critical Incident Team in consultation with Partner Provider (if applicable) will:

1. monitor the condition of and provide appropriate support to the international student/s through any period of treatment/convalescence;
2. in conjunction with the RTO Counsel, ensure where appropriate that family members and other relevant people are kept informed of the condition of the international student;
3. coordinate the provision of any RTO based resources required during any period of treatment/convalescence;
4. liaise with the police and other emergency services personnel;
5. advise and assist any family members who decide to travel to Australia to support the international student/s with travel and accommodation requirements;
6. ensure that detailed records are maintained of the incident.

Concluding Steps

In the event of the death of an International Student, the Critical Incident Team will ensure the following is undertaken:

1. contact the family and determine their wishes regarding repatriation of the body, personal effects, religious observances etc.;
2. coordinate the repatriation of the body and personal effects in line with the family's wishes and in accordance with Australian regulations;
3. organise the sending of a letter of condolence to the family;
4. ensure all administrative actions are taken e.g. adjust the student records database, process any tuition refunds, notify PRISMS, DHA etc.

Implementation

The Critical Incident Management - International Student Procedure will be implemented throughout the RTO and any partnering provider

1. Website and student notices to alert the RTO-wide community of the approved Policy / Procedure / Guideline;
2. correspondence to the RTO's CIT

Record keeping system.

Forms/Record Keeping

Records of the Critical Incident form part of the Critical Incident Plan record keeping system.

As the registered provider, RTO, must maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student

Critical Incident Report Form

This form is to be completed by the person (staff, student, community member) who is reporting the critical incident

Details of person reporting critical incident

Name:		
Who are you: staff, student,	community member	other: -----
Date making report:		

Details of Critical Incident

Date:
Time: _____ am pm
Location:

Person(s) involved

Name	Address Phone No
What activity or program was underway?	
Description of Incident	
Description of Injury	
Description of damage	
Reported to Police?	Yes No

Did any other service attended?	(If yes, attach a copy of the report)
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Person(s) involved (witnesses)

Name	Address Phone No
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Reported By: _____ Signature: _____

NOTE: this written record of any critical incident and remedial action taken by the registered provider will be maintained for at least two years after the overseas student ceases to be an accepted student

14	1.30-1.45	Exiting Issuance Student Feedback Exiting Checklist Certification
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RTO implements this Student Exiting and Issuance Policy and Procedure to ensure that:

- only students assessed as meeting the requirements of the accredited course and training package are issued with AQF certification
- Only student checks listed as meeting RTO existing requirements are issued with existing documents. Including:
 - student ID and registration data to ensure that the right student is cleared to receive the correct certification
 - financial data to ensure that the student has paid all agreed and due fees and charges
 - that the student is provided with the opportunity to provide feedback i.e. RTO Student Exiting Survey and the Learner QI Questionnaire

All the while ensuring that existing students are provided with the required student support

Procedure

Exiting

Student exit may be initiated by either the student or RTO.

Student initiates exit e.g. early termination (any reason), request for early release,

RTO initiates exit e.g. last unit in course has been assessed, end date of COE course duration has been reached, forced termination due to breach of RTO policy, reporting and subsequent termination due to breach of student visa conditions

Student Administration is responsible to ensure that all student details are recorded and present including: USI, registration, enrolment, attendance, academic progress, financials, contact details, CT and RPL evidences as appropriate,

Student Administration will checklist off all student evidences in both the student manual and electronic files using the RTO Student Exiting Checklist

Any evidence omissions are to be resolved with the student prior to exit and issuance

Student Exiting Checklist

The Exiting Checklist is to be used by Student Administration whether a student exit is initiated by the student or by RTO. The checklist covers:

- USI: number or permission form (USI must have been provided or created prior to issuance)
- Registration: form, COE, Letter of Offer and Student Agreement, signatures and dates, id, evidence
- Enrolment: course, unit requirements, TP requirements
- Attendance: recording sheets, data entry into ERMS, notices, warnings
- academic progress: original marked assessment for all course units, warnings, intention to report notices, reporting notices,
- financials: invoices, receipts, charges, fees, penalties
- contact details: current name, address, ph, email in Australia and overseas • CT and RPL evidence as appropriate,

