



Student Handbook

ARMIDALE CAMPUS

Academies Australasia Institute Pty Limited

ACN 101 363 688

RTO Provider Number: 90806 CRICOS Provider Number: 02398A

Head office: Level 6, 505 George Street, Sydney NSW 2000, Australia

Armidale Campus Address: Elm Street, University of New England, Armidale NSW 2351, Australia

Tel: (+61 2) 9224 5500 (+61 2) 6884 8812

Email: info@academies.edu.au Website: www.academies.edu.au

This Handbook is classified "Confidential" and remains the property of Academies Australasia Institute Pty Limited.

WELCOME

Welcome to Academies Australasia Institute. We are glad that you have chosen us for your studies and hope that your time with us will be an enjoyable experience.

We strive to provide quality vocational education and training, knowledgeable and experienced trainers, and an environment which is culturally diverse, friendly and non-discriminatory.

Over the years, our students have noted that there are three key ingredients to their success:

- regular attendance
- consistent effort and attention
- willingness to seek help.

Please familiarise yourself with the contents of this handbook, the purpose of which is to provide you with the information you need to settle quickly into College life. The handbook should be retained for future reference. If you are unsure about anything in this handbook or if you believe that important information has been omitted, please raise this with the Student Services staff.

We hope that you will participate actively in College life, and are confident that you will make many new friends. We look forward to your academic success.

Christopher Campbell
Group Managing Director

CONTENTS

Page

CODE OF PRACTICE AND STUDENT SERVICE POLICY	1
QUALITY MANAGEMENT POLICY	1
STUDENT RIGHTS	1
STUDENT RESPONSIBILITIES.....	1
ADMISSION	2
INDUCTION/ORIENTATION.....	2
USI (UNIQUE IDENTIFIER NUMBER)	2
DEFERRING, SUSPENDING OR CANCELLING STUDENT ENROLMENT	2
ARTICULATION	3
CHANGING COURSES	3
NEW STUDENT.....	3
CURRENT STUDENT.....	3
TRANSFER BETWEEN REGISTERED PROVIDERS	3
ENROLMENT	5
MONITORING COURSE PROGRESS.....	5
COMPLAINTS PROCESS	9
APPEALS PROCESS.....	10
COLLEGE / LOCAL FACILITIES	12
STUDENT SUPPORT SERVICES	12
PAYMENT OF FEES AND REFUND POLICY	13
PROTECTION OF STUDENT FEES PAID IN ADVANCE	13
REFUND POLICY AND PROCEDURE	13
PAYMENT OF FEES	14
TRAINING DELIVERY	16
THE LEARNING ENVIRONMENT.....	16
ACADEMIC YEAR	16
THE COURSES.....	16
THE TRAINERS.....	16
COURSE DELIVERY METHODS.....	16
ATTENDANCE AT LESSONS.....	16
CLASSROOM CONDUCT	16
SPECIAL LEARNING NEEDS.....	17
HOMEWORK AND ASSIGNMENTS	17
TEXTBOOKS.....	17
REFERENCE LIBRARY.....	17
ASSESSMENT INFORMATION FOR STUDENTS	18
SPECIAL NEEDS	18
ASSIGNMENTS.....	18
PLAGIARISM.....	18
ASSESSMENTS.....	18
LANGUAGE, LITERACY AND NUMERACY (LLN)	18
CONDUCT OF ASSESSMENTS	20
GENERAL RULES.....	20
WHAT STUDENTS SHOULD DO.....	20
ACADEMIC MISCONDUCT	20
FAILURE TO ATTEMPT AN ASSESSMENT	20
ASSESSMENT AND GRADINGS	20
COMPETENCY BASED ASSESSMENT.....	20
REMODULE	21
LATE ASSESSMENT SUBMISSION.....	21
RE-ENROLMENT	21
DEFERRED ASSESSMENT	21
REASSESSMENT	21
APPEALS AGAINST ASSESSMENT OUTCOMES	21
ADMINISTRATIVE MATTERS	22
CHANGE OF PERSONAL DETAILS	22
USE OF PERSONAL INFORMATION.....	22
TRANSCRIPTS AND CERTIFICATES	22
STUDENT ID CARDS	22
EMAIL.....	22
ACCESS AND EQUITY POLICY	23
GENERAL GUIDELINES	23
WOMEN'S STRATEGY	23
DISABILITIES STRATEGY	23
STUDENTS FROM NON-ENGLISH SPEAKING BACKGROUNDS.....	23
EQUAL OPPORTUNITY LEGISLATION	23
EQUALITY IN STUDENT SELECTION	23
EQUALITY IN STUDENT ENROLMENT	24
RECOGNITION OF PRIOR LEARNING/ RECOGNITION OF CURRENT COMPETENCIES/ CREDIT TRANSFER	24
PRIVACY POLICY.....	26

