

Cambridge College International

Waterfall Investments Pty Ltd t/a Cambridge College International

ABN: 49 001 124 152

National Provider No. 90069 CRICOS Registration No. 00159K

Levels 5-10, 140 Elizabeth Street, SYDNEY NSW 2000, AUSTRALIA

Ph: (02) 9290 1400

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International VET Student Handbook

V2017.4

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College Location

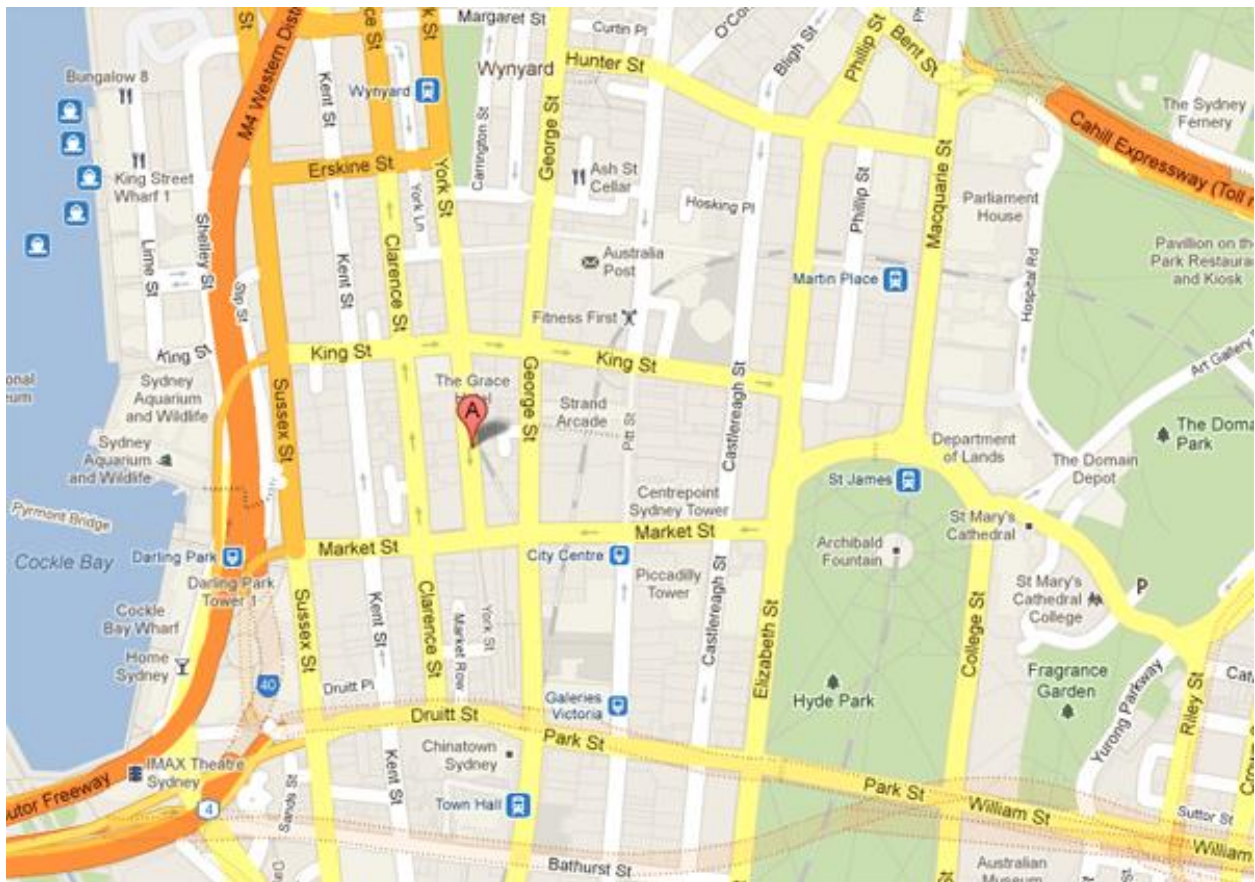
Cambridge College International (the College) is in the heart of Sydney CBD located next to major shopping, entertainment attractions. Major attractions such as Sydney Opera House and Darling Harbour are just a short walk away, parks, cafes, shopping centres, major libraries, sporting facilities and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

CCI VET Address:

Levels 9-10, 140 Elizabeth Street
Sydney 2000 NSW Australia

Ph: + 61 2 9290 1400

(Note: Vocational courses orientation day occurs as per Intake dates at this address).



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

INTRODUCTION

Pledge

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

Promise

We are responsive and we care.

Cambridge College International is responsible for ensuring the quality of all training and assessment, in line with the Standards for Registered Training Organisations, and for the issuance of all AQF certification documentation in line with AQF requirements.

Core Values

Empathy, Commitment, Integrity, Fun & Teamwork

ESOS Framework

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

Protection for Overseas Students

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

Your rights

The ESOS framework protects your rights, including:

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

Your responsibilities

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

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

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

Contact details

For information about	Who to contact	How
Policies and procedures that affect you	Student Services Officer	Level 9, 140 Elizabeth Street Sydney 2000 Ph: (02) 92901400 Fax: (02) 9012 0654 Email: admin@cci.nsw.edu.au Website: www.cci.nsw.edu.au
Your ESOS rights and responsibilities	Department of Education & Training (DET)	ESOS Helpline: 1300 615 262 Website: https://internationaleducation.gov.au/ Online Enquiry Form: https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/Pages/ESOEnquiry.aspx
Your Visa matters	Department of Immigration and Border Protection (DIBP)	Website: www.immi.gov.au Phone 131 881 in Australia Contact the DIBP office in your country

Course Information

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

- BSB30115 Certificate III in Business (CRICOS 086806F) →26 weeks
- BSB40215 Certificate IV in Business (CRICOS 086879M) →39 weeks
- BSB51915 Diploma of Leadership & Management (CRICOS 088798G) →65 weeks
- BSB61015 Advanced Diploma of Leadership & Management (CRICOS 088799F) →65 weeks
- BSB61315 Advanced Diploma of Marketing & Communication (CRICOS 095312J) →65 weeks
- ICT50115 Diploma of Information Technology (CRICOS 086599G) →52 weeks