Issuance

Student Administration is to ensure that all details are accurate and verified and sign off all checkpoints in the checklist in-order for the student to be cleared to exit and receive the appropriate certification

Issuance and Certification

Student Administration is to create the correct testamur for the exiting student and provide within 10 working days of exit

Student Administration is to ensure that each testamur includes security to prevent fraudulent use or duplication or copying ie be produced from the ERMS, include a unique certificate code, include the correct course and registration details

Student Administration is to have the CEO review the certificate and sign off prior to issuance to the student

Student Administration is to enter all existing data and a copy of the testamur into the student ERMS and maintain for 20 years after issuance

Student Support

Prior to the student exiting, Student Administration is to ensure that the student is provided with the appropriate student support. This might include:

- Release Letter
- Exit Letter
- Reference Letter
- Explanatory Letter • Transcript • Etc.

Feedback

- Prior to exiting Student Administration is to ensure that the student is provided with the opportunity to provide feedback through:
- RTO Exiting Survey
- QI Learner Questionnaire

15	1.45-2.00	Student Administration /Student Support Student Contact/Welfare officer/s and how students can contact them.
		Critical Incident Covid19 Safe Learning Environments

Policy

The purpose of this policy is to ensure that RTO provides access to sufficient support to ensure students can:

- adjust to life and study in Australia and in RTO
- achieve their learning goals
- maintain their student visa requirements - maintain RTO requirements

Overseas students require further support services as they are living and studying in an unfamiliar environment. As a registered provider, RTO is responsible for providing access to services to ensure the mental and physical wellbeing of their overseas students.

RTO will:

- give overseas students both pre and post admission information covering studying at RTO as well as about living and studying in Australia, including information about safety on campus and while living in Australia;

- offer reasonable support to overseas students, irrespective of their place or mode of study, at no additional cost to the overseas student;
- have a critical incident management policy; and
- ensure there are sufficient staff, in addition to academic staff, to support and advise overseas students who request assistance.

All forms will be filed in the students file.

Dealing with late arrivals / starters

In the event a student commences their course late / has been granted credit or simply missed the Induction, the principal or designated senior staff member will undertake an orientation program with that student prior to the commencement of classes.

Student Support Services and Support Personnel

RTO has available a designated staff member as the Student Support Point-of-contact. Currently this staff member is the Student Services Manager

This staff member has as a primary responsibility to care for students' needs on a daily and ongoing basis. As the number of students increases RTO will employ an increasing number of Support Officers to ensure that there is sufficient support services at all times

Should any student require student support, or if staff recognize that a student needs support they should approach student services and ask for an appointment to be scheduled.

Should any student require professional counselling facilities, again they should approach the Student Services where they will be directed to the appropriate counselling services for their needs.

Any support services provided directly by RTO will always be free of charge. Any referrals provided to students by RTO to support services will be free of charge. However any support services used by students as external to RTO will be at the students own expense

RTO does have a qualified counsellor on contract and as such any associated costs for services provided by a third party who is not related to RTO will need to be covered by the individual student. Students should always be reminded to check with their insurance provider to check if they are eligible for cover.

Personal Welfare & Guidance Services

If, at any time, a student needs assistance and RTO staff are not able to help or are unqualified, the student will be given a referral to external services. RTO will maintain arrangements to refer overseas students to affordable externally provided services.

These services may include:

- English support services;
- Counselling and mental health support;
- Career services;
- Housing and tenancy services;
- Financial support services; and
- Health and disability services.

The following numbers are a guide to some of the help services available.

Reverse charge	12 555
Interpreting Services	131 450
Abortion Trauma and Crisis Pregnancy Help	1300 737 732
State wide Sexual Assault Helpline	1800 010 120
Rape and Incest Survivors Support Centre	07 3391 0004
Lifeline	13 11 14
Drug-Arm	1300 656 800
Men's Telephone Counselling Service	1800 600 636
Women's Health New South Australia	08 8444 0700
Family Law Hotline	1800 050 321
Privacy Enquiries Line	1300 363 992
Taxation - Personal Tax Info Line	13 2861

This information is located in the International Student handbook that the students will receive.