HOW INFORMATION IS COLLECTED	26
HOW WE HOLD INFORMATION	26
HOW INFORMATION IS USED	26
STUDENT IDENTIFIER	26
ASSESSMENT TASK SUBMISSION AND EXAMINATION	26
DISCLOSURE (SHARING)	27
HOW THE NCVET AND OTHER BODIES HANDLE YOUR PERSONAL INFORMATION	27
SURVEYS	27
CONTACT INFORMATION.....	27
ACCESS AND REQUESTS FOR INFORMATION CORRECTION	27
COMPLAINTS	28
PROTECTING PERSONAL INFORMATION.....	28
WEBSITE	28
DIRECT MARKETING	28
DATA BREACHES.....	28
WORK HEALTH AND SAFETY INFORMATION.....	29
GENERAL HEALTH AND SAFETY	29
HAZARD CONTROL AND REPORTING	29
INCIDENT/ACCIDENT REPORTING.....	29
FIRST AID	29
EMERGENCY PROCEDURES	29
LAWS THAT ALL STUDENTS AND STAFF SHOULD KNOW	31
IMPORTANT NUMBERS AND CONTACT DETAILS	33

CODE OF PRACTICE AND STUDENT SERVICE POLICY

QUALITY MANAGEMENT POLICY

Academies Australasia Institute ("the College") adopts a quality management policy with the aim to achieve quality through focusing on customers and continuously improving all processes in its core business of vocational education. The College is committed to compliance with the National Vocational Education and Training Regulator Act 2011.

Quality through Customer Focus and Continuous Improvement

The College has deliberately emphasised the principles of customer focus and continuous improvement because we believe they are:

- core to the requirements of the various accreditation authorities;
- fundamental to the quality management process; and
- helpful, if correctly followed, to achieving our other goals.

Customer Focus is a goal or objective and a touchstone for analysing each decision, process or plan. In every case, we must consider how a decision or process will improve or enhance our service to customers. The emphasis on Customer Focus sends a strong message to our customers and to all staff about the fundamental importance of our customers.

Continuous Improvement provides an ongoing strategy for achieving this goal. This also signals to all staff and customers that the College has an ongoing process of planning, implementation and review.

With these core principles in mind, the College appreciates the feedback that it receives. Students are encouraged to provide feedback on all aspects of its operations to enhance the quality of service it provides. Students may convey their feedback in the following ways:

- by speaking with any member of Student Services; or
- by e-mail.

STUDENT RIGHTS

Students are entitled to:

- a safe and healthy working environment;
- a culturally diverse, friendly and non-discriminatory working and learning environment free of harassment;
- courteous, fair and respectful personal treatment;
- confidential treatment of their private information;
- advice about complaints and appeals procedures;

- recognition of their prior learning and current competencies;
- counselling on academic matters;
- information about each subject they study and its assessment procedure; and
- the opportunity to access welfare related support services to assist with issues that may arise during their study.

STUDENT RESPONSIBILITIES

Students are required to:

- be aware of safety, follow Work Health and Safety (WHS) and emergency procedures and to report dangerous incidents, accidents and injuries;
- have their Student ID cards while on College premises;
- refrain from participating in, condoning or approving conduct which is harassing, discriminatory or unfair;
- treat all other students and staff with courtesy, fairness and respect;
- comply with laws of New South Wales and Australia including laws about crimes, harassment, discrimination and copyright;
- comply with College assessment procedures and refrain from plagiarism, collusion and cheating in assessment tasks;
- be punctual and regular in attendance;
- comply with student visa and ESOS Act requirements;

ESOS Framework Link:

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

- enrol scheduled subjects on the Student Management System (Paradigm) and E-learning by the end of the second week of each term;
- inform the College of any changes to their personal details, emergency contact details, visa status or enrolment status;
- obtain textbooks as required by the teachers;
- bring their own computers to class;
- move quietly and briskly between classrooms, in corridors and generally in the College premises, and when entering and leaving the College premises, and not raise their voice or participate in any activity which may disrupt teaching in other classrooms;
- dress in an appropriate standard for a commercial office environment;
- buy a College 'Copy Card' if they wish to copy or print information on College copiers/printers;
- pay fees as required by College guidelines; and
- provide the College with the Unique Student Identifier details within two weeks of commencement of the course.

Students are not allowed to (and may be penalised if they do):

- smoke in the building, including the foyer and near the entrance, and in fire escapes;

- loiter anywhere within the College premises, entrances to the College premises or on the pedestrian thoroughfares within the vicinity of the College premises;
- engage in dishonesty or misconduct in examinations or assessments such as plagiarism, collusion or cheating;
- swear or act in an offensive manner;
- take food or drink into the classrooms;
- litter the College premises, the entrances to the College premises or on the pedestrian thoroughfares within the vicinity of the College premises;
- harass other students or staff;
- damage, steal, modify or misuse College property;
- be under the influence of alcohol or drugs on College premises;
- engage in behaviour which could offend, embarrass or threaten others;
- promote any religious or political ideology while on College premises;
- breach copyright laws including those relating to software;
- use the College computers (or data/telephone points or wifi) to send, broadcast, search for or download inappropriate, offensive, defamatory or illegal material;
- be dressed inappropriately; and
- use or leave chewing gum on College premises.