For more information about our courses please visit our website www.cambridgecollegeinternational.nsw.edu.au

The Business courses include 5 hours per week online delivery and students need to have access to a computer. Minimum computer specifications are as follows:

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

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

English Language

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

- International English Language Testing System (IELTS) score 5.5 overall band with no individual lower band than 5
- Successful completion of Certificate III or IV qualification in English
- Combined Universities Language test (CULT) you need a score of 60 or more.
- TOEFL 530(paper PBT)/197(computerised)
- Cambridge FCE – First Certificate in English
- TOEIC 600-700
- Upper Intermediate level assessed by a ASQA accredited ELICOS provider
- 1 year full time study in an Australian University
- 2 year full time study in an Australian RTO
- Proof that the medium of instruction at College has been in English with satisfactory grades in final examinations
- Successful completion of our English Placement Test

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

Teaching Methods

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

Learner Support

The Cambridge College International (CCI) endeavours to identify, assess and provide learning support to its clients for all qualification currently on its scope of registration. This will include

negotiating, adjusting and planning appropriate learning and assessment strategies to meet the needs of individual learners.

Considering the College's target group it is fundamental that the following learning needs are identified prior to enrolment, explained and planned at orientation, and implemented during the learning period:

- English language levels
- Literacy and numeracy levels
- Learning styles – ie preference to auditory, visual, tactile, reading/writing
- Physical ability
- Intellectual ability
- Cultural or ethnic background

The College will ensure that it has access to the staff, facilities, equipment, training and assessment materials required to provide the training &/or assessment services within its scope of registration and scale of operations, to accommodate client numbers, client needs, delivery methods and assessment.

Unique Student Identifier (USI):

All students enrolled with the Academy from January 1st 2015 onwards will be registered for a Unique Student Identifier (USI). This includes continuing students and new enrolments. No student will be issued with any AQF certification documentation from January 1st 2015 onwards unless they hold a USI or have an exemption.

Students might seek exemption if they have a genuine personal objection to being assigned a USI and will be able to apply for an exemption to the Student Identifiers Registrar.

If students are covered by an exemption to this rule, the Academy will notify the student before either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

Exemptions are provided for an individual where the individual is an offshore international student studying outside of Australia. This means that international students who are enrolled with an Australian training organisation but are not in Australia while undertaking their training do not require a USI in order to receive a Vocational Education and Training (VET) qualification or statement of attainment.

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New enrolments will sign, as part of the application form, an agreement/request that the Academy obtain a USI on their behalf where they do not already have one. Admissions staff will check each student individually to ascertain whether or not they currently have a USI by using the LMS lookup function. Those that do not have a USI will have an application for one submitted using the LMS web services function.

USIs will be stored only in the LMS to protect their privacy and to ensure security. The USI is not to be published on any other documentation, including qualifications. The LMS is to be cloud based and all campus records are backed up daily to a secure, off-site location under which privacy and confidentiality agreements are held.

Orientation

All students must attend a compulsory orientation program on their course commencement date for each course. Students must inform the college if they are not able to commence their course as soon as possible prior to their course commencement date. Under *The Education Services for Overseas Students Act 2000 (ESOS Act)*, if a student has not commenced studies or made contact with the college by the scheduled commencement date he/she will be reported to DIBP via PRISMS within five (5) working days of the scheduled commencement date.

Student Support

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

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

Student ID cards

- Students should receive their student ID card within two week after enrolment, provided Student Services Officer has been given two passport size photos on Orientation Day.
- ID cards may be used as proof of identity.
- For Student Transport concessions on buses and trains, contact your nearest City Rail/Sydney Bus Office. You can also visit their website on <http://www.transportnsw.info/>
- Students must carry their ID cards at all times while on College premises for security reasons.

Security

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

Critical Incident Policy

Cambridge College International recognises that a duty of care is owed to its students and that planning for the management of a critical incident is essential.

A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. This may include but is not limited to:

- Serious injury, illness or death of a student or staff
- Students or staff lost or injured on an excursion
- A missing student
- Severe verbal or psychological aggression
- Physical assault
- Student or staff witnessing a serious accident or incident of violence
- Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
- Fire, bomb threat, explosion, gas or chemical hazard
- Social issues e.g. drug use, sexual assault

Critical Incident Committee

The Student Services Officers with the QMT assist in the prevention and management of critical incidents at the Academy, or off campus in the case of an overseas student for whom the Academy has undertaken care responsibilities.

The responsibilities of the committee include:

- Risk assessment of hazards and situations which may require emergency action
- Analysis of requirements to address these hazards
- Establishment of liaison with all relevant emergency services e.g. Police, fire brigade, ambulance, hospital, poisons information centre, community health services
- 24 hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. PEO, Operations Manager and student services officers
- Development of a critical incident plan for each critical incident identified
- Dissemination of planned procedures
- Organisation of practice drills
- Regular review of the critical incident plan
- Assisting with implementation of the critical incident plan
- Arranging appropriate staff development
- Budget allocation for emergencies

Critical Incident Plan

All critical incident plans assign responsibilities among relevant staff members; cover all the actions to be taken and timelines for doing so.

Immediate Action (within 24 hours)

- Identify the nature of the critical incident

- Notification of the critical incident committee/team leader
- Implement the appropriate management plan or action strategy
- Assignment of duties and resources to Academy staff
- Seeking advice & help from any necessary emergency services/hospital/medical services
- Dissemination of information to parents and family members
- Completion of a critical incident report
- Media response - the Principal will decide if required.
- Assess the need for support and counselling for those directly and indirectly involved

Additional Action (48–72 hours)

- Assess the need for support and counselling for those directly and indirectly involved (ongoing)
- Provide staff and students with factual information as appropriate
- Restore normal functioning and Academy delivery

Follow-up – monitoring, support, evaluation

- Identification of any other people who may be affected by critical incident and access of support services for affected community members
- Maintain contact with any injured/affected parties
- Provision of accurate information to staff and students where appropriate
- Evaluation of critical incident management
- Be aware of any possible longer term disturbances e.g. inquests, legal proceedings.