Consular Contacts

If a student would like to have contact with people in Australia who are originally from their country of origin they can go to the following website which is a directory of all consulates in Australia. They will then be able to direct you to any community groups in the area you are staying in.

Student Support Staff

RTO will ensure its staff members who interact directly with overseas students are aware of their obligations under the Education Services for Overseas Students (ESOS) framework and the potential implications for overseas students arising from the exercise of these obligations.

This could include:

- incorporating information regarding the ESOS responsibilities of the registered provider and of staff who interact with

overseas students in staff handbooks and induction training, or

- emails and discussions at staff meetings about the ESOS framework, such as how basic classroom administration such as keeping accurate attendance may have different ramifications for overseas students compared with domestic students.

Accessing Student Support

Emergency or out of hours or pre and post-training support: Phone or text the CEO:

And/or: at any time during training and work placement:

Email request: emails will be responded to during college hours: 8.30am-5.30pm Monday to Friday

Come into head office from: 8.30am-5.30pm Monday to Friday

Speak directly with a RTO staff member including your trainer and assessor

Whilst in training students may make an appointment at any time to see RTO staff for advice relating to academic and non-academic issues. RTO staff will assist students within their expertise and training. However, students with welfare and guidance needs beyond the expertise of RTO staff will be referred to external specialist agencies. Note that these services may charge fees.

		Creating a Covid19 Safe Learning Environment
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The outbreak of COVID-19 (coronavirus) poses many big challenges to the Australian Vocational Industry including this RTO and its staff and students. The challenges are to adjust our training and assessment methodologies so that our students can continue learning in a safe and supported environment.

At RTO we have implemented strategies designed to create a Covid19 safer learning environment for students, staff and visitors. But this requires the cooperation of everyone

Procedure

1. Plans for student quarantine (if it is a requirement)

Offshore students arriving in Australia will be required to follow the travel directives currently stipulated by the Federal and State government

To assist RTO students, where practicable the management will help to locate suitable local accommodation complexes for the quarantine of students for the required period

Students will however have to pay for this accommodation directly to the complex or arrange their own accommodation RTO will defer the commencement of their training until the quarantine is over.

Student Administration will reissue COE with the amended start and end date and notify DHA of this change

2. Plan for training if lockdown during training

Covid19 Safe learning environment: Temporary Changes

To create a safe Covid19 learning environment there will be temporary changes to the training and assessment strategies.

So that training and assessment activities may continue we are instituting remote learning for the aspects of this training that can be undertaken remotely

Remote Learning: E Classroom

Training and assessment will continue in the altered format of remote learning through:

- Whatsapp: messaging, notifications, one-2-one video conferencing for individual support
- Dropbox: access course ware and assessments
- Zoom/Team: group sessions, presentations, demonstrations
- Emails: submissions, results, notifications, messages, student administration and student support
- Phone: student administration and student support: academic and non-academic
- The same dedicated TA will be allocated for each course (as is the case now with classroom training) undertaken through remote learning
- Whatsapp video classes will be scheduled for 20 hours per week – as is the case with classroom training
- Students will be provided with timetables and schedules

The maximum number of students per whatsapp remote class will be determined by the number of participants WhatsApp group video calls can now have as many as 8 people. That is, instead of the earlier limit of 4 participants. This comes at a time when video chats are becoming the norm for work as well as personal calls, amidst the work from home situation because of the Coronavirus

- The dedicated TA will provide training as well as academic support and early intervention for academic progress
- Student Administration and Student Support will provide ongoing support through these electronic platforms as well as phone and email
- Student attendance will continue to be monitored and reported on