Students must abide by the college rules at all times on college premises, in class and in accommodation arranged by the College. The College reserves the right to discipline or expel students whose conduct is unsatisfactory. No refund will be made in the case of expulsion from the College.

ADMISSION

Admission to the College is open to any person who:

- can attend timetabled lessons at the College premises;
- meets the course entry requirements, including for English;
- pays the current course fees;
- agrees to abide by the College rules and procedures;
- agrees to comply with the laws of New South Wales and Australia; and
- for overseas students, meets the requirements of the Department of Home Affairs and is granted a student visa to study at the College.

INDUCTION/ORIENTATION

Prior to the commencement of the course, students are invited to attend an induction/orientation programme. This programme usually occurs on Monday of the first week of the course. This programme introduces students to the College environment and allows them to complete the necessary administrative processes before they begin their studies.

USI (UNIQUE STUDENT IDENTIFIER)

A USI is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications. The USI will make it easier for students to find and collect their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.

Students will need a USI to obtain their certificate or qualification from their registered training organisation, when studying nationally recognised training in Australia.

Students without a USI are required to create their USI account from the USI website (www.usi.gov.au). To create a USI, students must provide details of one form of identification document listed below:

- Driver's Licence
- Visa (with Non-Australian Passport) for international students

The USI details must be provided to the College within two weeks of commencement of the course. USI details are entered and verified in the Student Management System.

DEFERRING, SUSPENDING OR CANCELLING STUDENT ENROLMENT

The College may allow students to defer (before study commencement), or to temporarily suspend their studies (after study commencement) including granting leave of absence on grounds of compassionate or compelling circumstances such as serious illness (e.g. illness where a medical certificate states that the student is unable to attend classes), death in the family or for other reasons acceptable to the College, or to cancel their course by withdrawing from the College.

Students who wish to defer studies before commencement need to inform their Marketing Manager as soon as possible.

Students who wish to apply for leave of absence should do so by completing Leave of Absence Form at least 2 weeks in advance, where possible, and submit it to Student Services. In their application, they should state clearly their reasons for leave and provide copies of any documents that will help support their application. The Student Services Officer will advise the student of any missing documentation. All required documents must be provided within 7 working days of the advice. Failure to do so may result in the LOA being disapproved. Students must report to Student Services with their passport (if applicable) once they return from their approved leave of absence. They must also contact the Course Coordinator to discuss their subjects. Prior to applying to suspending their course, students must ensure that they have paid their tuition fee. Students who fail to return to the College within 5 working days after the end of their LOA will

be considered to have been withdrawn from the course.

Students who wish to withdraw from the College must provide at least one full term's notice in writing to Student Support Officer. If less than one term's notice is given, in addition to the student receiving no refund of the course fees they have already paid, the student has an obligation to pay the following term's fees in lieu of the required notice. No final documents will be issued until all outstanding fees are settled.

The college will initiate cancellation of student enrolment if:

- the student did not start the course on the commencement date (non-commencement);
- the student failed to pay fees (non-payment of fees);
- the student breached a condition of his/her student visa;
- the student misbehaved (when student has committed serious misbehaviour such as criminal activity or non-serious misbehaviour repeatedly after suspension); or
- The student did not return after the term break.

Upon approval from Executive Director, when the cancellation is due to student's failure to pay fees, breaching of a condition of student visa or student misbehaviour, the student is notified in writing of the decision. The notification refers to:

- The fact that the cancellation may have an impact on student visa;
- 20 working days in which to access the internal appeals process;
- The external appeals process (Overseas Student Ombudsman);

Students may appeal against the decision to cancel their enrolment. The cancellation will not take effect until the internal and external appeals processes are completed unless extenuating circumstances relating to student welfare apply.

The College must advise the Department of Education, Skills and Employment and Department of Home Affairs via PRISMS particulars of any breach by an accepted student of a prescribed condition of a student visa as soon as practicable after the breach occurs.

The College must give particulars of a breach by a student even if the student has ceased to be an accepted student of the provider.

ARTICULATION

Since 1998, Australian educational institutions have agreed to recognise studies completed in accordance with the Australian Qualifications Framework (AQF). An important part of this agreement is that students are able to obtain exemptions or credits for study already completed.

Credit points, usually up to the equivalent of one year's (some courses earn more than one year of credit) study at University, may be obtained by

students who wish to continue their course to degree level.