Student Complaints and Appeals

A complaint presented by an individual, or a group, based on the opinion that they are, or have been, receiving treatment that differs from the treatment received by other individuals or groups are taken seriously and resolution obtained to the agreement of both parties where possible.

The complaints and appeals policy of the College shall ensure that all formal complaints are dealt with in a constructive and timely manner at no cost to the complainant. The policy ensures the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process and that complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable.

If a student has a problem at the College, e.g. involving the quality of relationship with another person(s) or any aspect of studies, the student may wish to ask to speak with his/her teacher or a Student Services Officer.

All formal complaints or appeals must be presented by collecting and completing the *Complaints and Appeals Form* (CAF) at reception. The Student Services Officer will assist the student in recording the complaint or appeal on the form. The form is to be given to the relevant QMT member (Principal, Academic Manager, and/or Student Services Manager) as soon as the form has been completed and the relevant member is to investigate and make (at least) initial recommendations/actions within 10 business days. The CAF is reported in the scheduled QMT

or Team Meeting to reach an acceptable outcome. The details of the actions required are specified on the in the minutes of the meeting.

The College's complaints and appeals policies and procedures are available on its website, and in the Student Handbook.

Original copies of complaints, whether using the form or email or other appropriate method of communication are to be stored electronically in the complaints folder. Each complaint and its resolution method is to be stored in the Complaints Register.

Appeals must be received using the form or the appropriate section of assessment paper. All are to be stored electronically in the appeals folder. Each appeal and its outcome is to be stored in the Appeals Register.

External Complaints or Appeals

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

What to do if you're not treated fairly – The Overseas Students Ombudsman (OSO)

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

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

Make a complaint online

You can make your complaint online via the following link

<http://www.ombudsman.gov.au/making-a-complaint/overseas-students>

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

Telephone

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

Using an interpreter

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

If you are deaf, hearing or sight impaired

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

Fax

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

Mail

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

Complaints against other students

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

Step 1:

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

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

Step 3: If you are dissatisfied with the outcome of the mediation you may appeal the decision in writing and request an external independent arbiter. This gives you the opportunity to formally

present your case. This may be at a cost to you. You may be accompanied and assisted by a support person. The College will provide you with a written statement of the appeal outcome.

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

Class or Educational Complaints

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

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

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

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

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

Complaints Process

Students may complain about any aspect of their student life that are within the responsibility of the RTO or within the RTO's power to resolve. This includes issue with trainers, assessors, other staff, assessments, facilities, third parties, etc.

1. Generally, complaints are to be submitted to the SSO who will record the date, complainer and the substance of the complaint. The SSO can assist the student in completing the CAF if required. **Note:** Anonymous complaints may be issued, however it is not possible to provide further information as to the outcome of these complaints and where the situation is not straight forward it will not be possible to gain further insights and/or evidence, leaving the complaint in the area of anonymous feedback.
2. The SSO will inform the Quality Management Member – QMT (Academic Manager, Operations Manager, Principal, Admission Manager and other managers) daily of the receipt of any complaints.
3. The QMT will attempt to resolve the complaint within 5 business days. The outcome of their discussion will be recorded in the 'complaints log'.
4. Where appropriate, other persons may be interviewed to verify the issues complained of, and/or further evidence may be requested.
5. Where no further information is required, the QMT member will resolve the issue and inform the complainer of the outcome within 10 business days.
6. Where further information is required, the QMT will resolve the issue within 10 business days of receipt of the complaint and inform the complainer of the outcome within 5 business days.

7. If the investigation is going to take further than 10 business days, or there is no satisfactory resolution, the QMT will refer the complaint to an external agency – either the Overseas Student Ombudsman or other independent person(s).
8. Students must be informed of their ability to appeal internally any decision made when communicating the outcome to the student.
9. Students who are unsatisfied at the outcome are invited to take up their issue with the Overseas Student Ombudsman (www.ombudsman.gov.au or 1300 362 072).
10. In instances where it may take longer than 60 days to resolve such an issue – for instance where a student is overseas or otherwise unavailable – all parties involved in the issue will be informed in writing of the reason why this much time is required and an update will be sent fortnightly until the issue is resolved.

Accreditation Agencies

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

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

The contact details are given below:

Vocational Education & Training Students:

Governing Body: Australian Skills Quality Authority (ASQA)

Address: Level 10 255 Elizabeth Street, Sydney, NSW 2000

Phone Number: 1300 701 801

Website: www.asqa.gov.au

ASQA's functions include:

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

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

Accommodation Options

Home stay

Home stay services provide an opportunity to live with an Australian family and experience the Australian culture and lifestyle while you study. If you require a Home stay, you will need to complete an accommodation form. We need at least 4 weeks' notice before the arrival date to arrange it. Home stay fees can be found by referring to our pricelist, fees include meals, laundry, and your own room and student desk. Minimum stay is 4 weeks.

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

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

Banking

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

Opening a bank account

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

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

Banking hours

Banking hours vary, but these are the general banking hours of most banks.

Monday to Thursday: 9.00am - 4.00pm | Friday: 9.00am - 5.00pm

Saturday and Sunday: Closed (some banks may open Saturday mornings)

Places of Worship

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

The majority of Australians are Christian, the three largest denominations being Anglican, Roman Catholic and Uniting Church. Smaller Christian denominations include Lutheran,

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Jehovah's Witness, Seventh Day Adventist and Baptist. Other major religions with a great many adherents in Australia include Judaism, Islam, Buddhism, Hinduism, and Taoism.