Student Requirements

- Students will be required to log into the whatsapp or zoom class as per their timetable
- Students will need to prepare for the whatsapp or zoom class by undertaking self study
- Students will need to participate in the whatsapp or zoom class actively and for the duration of the scheduled class
- Students will need to have laptop, wifi or internet access and whatsapp and/or zoom

3. Create A Safe Learning Environment

Classroom: Face to Face on premises

Students have the option to:

Study in classroom: under strict safety guidelines

Management and staff will reorganise and prepare classrooms for continuation of classroom face to face training in a covid19 safe environment

Students will be required to:

1. Practicing good hygiene: provide hand sanitiser/bring own
2. Maintaining social distancing whilst on premises or work sites and in the classroom between students and staff where possible. Management will ensure that desks/workstations are adequately separated. Everyone is to maintain 2 square metres between students and staff
3. Management will increase cleaning, particularly of classrooms, toilets, common areas, door handles and equipment.
4. Any student and staff who is unwell, or who is required to self-isolate, must not attend class and will be sent home.
5. Sneezing and coughing in arm 6. No physical contact at all

Work Placement and Work Based

Management and staff will liaise with workplace management to ensure face to face training in a covid19 safe environment

Arrangements to be implemented for a Covid19 safe workplace for the students-to include

- PPE as required
- Covid19 PPE as required e.g. face masks, gloves, disposable uniforms etc.
- Safe (including WHS requirements) student to workplace management/supervisor and RTO trainer/assessor ratio
- Separate student location or time for: meeting area, eating area, training and assessing area
 - Provision to students of workplace Covid19 Safe requirements, regulations, reporting

Student payment of fees

Students will be required to continue to pay their fees This can be done safely through: ●

Paypal:

RTO management will institute on a case basis, payment schedules in variation to the agreed payment instalments on the provision of evidence from the student of e.g.

- Loss of job
- Loss of income
- Hardship

17	3.00-3.30	STUDENT SELF STUDY GUIDANCE
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What is a study guide?

A study guide is an organized personal schedule that assists you to create your own plans for study times and learning goals. Through scheduling you can block off days and times in their calendar dedicated to studying whilst maintaining a study – work-life balance.

Creating a study plan not only helps you become more organized, but it also holds you accountable for your own learning outcomes. This plan will help you to have self-discipline and determination to complete your studies without the constant reminders of an instructor.

Why is a study plan a good idea?

A study plan is an effective way to help you navigate through your course duration in an organized way. Every student will develop a different study plan; there is no correct study plan for everyone. When creating your personalized study plan, you will need to do some self-evaluation of your current schedule and time management. Find days when you have fewer personal commitments when you can squeeze some study time. Remember, each student studies differently, so the amount of time you need to study will differ from the time your classmates devote to studying. For example some students find that studying nightly for thirty minutes is more realistic than studying a few times a week for a longer period of time.

You'll have to identify your learning goals for each study session in order to maximize these scheduled study times. Determine why you are studying, and develop a plan that can help you achieve those goals. Take into consideration upcoming tests, your average in certain courses, and projects that you anticipate will take more time than others. Lastly, create a study plan that is reasonable. Although you must set aside enough time in your schedule dedicated to your studies, blocking off five hours with no break will set you up for failure. You can spend less time studying if you do it correctly. For a detailed look at how to make a personalized study plan, explore the step-by-step instructions below.

What is Self Study?

Self Study is an unscheduled but supported method which you can use to complete the training requirements of a course. It is time dedicated to study outside of the 20 hours per week of scheduled and supported training on premises. Self Study can occur at any location including on RTO premises but outside of scheduled hours. During Self Study you can undertake a range of learning activities.

What learning activities does a student do in self-study time? Self study is provided for the student to undertake e.g.:

- Own reading
- Further research
- learning activities
- Assessments

What does unscheduled mean?

Self Study is to be undertaken according to your own individual learning needs but organised so that it follows the RTO Training and Assessment timetable as provided to you in the course brochures.