Universities assess the applicants individually and credits allowed may be based on the pass level achieved by the student.

It must also be remembered that from time to time, places may be at a premium and the universities offer no guarantee of admission.

Please visit www.academies.edu.au for further details on the College's articulations arrangements.

CHANGING COURSES

NEW STUDENT

Students wishing to apply to change their course (within the same College) after commencement of their enrolment must complete the Application to Change Course form outlining the reasons for this change and submit it to Student Services within the first week of the term. Students must also pay the change-of-course fee of \$150 in addition to the difference in fees between the old and the new course.

CURRENT STUDENT

Students wishing to change their course (within the same College) must complete the Application to Change Course form outlining the reasons for this change and submit it to Academic Advisor within the first week of the term. Students must also pay the change-of-course fee of \$150 in addition to the difference in fees between the old and the new course.

Students must satisfy the minimum course progress requirements of the course or has demonstrated an active attempt at resolving course progress issues prior to applying to change their course.

TRANSFER BETWEEN REGISTERED PROVIDERS

Under the National Code 2018, the College will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing 6 months of the principal course of study except where:

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

Student wishing to transfer to another college must complete and submit to Student Support Officer the *Application to Transfer to Another Registered Provider form*.

Students must complete 6 months of their principal course. This is the highest qualification course, therefore where a student is enrolled at one of the as a pathway to a university the College should not allow the student to transfer out of the College unless there are 'exceptional circumstances' (defined below) and after liaising with the relevant university. Students need to complete their pathway course with the College, and continue their degree studies at the relevant university.

Exceptional Circumstances include:

- Educational progression (academic) problems that cannot be addressed by the provider's resources.
- Student has to move his residence to another city/state.
- A medical circumstance that affects the student's performance in their current course and where the student can demonstrate it will not affect his performance in the intended new enrolment.

Subject to the above, an application for transfer on the grounds of exceptional circumstances may be demonstrated by providing sufficient detailed information with relevant supporting documentation to support the application, such as:

- i. a medical certification stating in reasonable detail the dates of any relevant consultations or attendances;
 - if relevant, the nature of the complaint and the treatment;
 - a specific statement that in the health care professional's opinion (not the student's opinion) that, as a result of the complaint or treatment, the student should be transferred.
- ii. a police report or statutory declaration.
- iii. other relevant supporting documentation

Supporting Documentation includes:

- Application to Transfer to another Registered Provider;
- Offer letter from the new registered provider;
- Statement of reasons why the student is seeking release or other documentation explaining reasons for release request;
- For a student who is under 18 years of age, written evidence that the student's parent or legal guardian supports the transfer and written confirmation from the proposed provider that they accept responsibility for approving the student accommodation, support and general welfare arrangements;
- Any evidence to support the information provided

All documentation will be held in confidence and will be stored to ensure privacy.

General Guidelines

Applying to Transfer to Another Registered Provider does not preclude students from the requirement to enrol on time. Non-enrolment will not automatically result in approval of transfer. It will however result in the student being reported to the Department of Education, Skills and Employment and the Department of Home Affairs for failing to enrol.

Circumstances for Granting or Refusing a Transfer

To apply to transfer to another provider within the first 6 months of the Student's Principal Course, the student must apply for a release letter from the College.

Granting a Transfer

Students granted a release letter based on the following range of factors:

- if the course the student wishes to transfer to:
 - better meets the study capabilities of the student, or
 - better meets the long term goals of the student, whether these relate to future work, education or personal aspirations
- If the student wishes to change course in order to get access to greater support (may be through the services offered by another provider, commercial or non-for-profit services or through access to family, friends or a cultural support network).
- If the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
- If the student is to be reported to the Department of Education, Skills and Employment and the Department of home Affairs because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with the College's intervention strategies*.
- The College fails to deliver the course as outlined in the Offer Letter and Student Agreement.

*Remarks:

- a. The College reserves the right to refuse transfer requests from students who are not genuinely engaging with an intervention strategy with the intention of failing and being released.
- b. The College will report on the student's course progress even if the transfer request is granted.

A release should also be granted for a student where:

- a student can provide evidence that he or she was misled by the provider or an education or migration agent regarding the provider or its course, which constitutes a breach of the ESOS Act, or

- an appeal (internal or external) on a matter that may reasonably result in the student wishing to seek a transfer supports the student.

Refusing a Transfer:

The College may refuse to grant a release letter based on the following range of factors:

- if the transfer may jeopardise the student's progression through a package of courses;
- if the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student (it is good practice to revisit the issue within a timeframe negotiated with the student); and
- if the student is trying to avoid being reported to the Department of Education, Skills and Employment and the Department of Home Affairs for failure to meet the provider's attendance or academic progress requirements.