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

Emergency and Health Services

Below are phone numbers you should know:

- **The College Student Services Officers** (02) 9290 1400
- Police and Ambulance and Fire 000
- Australian Health Management 1800 888 942
- Department of Immigration and Border Protection 131 881
- Health Services Australia (Medical Examination) (02) 8396 0600
- Public Transport Information Line (Timetables, routes etc) 131 500
- Telephone Directory Service 12455
- International Directory Service 1225
- Lifeline Counselling Service (Telephone Counselling) 131 114
- Translating and Interpreting Service (24 hours) 131 450
- Domestic Violence Line (24 hours) 1800 656 463
- The College Counsellor 02 9290 1400

Counselling and Mental Health Services available 24 hours:

Telephone Counselling Services

- Lifeline (24 Hour Counselling) 13 1114
- Salvo Crisis Line 9331 2000

International student's emergency line

- International Student OSHC World Care(24 hour) 1800 814 781

Specialist and Welfare Telephone Services:

24 Hour Hotlines

- Domestic Violence Service 1800 656 463
- Rape Crisis Centre 9819 6565
- Women's and Girls' Emergency Centre 9360 5388
- Poisons Information Service 13 112

Community Services

- ARAFMI (Assoc. of Relatives & Friends of the Mentally Ill) 9805 1883
- Abortion Grief Counselling 1300 363 550
- Alcohol & Drug Info Service 9361 8000
- G-Line (Gambling Counselling) 1800 633 649
- Men's Line Australia 1300 789 978
- Mission Australia Helpline 1300 886 999
- Pregnancy Help Line 1300 139 313
- SIDS NSW (Sudden Infant Death Syndrome Support) 1800 651 186
- Al-Anon Family Group 9264 9255
- Alcoholics Anonymous (Central South & West) 9799 1199
(City & East) 9387 7788

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(North)

- | | |
|---|--------------|
| | 9488 9820 |
| • FPA (Family Planning) Health Line | 1300 658 886 |
| • Gay & Lesbian Counselling Service | 9207 2800 |
| • Donna Maria Pre & Post Natal Support Network | 1300 555 578 |
| • Ted Noffs Foundation (Drug & Alcohol Counselling) | 1800 151 045 |
| • SANE Helpline (Mental Illness Info & Referral) | 1800 187 263 |
| • OCD Support Group | 1800 626 055 |
| • Mental Health Info Service | 9816 5688 |

Legal Services

- | | |
|---|-----------|
| • International Students Legal Advice Service | 9698 7645 |
| • Legal Aid (Sydney Head Office)
Legal Aid New South Wales | 9219 5000 |
| • Ombudsman's Office of NSW | 9286 1000 |
| • Combined Community Legal Centres group(NSW) | 9212 7333 |

Housing

- | | |
|---|-----------|
| • Tenants Union of NSW Hotline | 9251 6590 |
| • Youth Emergency Accommodation Line
(Recorded info) | 9318 1531 |

Money & Credit

- | | |
|------------------------------------|--------------|
| • Credit Helpline | 1800 808 488 |
| • Centrelink Youth & Students Line | 132 490 |
| • Money care Counselling Service | 9633 5011 |
| • Fair Trading Centres | 1800 802 055 |
| • Welfare Rights Centre | 9211 5300 |

Medical Assistance

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

Town Hall Clinic

44 Town Hall Arc, Sydney NSW 2000

Tel: (02) 9267 5399

Town Hall Medical Centre

Shop 41 Town Hall Square, (Town Hall Station), Sydney NSW 2000

Tel: (02) 9267 5399

Senio John P (Optometrist)

41 Town Hall Arc, Sydney NSW 2000

Tel: (02) 9264 6593

Dr Deborah Kwan Dental Clinic

175 Liverpool Street, Sydney New South Wales 2000

Tel: (02) 9268 0321

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Information on Sydney

Listed below are some useful websites with information about Sydney:

Discover Sydney - www.discoversydney.com.au

Australian Tourist Commission - www.sydney.com.au

Sydney City Search - <http://sydney.citysearch.com.au/>

Official City of Sydney Site - www.cityofsydney.nsw.gov.au

Lonely Planet - www.lonelyplanet.com/destinations/australasia/sydney

Sydney Post - www.sydneypost.com

Tourism New South Wales - www.tourism.nsw.gov.au

Sydney Morning Herald - www.smh.com.au

Sydney transport - www.sydneymetro.net.au

Bureau of Meteorology - <http://www.bom.gov.au/>

Legal Services

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

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

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

Counselling

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

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

Why you see the Counsellor

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

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

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

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

Facilities and Equipment

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

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

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

Library

The College has a reference library which is equipped with the hard copies of all the prescribed texts and some additional reference books, and computers with online library access.

NSW State Library Memberships

A world-leading library and centre of digital excellence, the State Library of NSW informs, educates, inspires and surprises online, onsite and on tour. The Library's rich heritage collections, contemporary print and digital materials, partnership with the public library network and vibrant collaborations enable Australians to interrogate our past and imagine our future.

Students are provided with the correct information to enable them to have access to the State Library of NSW from which they can resource services online through their State Library membership. In the beginning of each term all students are taken to the state library for a tour and to enroll them in the Library. Students can become member online by visiting <http://www.sl.nsw.gov.au/system/forms/selfreg.html> For more information please visit <http://www.sl.nsw.gov.au/>

Fees

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

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

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

Additional Costs

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

Service	Fee
Replacement ID card	\$10
RPL Assessment (only available prior to the start date)	\$250
Change of Class fee (VET only)	\$80
Enrolment cancellation fee charged if after commencement	\$350

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Replacement Diploma /Certificate / Statement of Attainment	\$50 if within 5years
Replacement Diploma /Certificate / Statement of Attainment	\$250 if 5 to 15 years
Replacement Diploma /Certificate / Statement of Attainment	\$500 if 15 to 30 years
If fees are overdue, students are in fact no longer enrolled, and may have the CoE cancelled as in breach of the visa conditions "Student has not paid fees"	5% charges per month of the amount of overdue fees
Third attempt at assessment task (the original set assessment is counted as the first attempt. There is no charge for the second attempt) Business Students only	\$250/unit of competency

All amounts are in Australian dollars (AUD)

Cancellation and Refund Policy

Under Standard 7 of the National Code 2017, except for special circumstances, registered providers are restricted from enrolling and transferring students prior to completing the first six months of the principal course of study.