For these hours RTO does not provide any direct supervision – however as a registered student you will have continued access to all student services and support during unscheduled study

RTO also provides you with a Training and Assessment timetable. This timetable shows you the:

- Sequence of units
- Scheduled hours and the start and end weeks
- When assessments are due

So you use the Training and Assessment timetable to organise your self-study schedule so that you are selfstudying unit learning material when the unit is being taught and assessed and so that you undertake assessments so that you submit them within the timetable requirements.

What does Supported mean?

Self study is unscheduled BUT IT IS SUPPORTED

Whilst undertaking self-study students are able to contact Student Administration and/or their trainer/assessor to ask for assistance.

This support will vary depending on the student's needs – but can include

- Extra tuition
- LLN assistance
- Extra resources
- Assistance with interpreting assessments
- Assistive technologies e.g. recording devices, audio,
- Reasonable adjustments to formats and mode of delivery and assessment, assessment schedules

Student Access to Student Support

Students can access Student Support services through:

- Emergency or out of hours or pre and post-training support:
- Phone, email the CEO or Student Administration
- Speak directly with a RTO staff member including your trainer and assessor

Whilst in training, students may make an appointment at any time to see RTO staff for advice relating to both academic and non-academic issues. RTO staff will assist students with their expertise and training. However, students with welfare and guidance needs beyond the expertise of RTO staff will be referred to external specialist agencies. Note that these services may charge fees.

Students can contact Student Administration or their trainer/assessor through:

- Phone
- Email
- In person

Self Study Resources Provided by RTO

RTO Pty Ltd provides students with learning resources to undertake all learning activities. These resources include:

- Learner workbook – with formative activities and notes
- Assessment Tasks
- Assessment support material – which includes case studies, scenarios, organisational documentation (policy, procedure, org charts, job specs, client files, templates, forms, professional references and information)

These resources are provided to the student in hard copy for the student to keep and use. These resources can be used by the student for self-study as well as for scheduled study with the trainer/assessor.

Training Resources to be provided by

students Students are required to

provide: • Own stationary

- Own laptop: Students will need a computer with basic software (Microsoft Word, Excel, Power Point and a PDF reader). Students will need Internet access as well as email functions for correspondence with RTO and a USB drive

This allows students to access a wide range of further resources through:

- Internet searches
- Internet Libraries
- Internet Publications e.g. professional magazines, academic articles

CREATE YOUR PERSONAL SELF STUDY PLAN

Here are some steps to help you create your study plan

Step #1: Create a time chart of your current activities. Creating a time chart will allow you to see how you spend your time from day to day. Include daily activities e.g. work, school, or home with family. Even note when you eat and sleep. Once you have done this for a week, look for times that you can dedicate to self studying. This chart can be helpful for determining days and times that are consistent each week that you can devote to studying. Remember that even though your scheduled shift times are weekdays only (at RTO) you can self-study any day of the week including weekends, course breaks and public holidays

Step #2: Insert Scheduled Training and Assessment. Go back to your time chart and pencil in the scheduled training and assessment activities as per the RTO timetable. This will act as a guide to when you need to study which unit and for how long and when you need to do assessment activities and when they are due

Step #3: Develop a self-study schedule – Now that you have determined your available days and times for studying and the scheduled RTO training and assessment activities you can mark into your schedule when you are going to undertake self study for which units

Step #3: Determine your study goals – At the beginning of each week, revise why you need to study and what you plan to accomplish in each study session e.g. read workbook notes for next class, research case study for assessment etc. .

Step #4: Stick to your schedule – A study plan works best if it is followed on a consistent basis. You should try to develop a study plan that you can follow for the length of each study period. Since things change you might have to re-evaluate your plan and fine-tune it each study period. Remember, the most important thing is sticking to your plan.

Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
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Strategize for effective follow-through

One way to ensure you follow through with your plan is to schedule time for other activities. By achieving a balanced schedule, your mind will be more receptive during time devoted to studying. If you schedule several long days in a row of studying, you will get discouraged and will be tempted to give up. It is acceptable, and even recommended, that you schedule time for personal activities, such as exercise, hobbies, and socializing with other students. When you are studying, remember to take breaks in order to prevent feeling overwhelmed.