Exception for Obtaining a Release from the College

No release is required where:

- the student has completed at least 6 calendar months' study in his or her Principal Course, or
- the student is government sponsored and that government sponsor provides written support for the change as it considers the change to be in the student's best interests; or
- the College has ceased to be registered or the program in which the student is enrolled has ceased to be registered; or
- the College has a sanction imposed on it that prevents the student from continuing his or her Principal Course.

ENROLMENT

Students must enrol subjects as specified in their timetables on the Student Management System (Paradigm) within the first two (2) weeks of each term. Students who fail to do so may have their Confirmation of Enrolment (CoE) cancelled. Students may appeal this decision by the end of week 4 of the term. If the appeal is successful, students are required to pay \$300 re-enrolment fee in order to re-enrol in their course. All tuition fees must also be up to date in order to re-enrol.

Subject enrolment schedule and notification

- Students are notified by public notices of the key dates for enrolling in subjects.
- Any student who may be unable to attend the enrolment must apply for approval for late enrolment.
- One week prior to enrolment/re-enrolment, students are reminded of the key dates for enrolment via email and sms.
- No student is allowed to enrol in a subject that does not belong to their current course.

Requirements for enrolment/re-enrolment

At enrolment/re-enrolment, the following information must be verified by the student on the Student Management System.

- the student's current residential address;
- the student's mobile phone number (if any);
- the student's email address (if any); and
- emergency contact details; and
- any other details prescribed by the regulations

The College will also confirm with the student, via Paradigm at least every 3 months that those details are still correct and records are updated accordingly.

MONITORING COURSE PROGRESS

The College divides its vocational courses into four study periods per academic year. These study periods are named terms. Within these terms specific subjects are allocated to the student to make up a full-time study workload of twenty (20) contact hours per week. The student's allocated subjects, detailed in the timetable, must be followed. A student wishing not to undertake the required study in a certain subject, must obtain approval from the Course Coordinator within the first two weeks of the term.

For all qualifications, including nested qualifications (packaged courses), a study period consists of 1 college term which is equivalent to 9 weeks of studies.

If the student is in their last term of study the full-time study workload of twenty (20) contact hours per week will be adjusted to reflect the remaining number of subjects/units of competency/modules that the student is required to complete in order to satisfy their course requirements.

To check that the student's course progress is satisfactory, the College will monitor academic performance in each subject of enrolment. Progress will be assessed throughout each subject and results will be collated at the end of every term. At the same time, the College will also check the student's progress towards completion of the course within the specified duration. The student will be able to access the End of Term Results within the first week of the following term through the Student Management System (Paradigm). A final assessment of the student's overall achievements will occur at the end of every term.

Students returning from Leave of Absence (LOA) are expected to meet course progress requirements. When a student returns from LOA he/she is expected to meet course progress and catch up on his/her studies in the following term, failing to do so would trigger the reporting process, any previous warning letters would also be counted towards the reporting cycle.

Satisfactory Course Progress

To meet the requirement for satisfactory course progress, students enrolled for courses with duration of more than one year must pass a minimum of 50% of the full time study hours in a term. For example, out of 180 hours of allocated subjects in a term, student must pass minimum 90 hours of subjects.

Students enrolled for courses with duration of two terms or less (6 months) must endeavour to complete all subjects allocated in each term. This will enable them to complete the course within the expected duration.

Course progress is monitored based on the duration of the course a student is enrolled in. Steps are illustrated in the process flowchart in this procedure.

Warning letters such as Risk of Unsatisfactory Course Progress and Non-Compliant Rate of Course Progress are sent to students by email. Intention to report letters are sent to students by email.

Course duration: 2 Years (8 terms is equivalent to 8 study periods) – for students who enrol in 1 or more qualification(s) with duration of 1 to 2 years (4 to 8 Terms) e.g. packaged CoEs with one CoE in Diploma of Leadership & Management (4 Terms), followed by another CoE in Advanced Diploma of Leadership & Management (4 Terms) –, with a total duration of 8 Terms.

[Note: For qualifications with course durations of 5, 6 or 7 terms, the course progress monitoring procedure for 2-year course duration will apply.]

Students whose end of term result indicates that they have not successfully completed or demonstrated competence in 50% of full time study hours of allocated subjects, will receive a Risk of Unsatisfactory Course Progress letter (CPL1) via email before commencement of the following term. The letter will indicate that they are at risk of not achieving satisfactory course progress and that they must arrange a one on one meeting with their Course Coordinator by Friday of the first week of the term. Course Coordinator will implement intervention strategies to assist the student and records comments in the Student Management System (Paradigm).