In the unlikely event that Cambridge College International ('College') is unable to deliver an enrolled course in full; students will be offered a refund of all the course moneys paid to date for this course. The refund will be paid within two weeks (10 business days) of the day on which the course ceased being provided. Alternatively, students may be offered enrolment in an alternative course offered by Cambridge College International at no additional cost. Students have the right to choose whether they would prefer a full refund of course fees, or to accept a place in another course. If students choose placement in another course, the College will ask them to sign a document to indicate that they accept the placement.

If the College is unable to provide a refund or place students in an alternative course the Tuition Protection Scheme (TPS) will attempt to place students in a suitable alternative course or, if this is not possible, they will be eligible for a refund as calculated by the TPS Director. Further information is to be obtained as required from the official TPS website <https://tps.gov.au/> or phone number on 1300 980 434.

1. The Enrolment Fee, Accommodation Placement Fees and Airport Pick-Up Fees are non-refundable whether you complete your course or not.
2. A \$350 fee is payable for administering course cancellation after course commencement
3. Where a student has cancelled prior to commencement a fee of \$150 is charged for processing the refund, except in visa rejection cases.
4. An administrative charge of \$100 is made to vary an application e.g. Change of Start Date, Change of Course
5. Tuition Fees and OSHC are refunded in full if your visa application is rejected and you provide official written notification of the refusal from the Australian Government.
6. Student Default: No refund will be made if a student:
 - has given false or misleading information
 - fails to comply with the conditions of enrolment at the College

- is in breach of their visa requirements as imposed by the Australian Government
- withdraws after the commencement date of the course
- visa application was rejected by DIBP based on their finding that he/she has supplied fraudulent documents along with their student visa application

7. Tuition fee refund: If you give written notice of your intention to withdraw from a course
- 40 days or more before the commencement date, tuition fees will be refunded less a cancellation fee of 15%.
 - more than 5 days before the commencement date, tuition fees will be refunded less a cancellation fee of 30%.
 - less than 5 days before course commencement date, tuition fees will be refunded less a cancellation fee of 45%.

Refund procedures:

You must complete the Refund Application Form.

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

8. Where 2 or more courses are packaged, the conditions apply to all elements. Note that for packaged courses the course start date is taken to be the start date of the first course.
9. **Commencement of the course is defined as the course start date recorded in the first Application form** submitted by the student or agent and not subsequent changes to the starting date.
10. All refunds will attract an administration charge of \$150.00, except for visa refusal.
11. Course and other Fees are not transferable to another student or institution but may be transferred to another course within the College at the discretion of the College.
12. Any approved refunds are made payable to and sent to the student or his/her agent, in the country of origin as applicable in Australian dollars.
13. Bank charges are deducted for refunds made by bank draft or electronic transfer.
14. Fees for services paid to education agents by students are not covered by this refund policy.
15. This refund policy applies to all tuition fees paid to the College and includes any tuition fees paid to an education agent to be remitted to the College.
16. All refund considerations will be strictly limited to the monies paid, which the College has received from the student as tuition fees only i.e. exclusive of all non-refundable fees and agents' commission (whether this commission was deducted before or after student payment to the College).
17. Students are encouraged to view the College student handbook as part of their enrolment. Please refer to our website <http://cambridgecollegeinternational.nsw.edu.au/>, section Student Zone/Student Handbook
18. This policy does not remove the right of the student to take further action under Australia's

Consumer Protection Laws:

http://www.consumerlaw.gov.au/content/Content.aspx?doc=questions_complaints/nsw.htm

Competency Based Training

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

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

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

Task Skills Being able to perform individual tasks.

Task Management Skills Being able to manage a number of different tasks within the job.

Contingency Management Skills Being able to respond to irregularities and breakdowns in routine.

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

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

Introducing Competency Based Assessment

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

What is competence?

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

How do we know someone is competent?

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

What standards are candidates assessed against?

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

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

What is competency based assessment?

Competency based assessment is the process of collecting evidence and making judgments on whether competence has been achieved. This confirms that an individual can perform to the standard expected in the workplace as expressed in the nationally endorsed competency standards where they exist or on competency standards developed by relevant industry, enterprise, community or professional groups (or outcomes of accredited courses if there are no relevant nationally endorsed competency standards).

What sort of evidence is collected?

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

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

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

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

Recognition of Prior Learning

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

To request RPL you will need to:

- Read the course outline and talk to the Academic Manager if there is anything you need explained.
- Collect and complete the Request for Recognition of Prior Learning form from the office.

- Check your skills and knowledge for each unit of competency. Collect your evidence to show your competence. Your evidence must be valid (as described in the unit of competency), sufficient (enough), current (up-to-date) and authentic (your own work).
- List the types of evidence you have for each unit of competency.
- Present your evidence and the list of evidence to the Academic Manager for assessment.

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

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

National Recognition

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

Course Credit Transfer

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

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

Academic Progression

The College monitors students' attendance and academic performance in each qualification. Support structures are in place to assist students to successfully achieve the course outcomes. Trainers monitor students' progress continuously. Students are provided with feedback on their progress and offered additional time and trainer support as required.

Course Progress Requirements

CCI will monitor attendance and academic performance in each unit students are enrolled using the Wisenet Management System.

VET - Students are expected to achieve a competent ('C') outcome for each unit they are registered in to meet satisfactory course progress. Assessments not submitted by the due date or with an outcome that is determined as not yet competent ('NYC') must be completed or submitted again to be re-assessed within the term of the unit the student is registered. Students

will need to make arrangements with their Trainer to undertake the assessment task. Students submitting assessments after the term are subject to additional fees.