Lastly, some students find it helpful to find a study partner. Studying with a classmate allows for collaboration and discussion. When creating your study plan, check with other students in your class to determine if you can coordinate study sessions. However, if you tend to socialize more than study when you are around others, stick to an independent study plan. If you do choose to study with a partner, choose someone with whom you are likely to stay on task.

Remember however that you are ONLY studying with a partner you are not doing each other's work and this does not mean that you can use and submit each other's work – this is cheating. You need to submit your own unaided work and sign a declaration for each assessment that this is what you have done.

Template for Preparing a Self Study Timetable Course:

1-2p m							
2-3p m							
3-4p m							
4-5p m							
5-6p m							
6-7p m							
7-8p m							
8-9p m							
9-10pm							

10-11pm							
11-12pm							
Dates							
8-9am							
9-10am							
10-11am							
11-12							
12-1pm							

DON'T FORGET TO INCLUDE

Study
 Travel
 Work
 Family
 Friends
 Lunch
 Dinner
 Food
 Shopping,
 Lunch
 Chores
 Go Out

Student Orientation Programme Induction Checklist and declaration

I attended an Orientation Programme and Induction session at HIC prior to the start of my training.

During this Orientation Programme and Induction session:

Orientation Programme and Induction session	Yes or No
I did receive a copy of this Handbook	
The policies, procedures, terms and conditions forms etc. that I need to navigate studying at RTO were adequately explained	
My questions were answered	
At the end of the programme I was ready to study	
The opportunity was made available for me to make Comments and suggestions for continual improvement	

The following was covered:

Sequence	Times	Topics to be covered at Orientation	Sign again st each topic
1	9.00am- 9.15a m	Appearance/ dress code / Student Behaviour / Code of Conduct/continued registration rules and conditions Student obligations and rights: Student Default RTO obligations and rights: Provider Default	

2	9.15am-10.00 am	Training and Assessing Training Systems: Facilities, equipment and Resources, Supervised – face to face , full time Classes: Attendance Sheets Self Study – Self study Guide Reasonable Adjustment Assessment Systems Types and evidence gathering methods Unit formal assessments CT and RPL Rules and Regulations Attempts Timeframes Fees and charges Reasonable Adjustment	
3	10.00-10.15am	Timetables – Holidays, Student Leave applications Course changes Reasonable Adjustment	
4	10.15am-10.30am	Monitoring of Academic Progress: visa requirements: Early Intervention System, Warning, Intention to Report, Reporting , impact on visa,	
5	10.30-10.45am	Monitoring of Attendance - Absentees / visa requirements: Early Intervention System, Warning, impact on visa,	
	10.45am - 11.00am	BREAK	
6	11.00-11.15am	Living, Working and Studying in Australia: rules/customs, official information	
7	11.15 am-11.30	Deferring, Suspending or Cancelling Student's Enrolment	
8	11.30-11.45	Explain Complaints and Appeals Policy and procedure	
9	11.45-12.00	Transfer Policy and Procedures	
10	12.00-12.15	Changes: Obligation to advise of change of address, phone and email	
11	12.15-12.30	Cancellations and Refunds	
	12.30-1.00pm	LUNCH BREAK	

12	1.00-1.15	Emergency Evacuation Plans and Procedure	
13	1.15-1.30	Tour of College- Facilities - Computers and internet / Kitchen /Toilets/Student Breakout Area/Classroom/Parking/Admin and Academic Staff Room., student facilities	
14	1.30-1.45	Exiting Issuance Student Feedback Exiting Checklist Certification	
15	1.45-2.00	Student Administration /Student Support Student Contact/Welfare officer/s and how students can contact them. Critical Incident	
16	2.00-3.00	Ensure all required paperwork has been received completed, including student contact details, emergency contacts & OSHC details	
17	3.00-3.30	Self Study Guide	

Student name

Signature

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Date

Map of Horizon International College

Delivery Site Level 10, 68 Grenfell Street, Adelaide, SA 5000

<https://maps.app.goo.gl/F8ZnETpuFcPhuzqk7>