Students who have not successfully completed or demonstrated competence in 50% of full time study hours of allocated subjects at the end of the second term will be issued a Non-Compliant Rate of Course Progress letter (CPL2) to the student via email before commencement of the following term. The letter will indicate that they are at risk of not achieving satisfactory course progress and that they have been placed on probation for the following term. Students will also be advised to arrange a one on one meeting with their Course Coordinator by Friday of the first week of the term as per the Non-Compliant Rate of Course Progress Letter (CPL2) to implement intervention strategies. Student will be enrolled into subjects by Course Coordinator after paying for reassessment (if applicable) or agreeing to any other intervention strategy. If the student does not contact the Course Coordinator by Friday of the first week of the term, the student will be issued with an Intention to Report (ITR)* letter within

14 days (after the end of the first week of the term) via email.

Students who have not successfully completed or demonstrated competence in 50% of full time study hours of allocated subjects at the end of the third term will be issued a Continued Non-Compliant Rate of Course Progress letter (CPL3) via email before commencement of the following term. The letter will indicate that they are at risk of not achieving satisfactory course progress and that they have been kept on probation for the following term. Students will also be advised to arrange a one on one meeting with their Course Coordinator by Friday of the first week of the term as per the Non-Compliant Rate of Course Progress Letter (CPL3) to implement intervention strategies. Student is enrolled into subjects by Course Coordinator once outstanding assessments are submitted or is only enrolled at Course Coordinator's discretion if he/she has demonstrated an active attempt at resolving course progress issues. If the student does not contact Course Coordinator by Friday of the first week of the term, the student will be issued with an ITR* letter within 14 days (after the end of the first week of the term) via email.

Student who does not show improvement after contacting Course Coordinator by failing to abide by the agreed intervention strategies and satisfactorily complete the reassessment (if applicable) and as a consequence fails to complete or demonstrate competency in 50% of the course requirements, he/she will be issued with an ITR Letter via email. The ITR letter informs him/her of the College's intention to report their breach to the Department of Education, Skills and Employment and the Department of Home Affairs via PRISMS. This letter will also inform the student of his/her right to appeal this decision, and the student will have 20 working days to appeal the decision.

Course duration: 1 Year (1 Year, 4 terms is equivalent to 4 study periods) – for students who enrol in a qualification with duration of 1 year (4 Term) e.g. one CoE in Diploma of Leadership & Management (4 Terms)

Students whose end of term result indicates that they have not successfully completed or demonstrated competence in 50% of full time study hours of allocated subjects, will receive by the end of Week 11 a Risk of Unsatisfactory Course Progress letter (CPL1) via email before commencement of the following term. The letter will indicate that they are at risk of not achieving satisfactory course progress and that they have been placed on probation for the following term. Students will also be advised to arrange a one on one meeting with their Course Coordinator by Friday the first week of the term. The Course Coordinator will implement intervention strategies to assist the student. Student will be enrolled into subjects by Course Coordinator only after paying for reassessment (if applicable) or agreeing to any other intervention strategy. If the student does not contact the Course Coordinator by Friday of the first week of the term, the student will be issued with an ITR* letter within 14 days (after the end of the first week of the term) via email.

Students who have not successfully completed or demonstrated competence in 50% of full time study hours of allocated subjects at the end of the second term will be issued a Non-Compliant Rate of Course Progress letter (CPL2) to the student via email before commencement of the following term. The letter will indicate that they are at risk of not achieving satisfactory course progress and that they have been kept on probation for the following term. Students will also be advised to arrange a one on one meeting with their Course Coordinator by Friday of the first week of the term as per the Non-Compliant Rate of Course Progress Letter (CPL2) to implement intervention strategies. Students will be enrolled into subjects by Course Coordinator once outstanding assessments are submitted or is only enrolled at Course Coordinator's discretion if he/she has demonstrated an active attempt at resolving course progress issues. If the student does not contact the Course Coordinator by Friday of the first week of the term, the student will be issued with an ITR* letter within 14 days (after the end of the first week of the term) via email.

Students who have not successfully completed or demonstrated competence in 50% of full time study hours of allocated subjects at the end of the third term will be issued a Continued Non-Compliant Rate of Course Progress letter (CPL3) via email before commencement of the following term. The letter will indicate that they are at risk of not achieving satisfactory course progress and that they have been kept on probation for the following term. Students will also be advised to arrange a one on one meeting by Friday of the first week of the term as per the Non-Compliant Rate of Course Progress Letter (CPL3) to implement intervention strategies. Student will be enrolled into subjects by Course Coordinator once outstanding assessments are submitted or at Course Coordinator's discretion if he/she has demonstrated an active attempt at resolving course progress issues. If the student does not contact the Course Coordinator by Friday of the first week of the term, the student will be issued with an ITR* letter within 14 days (after the end of the first week of the term) via email.

Student who does not show improvement after contacting Course Coordinator by failing to abide by the agreed intervention strategies and satisfactorily complete the reassessment (if applicable) and as a consequence fails to complete or demonstrate competency in 50% of the course requirements, he/she will be issued with an ITR Letter via email. The ITR letter informs him/her of the College's intention to report their breach to the Department of Education, Skills and Employment and the Department of Home Affairs via PRISMS. This letter will also inform the student of his/her right to appeal this decision, and the student will have 20 working days to appeal the decision.