Students will be deemed to have not made satisfactory course progress in any given term, by not successfully completing or demonstrating competency in 50% or more of the required units for that term. Students are then at risk of their visa being cancelled.

Students will receive unofficial warning letters throughout the term wherever a particular assessment item has been deemed Not Yet Satisfactory ('NYS'). This letter is simply to inform students of an assessment outcome and give them notice that they need to improve this outcome.

At the end of each semester, any students found to be NYC in 50% or more of their enrolled UOCs will receive an official warning of non-progression. These students will be required to make arrangements with the Academic Manager to repeat or otherwise re-submit the relevant assessment by the end of the next Semester. Students who, after 2 successive semesters, are still NYC in 50% of the first semesters' UOCs will be reported for failure to progress.

Students are allowed to re-attempt any assessment by making an appointment with the Academic Manager through SSO.

The program of support implemented by the College may include:

- Attending counselling regarding learning
- Receiving individual coaching
- Referral to the Counsellor to assist with personal issues that may be affecting progress

Records of the implementation of the additional program of support are kept in the student's file.

Monitoring course progress

1. Each week (for ELICOS) and fortnight (FOR VET) during the term CCI identifies students who are 'at risk' of not making satisfactory course progress by reviewing class session attendance and unit assessments and students deemed to be 'at risk' will receive intervention contact (by e-mail) and given the opportunity to discuss Intervention Strategies to assist them in achieving satisfactory course progress within the term.
2. At the end of each term, CCI identifies students who have not made satisfactory course progress by checking the students assessment results using the LMS 'Student course progress report'
3. Students identified as having not made satisfactory course progress at the end of the term receive a first warning caution letter for unsatisfactory course progress and are notified that the Intervention Strategy has been implemented and that an appointment with the Student Services Officer has been arranged for the opportunity to discuss support strategies to assist them in achieving satisfactory course progress.

4. Where a student is identified during a term as 'at risk' of not making satisfactory course progress for two consecutive terms by reviewing class session attendance and unit assessments and students deemed to be 'at risk' will receive a second warning caution letter and given the opportunity to discuss further Intervention Strategies with the Student Services Officer at a scheduled appointment to assist them in achieving satisfactory course progress within the term.
5. At the end of each term, CCI identifies students who have not made satisfactory course progress for two consecutive terms by checking the students' assessment results using the LMS 'Student course progress report'.
6. Students identified as having not made satisfactory progress for two consecutive terms receive a written notice of intention to report letter notifying them of CCI's intention to report the student to DIBP, after giving them the right to appeal the decision,
7. The students are given the opportunity to appeal on the decision and they will have 20 working days to submit their appeal through the Student Complaint and Appeal Policy and Procedure.
8. If the appeal is successful, continuing intervention and support will be documented and provided in line with the Intervention Policy and Procedure and the student will be required to commit to respecting the conditions agreed and the matter will not be referred to DIBP.
9. Where a student chooses not to access the appeals process within the 20 working day period, withdraws from the process or the outcome of the appeal is unsuccessful, following the completion of the process, the student will receive the Report to DIBP for Student Visa Non-compliance letter and CCI will notify Department of Education and Training (DET) via PRISMS.
10. Reporting a student for unsatisfactory course progress occurs only when the student has been identified as not making satisfactory course progress in two consecutive compulsory study periods, an intervention strategy was implemented after the student was assessed as not making satisfactory progress at the end of the first compulsory study period, after which the student was again assessed as not making satisfactory progress at the end of the second compulsory study period, and the student has not made a successful appeal against the decision.
11. All relevant documentation throughout this process is recorded in the paper based student file or electronically in LMS in the students' profile.

Conduct of Assessment

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

- assessment to determine your training needs
- assessment during the training to judge how you are progressing

- assessment of performance at end of the units of training
- recognition of prior learning or recognition of current competency

Assessment involves the collection of sufficient evidence to demonstrate you are competent.

This may include:

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

Assessment methods may involve you in:

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

The outcomes of assessment are *Competent* or *Not Yet Competent*. If you are assessed as *Not Yet Competent* you can request a re-assessment.

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

Assessment Appeals

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

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

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

Plagiarism

CCI has an ongoing commitment to foster a culture of learning informed by academic integrity. Plagiarism undermines academic integrity and is not tolerated at CCI. Plagiarism at CCI is using the words or ideas of others and passing them off as your own. Below are examples of plagiarism including self-plagiarism:

- Copying
- Inappropriate paraphrasing

- Collusion
- Inappropriate citation
- Self-plagiarism

All CCI staff and students have a responsibility to adhere to the principle of academic integrity.

Attendance Requirements

VET – Attendance is kept daily and given to the Student Services Officer at the end of each week. The SSO will prepare warning letters each fortnight, starting at end of Week 2 each semester.

Warning letters will be issued as follows:

- 1) Student's projected attendance is below 90%, they receive Written Warning 1
- 2) Student's projected attendance is below 85% and they have already received WW1, they shall now receive Written Warning 2
- 3) Student's projected attendance is below 80% and they have already received WW1 & WW2, they shall now receive a Written Notice of Intention to Report.
- 4) Note – The Academic Manager may use their discretion to not issue Written Notice of Intention to Report to students with attendance above 70% as long as they are maintaining satisfactory course progress as per National Code (Standard 11.8).

All warnings will be sent in writing to the student's nominated email account and intentions to report, to nominated email account and residential address.

Students have the right to appeal internally from 20 days of the warning being sent. Students also have the right to appeal externally for 10 days following the lapse of the internal appeal process.

Online Attendance

Students are required to study 5 hours (weekly) for all courses and units which forms a part of the weekly duration of the course (20 hours). Attendance will be monitored and recorded for online component. The students **must** show satisfactory online attendance for a study period (one term).

Attendance Monitoring & Warning System

- Student attendance is checked and documented during each session by the Trainer on each unit's Attendance Sheets.
- Recorded in LMS by a delegated Student Services Officer at the end of each week.
- A First Caution Letter for Unsatisfactory Attendance (by email) will be sent to any student who has been absent for five consecutive days and above without approval or students whose projected attendance has fallen below 90%. This step is implemented in

Weeks 2, 4, 6, 8, 10. The letter outlines Student Visa Condition 8202. Also the letter requests the student to contact the Student Services Officer immediately to explain any extenuating circumstances and provide any supporting documents for absences.