Course duration: 9 Months (3 terms which is equivalent to 3 study periods) - For students who only enrol in 1 or 2 qualification(s) with a duration of 9 months (3 terms) e.g. 1 CoE in Diploma of Leadership & Management OR packaged CoEs with one CoE in Certificate II in Business (1 Term – 1 Study Period) followed by another CoE in Certificate IV in Business (2 Terms – 2 Study Periods), with a total duration of 3 Terms – 3 Study Periods).

Students whose end of term result indicates that they have not successfully completed or demonstrated competence in 50% of full time study hours of allocated subjects, will receive a Risk of Unsatisfactory Course Progress letter (CPL1) via email before commencement of the following term. The letter will indicate that they are at risk of not achieving satisfactory course progress and that they have been placed on probation for the following term. Students will also be advised to arrange a one on one meeting with their Course Coordinator by Friday the first week of the term with their Course Coordinator. The Course Coordinator will implement intervention strategies to assist the student. Students will be enrolled into subjects by Course Coordinator after paying for reassessment (if applicable) or agreeing to any other intervention strategy. If the student does not contact the Course Coordinator by Friday of the first week of the term, the student will be issued with an ITR* letter within 14 days (after the end of the first week of the term) via email.

Students who have not successfully completed or demonstrated competence in 50% of full time study hours of allocated subjects in at the end of second term will be issued a Non-Compliant Rate of Course Progress letter (CPL2) to the student via email before commencement of the following term. The letter will indicate that they are at risk of not achieving satisfactory course progress and that they have been kept on probation for the following term. Students will also be advised to arrange a one on one meeting by Friday of the first week of the term as per the Non-Compliant Rate of Course Progress Letter (CPL2) to implement intervention strategies. Students will be enrolled into subjects by Course Coordinator once outstanding assessments are submitted or is only enrolled at Course Coordinator's discretion if he/she has demonstrated an active attempt at resolving course progress issues. If the student does not contact the Course Coordinator by Friday of the first week of the term, the student will be issued with an ITR* letter within 14 days (after the end of the first week of the term) via email.

Student who does not show improvement after contacting Course Coordinator by failing to abide by the agreed intervention strategies and satisfactorily complete the reassessment (if applicable) and as a consequence fails to complete or demonstrate competency in 50% of the course requirements, he/she will be issued with an ITR Letter via email. The ITR letter informs him/her of the College's intention to report their breach to the Department of Education, Skills and Employment and the Department of Home Affairs via PRISMS. This letter will also inform the student of his/her right to appeal this decision, and the student will have 20 working days to appeal the decision.

Course duration: 6 Months (2 terms which is equivalent to 2 study periods) – For students who only enrol in 1 or 2 qualification(s) with a duration of 6 months (2 Terms) e.g. 1 CoE in Certificate IV in Business

Students whose end of term result indicates that they have not successfully completed or demonstrated competence in 50% of full time study

hours of allocated subjects, will receive a Non-Compliant Rate of Course Progress letter (CPL1) via email before commencement of the following term. The letter will indicate that they are at risk of not achieving satisfactory course progress and that they must arrange a one on one meeting by Friday the first week of the term with their Course Coordinator. The Course Coordinator will implement intervention strategies to assist the student. Student is enrolled into new subjects by the Course Coordinator after paying for reassessment (if applicable) or agreeing to any other intervention strategy. The student is also placed on probation for the following term. If the student does not contact the Course Coordinator by Friday of the first week of the term, the student will be issued with an ITR* letter within 14 days (after the end of the first week of the term) via email.

Student who does not show improvement after contacting Course Coordinator by failing to abide by the agreed intervention strategies and satisfactorily complete the reassessment (if applicable) and as a consequence fails to complete or demonstrate competency in 50% of the course requirements, he/she will be issued with an ITR letter via email. The ITR letter informs him/her of the College's intention to report their breach to the Department of Education, Skills and Employment and the Department of Home Affairs via PRISMS. This letter will also inform the student of his/her right to appeal this decision, and the student will have 20 working days to appeal the decision.

Students failing to meet satisfactory course progress for 2 consecutive terms will be issued with an ITR letter via email informing them of the College's intention to report his/her breach to the Department of Education, Skills and Employment and Department of Home Affairs via PRISMS. This letter will also inform the student of his/her right to appeal this decision, and the student will have 20 working days to appeal the decision.

Course duration: 3 Months (1 term, equivalent to 1 study period) – For students who only enrol in 1 qualification with a course duration of 3 months, e.g. Certificate II in Business.