- Any student whose projected attendance has fallen below 85% will receive a Second Caution Letter for Unsatisfactory Attendance either delivered by hand or by email informing them of the requirement to attend classes. The letter outlines Student Visa Condition 8202. The letter asks the student to attend an appointment with the Student Services Officer on a scheduled date and time to explain any extenuating circumstances and provide any supporting documents for absences. This letter will also outline the Cambridge College International's intention to report the Student to DIBP via PRISMS for breaching the attendance conditions of the Student Visa if attendance drops below 80%.
- Aggregate calculations are over each term. Any period of deferral from class will not be included in student attendance calculations. Any other absence from class will be counted in student attendance calculations. The formula for calculating the minimum number of hours the student would have to attend to keep their attendance at 80% or over is: number of class sessions x contact hours + 5 hours online study x 80%
- If attendance is below 80% the student will be issued a Written Notice of Intention to Report Letter for Unsatisfactory Attendance, either delivered by hand or sent by registered post (and by email). This letter will outline the Cambridge College International's intention to report the student to DIBP via PRISMS for breaching the attendance conditions of the Student Visa for dropping below 80% attendance. The student will be informed of the appeal process and is given 20 days to make an appeal. During this time the student is required to attend all classes.

Unsatisfactory Attendance

The College is required to cancel the students CoE if they have unsatisfactory attendance in a term.

Whether or not to report a student is determined at the end of each term by the Academic Manager who will consider each case on its merits and in light of any compassionate or compelling circumstances.

Notification and Appeal

- a) If, at the end of the 20 working day period, the appeals process has not been accessed the College will proceed with the reporting process through PRISMS.
- b) Cambridge College International will make further attempts, within reason, to contact students and instigate the appeal two to three working days prior to reporting.

- c) If, at the end of the 20 working days period, the appeals process has been accessed and the student's appeal has been denied, the Academic Manager will notify the student in writing of the unsuccessful appeal stating the reasons why the appeal was unsuccessful.
- d) Students whose appeal is denied are informed of their right to an external appeal with Overseas Students Ombudsman (OSO).
- e) Students wishing to access an external appeal must do so within 10 working days of the accessing the internal appeal.
- f) If, at the end of the 20 working day period, the appeals process has been accessed and the student's appeal has been successful the Academic Manager will notify the student in writing or via Resolution Form of the successful appeal stating the reasons why the appeal was successful.

Cambridge College International will notify DIBP via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:

- The student does not access the appeals process within 20 working days &/or
- Withdraws from the appeals process &/or
- The appeals process results in a decision in favour of the College.

Students will not be reported for failing to meet the 80% threshold where:

- The student engages the appeals process within 20 working days of receiving a Written Notice of Intention to Report letter and
- The student produces documentary evidence clearly demonstrating compassionate or compelling circumstances (e.g. Medical illness supported by a medical certificate, major family events or problems, traumatic events or personal problems seriously affecting the student's ability to focus on study) and
- The student is making satisfactory course progress and
- The student is attending at least 70% of the scheduled course contact hours for the course in which they are enrolled.

Punctuality

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

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

Medical Certificates

If a student is absent for medical reasons they should submit a valid medical certificate to the Student Services Officer. Please submit a copy of the certificate and keep the original in a safe place. Please note medical certificates do not alter your attendance record but are an important consideration should your attendance or academic performance come under review.

It is a crime in Australia to forge a medical certificate, and the Australian Medical Association may pursue criminal charges against any student who forges a certificate.

Student Surveys

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

Issuance of Qualifications

Within 30 days of successful completion of the program you will be issued with a qualification. If you do not complete the entire course of study a Statement of Attainment will be issued for successful completion of individual units of competency.

Change of Class

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

Transfer of Students to and from another RTO

The College will not enroll international students transferring from their principal course (i.e. the main course of study or the highest qualification indicated on the student's current visa) with another College before they have completed 6 months of their principal course with that College unless the student has a valid letter of release from that College agreeing to the transfer.

Circumstances in which a transfer will be granted

The College will release a current student from their principal course and provide a letter of release before they have completed 6 months of that course where it can be demonstrated that the student:

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- Cambridge College International is unable to continue to provide the course; or
- The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the college; or
- The student can demonstrate they are experiencing threat to physical or mental health or safety by remaining at the College and can demonstrate clearly how this will be alleviated through a transfer; or
- It has been agreed by the College the student would be better placed in a course that is not available at **Cambridge College International**; or
- The current course of study is clearly not consistent with documented course requested for on their application.

Circumstances in which a transfer will not be granted

The College will not release a current student from their principal course and provide a letter of release before they have completed 6 months of that course where it can be demonstrated that the student:

- has not made satisfactory academic progress and is seeking a transfer to avoid being reported to Department of Education and Training (DET)
- has not attended the course as required and is seeking a transfer to avoid being reported to Department of Education and Training (DET)
- has not paid all course fees
- The student cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made

Procedure for assessing applications for a transfer into the College

The College receives an application from a student who is on-shore and who has indicated that he/she is currently studying at another institution.

The Admissions Officer uses PRISMS to decide if the student has completed 6 months of their principal course. The Admissions Officer also uses the copy of the student visa in their passport to ascertain what the principal course and when the student arrived in Australia.

Where the above is satisfied, the College application process proceeds as for all off-shore students.

Where the above is not satisfied, the student is asked to provide an appropriate letter of release in support of their application. The student may be provided with a “conditional” offer which clearly states that an offer of a place is contingent on them obtaining a letter of release.

Where the student provides a letter of release and they have no outstanding fees to be paid to the prior institution or other outstanding matters of concern, the application proceeds as for all off-shore applicants.

Where a satisfactory letter of release is not provided, the application process is halted and the student informed that they are unable to transfer at this time. They are welcome to re-activate their application when the 6 month period has passed.

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

Procedure for assessing applications for a transfer out of the College

Students make a written request to the College to transfer to another provider.

The student is asked to provide a valid offer of enrolment from the new RTO.

With these documents sighted, the College will assess the transfer request using the following questions:

- does the student have any outstanding fees payable?
- is the student fully aware of the study issues involved in the transfer?
- is the student trying to avoid being reported to Department of Education (DET) for lack of course progress or poor attendance?

Where the answers to these questions are satisfactory, the letter of release will be granted at no charge to the student. The student will also be advised of the need to contact DIBP and obtain a new visa if the course they transfer to is not a VET course.

The College reports the student's termination of studies through PRISMS.

The Academic Manager will decide whether to refuse or grant the letter of release and then inform the student. If the Academic Manager decides to refuse a letter of release the student will be advised in writing providing the reasons for refusal and indicating that the student may access the student complaints and appeals process outlined in the Student Handbook if he/she wants a review.

The Academic Manager of the College will make the final decision regarding issuing or refusing a letter of release for any student.

Time frame:

Where the student has provided all the necessary documentation regarding letters of release the assessment will be made within 48 hours.

All requests for a letter of release will be assessed by the Academic Manager. After the assessment has been completed a recommendation on whether to provide a letter of release will be made by the Academic Manager who will respond in writing to the applicant within 5 working days.

All requests, considerations, decisions and copies of letters of release are placed on the student's file.

The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the College refund policy as outlined in the written enrolment agreement.

Change of Enrolment

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

Leave of Absence, Deferral of Studies, Course Suspension

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

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

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

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

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

Visa Information for International Students

Visa and immigration requirements

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

Valid student visa throughout the studies

International students must have a valid student visa for the duration of their studies in Australia. Students will only be issued with a student visa for study in Australia if they seek to undertake a full-time course that is accredited and registered by the Australian Government.

Student complying with visa conditions

Students must satisfy visa requirements and comply with a number of visa conditions for attendance and academic performance, which come into effect after they have entered Australia. It is important to comply with these visa conditions.

Conditions of student visa include:

Full-time enrolment

International students on a student visa must enroll in full-time study. International students who hold visa types other than student visas, and have approval to enroll in a course, may be permitted to study on part-time basis.

Students must remain with one education provider

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

Overseas Student Health Cover (OSHC)

International students on student visas must maintain current Overseas Student Health Cover as a condition of their visa at all times. If you let your cover lapse, DIBP could cancel your student visa. OSHC must be renewed if it expires during the duration of the course either through the College or by the student.

Current residential address at all times

Students are required to inform their education provider, within seven days of their arrival in Australia, of their residential address. They are also required to advise their provider, within seven days, of any subsequent change of residential address.

Permission to work

During term students are allowed to work up to 40 hours per fortnight on a student visa and during the holiday period are allowed to work unlimited hours.

Arrangements for dependants

Students who will be accompanied in Australia by their school age dependants must make schooling and immigration arrangements for those dependants.

College responsibility regarding visa violation

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

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

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

DIBP Contact Information

Website: www.immi.gov.au | Telephone: 131 881

Sydney office

Ground Floor, 26 Lee Street, Sydney NSW 2000

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

Department of Education and Training

The official Australian Government website for advice on studying in Australia is www.studyinaustralia.gov.au

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

Comprehensive information on the ESOS Act 2000 and the National Code 2017 is at: <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

Legislative and Regulatory Requirements

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

Commonwealth

- Standards for Registered Training Organisations 2015
- Workers Compensation Act 1987
- Education Services for Overseas Students Act 2000
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007
- Privacy and Personal Information Protection Act 1998
- Copyright Act 1968
- National Vocational Education and Training Regulator Act 2011

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- Student Identifiers Act 2014
- Trade Practices Amendment (Australian Consumer Law) Act (No. 1 and 2) 2010
- Competition and Consumer Act 2010
- Age Discrimination Act 2004 (Cwth)
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act 1988 and Australian Privacy Principles (2014)
- Fair Work Act 2009

NSW State

- Work Health and Safety Act 2011
- Anti-Discrimination Act 1977
- Workplace Injury Management and Workers Compensation Act 1998
- Children and Young Persons (Care and Protection) Act 1998
- Disability Services Act 1993 & Disability Services Regulation 2003
- Privacy and Personal Information Protection Act 1998
- Fair Trading Act 1987

Copies of these are located electronically online at <http://www.austlii.edu.au> and are free and public to access.

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

Standards for Registered Training Organisations 2015

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

Work Health and Safety Act 2012

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

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

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

A First Aid Kit is located in the front office.

You are responsible for:

- always conducting yourself in a safe and healthy manner.

- ensuring the prevention of injury and disease to yourself, your trainers and your fellow students.
- identifying and reporting to your trainer any possible hazards from equipment, facilities and the environment.
- refraining from smoking
- refraining from drinking and/or eating in the classrooms.

Anti-Discrimination Act

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

You are responsible for:

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

Access and Equity

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

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

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

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

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

Your trainers will:

- recognise the cultural diversity of all students
- ensure equal treatment of all students
- encourage full participation and assisting all students to achieve course outcomes
- provide equal access to resources

- refer students with specific learning problems to appropriate agencies

Privacy and Personal Information Protection Act 1988

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

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

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

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

Copyright Act 1968

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

ESOS Act 2000, ESOS Regulations 2001 and the National Code 2017

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

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

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

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

Student Responsibilities

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

- To attend class regularly and punctually
- To advise the College of any absences

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

Contact Details

All students must provide correct contact details (including address, mobile number and email) to the college. All students must update their contact details with the college within seven days of change. Under *The Education Services for Overseas Students Act 2000* (ESOS Act), the college will contact the students regularly for verifying the contact details.

Failure to comply with these requirements will be reported to DIBP and could result in automatic cancellation of your student visa.

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

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

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