Students whose mid-term result indicates that they have not successfully completed or demonstrated competence in 50% of full time study hours of allocated subjects, will receive by week 5 of the term, a Mid-term Non-Compliant Rate of Course Progress letter (MT-CPL1) via email. The letter will advise them to arrange an appointment with the Course Coordinator. The one on one meeting will address issues related to the student's course progress and to discuss strategies for achieving satisfactory course progress.

Student who does not show improvement after contacting Course Coordinator by failing to abide by the agreed intervention strategies and satisfactorily complete the reassessment (if applicable) and as a consequence fails to complete or demonstrate competency in 50% of the course requirements, he/she will be issued with an ITR letter via email. The letter will inform them of the College's intention

to report their breach to the Department of Education, Skills and Employment and the Department of Home Affairs via PRISMS. This letter will also inform the student of his/her right to appeal this decision, and the student will have 20 working days to appeal the decision.

***Non-contact ITR will not be issued if:**

- Student has notified Student Support Officer of his/her request to withdraw from the College including a request to transfer to another provider and does not require a release from the College.
- Student has contacted the College indicating that he/she has no intention of attending course progress counselling to meet course progress requirements.

General Guidelines for Younger Students

- For students under 18 years of age, the College must notify the Department of Education, Skills and Employment and Department of Home Affairs through PRISMS of the student not achieving satisfactory course progress within 14 days of finalising the decision to report in accordance with Section 19 of the ESOS Act.
- All the correspondence is also sent to guardians.

Intervention Strategies

For students identified as being at risk of not meeting, or have not met, course progress requirements the following support / intervention strategies may be implemented to assist the student:

- English language course to support oral and written comprehension;
- Reassessment;
- Assistance with academic skills such as essay and report writing, meeting assessment requirements and research skills provided by the supervising trainer and assessor;
- Counseling with the Student Support Officer for assistance with personal issues affecting course progress;
- Opportunity for reassessment;
- Changing courses;
- Mentoring by the supervising trainer;
- Referral to external organisations for assistance (by Student Support Officer);
- Reduction in course load approved by Course Coordinator;
- Extension of course; or
- Combination of the above.

When an intervention strategy is implemented the student will be required to meet the relevant Course Coordinator on a regular basis for follow up. This is to be determined as part of the intervention strategy. The students will be reminded that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to Department of Education, Skills and Employment and the Department of Home Affairs.

It is the responsibility of the student on probation to maintain regular contact with the Course

Coordinator. An academic staff member may initiate and recommend a support program at any stage during the term if they believe that the student is at risk of not achieving satisfactory course progress. Intervention measures implemented are documented on the Student Management System (Paradigm).

Students are able to discuss any additional support that they require with their Trainer at any stage during their studies. This will be recorded in the Student Management System (Paradigm).

Progress during intervention

Students who do not show improvement, by failing to abide by the agreed intervention strategies and satisfactorily complete the reassessment and as a consequence fail to complete or demonstrate competency in 50% of the course requirements, will be issued with an ITR via email.

Extension of Course and Study load

During each intervention process the Course Coordinator will review the student's academic progress and study plan. A new study plan is agreed with the student, taking into consideration the following factors:

- Student's academic progress within the enrolled program i.e. remaining subjects to complete;
- If it is established that any academic difficulties in the previous term (intervention strategy); and
- Student's expected end date as per the eCoE.

If the student is unlikely to complete the course within expected duration, the student will be advised to apply for an extension to their eCoE by completing the Application for Extension of Course Form. The Course Coordinator will consider whether to reduce the current work load of the student - a reduction in work load does not result in reduction of hours in class.

Note: A student cannot undertake more than one-third of the total course by distance and/or online learning at any one enrolment period. An eCoE may generally be extended once for a maximum of 1 study period only.

Applications for extension of course must be assessed by the Course Coordinator and forwarded to the Department Head for final approval. For students who enrolled in nested qualifications/package courses (with multiple eCoEs), the extension of one eCoE will result in a deferral of the following eCoE(s) of the higher qualification(s).

The student must submit the approved Extension to COE form and pay the additional tuition fees as a result from the extension to Student Services for processing. Student Services will enter a variation to the student's enrolment in PRISMS and provide the student with a new eCoE covering the period which the student can reasonably be expected to complete his/her enrolled program.

Appeal to an ITR for unsatisfactory course progress

The ITR letter informs students of the College's intention to report their breach to the Department of Education, Skills and Employment and the Department of Home Affairs. This letter will also inform students of their right to appeal this decision. The student will have 20 working days to appeal the decision. Refer to Complaints and Appeals Procedure for further details.

Where the student has chosen not to access the complaints and appeals processes within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting the College, the College will notify the Department of Education, Skills and Employment and the Department of Home Affairs of the student not achieving satisfactory course progress within 14 days of finalising the decision to report in accordance with Section 19 of the ESOS Act. Alternatively, if the appeal is in favour of the student, the College will not report the student.

Internal and External Appeals against Course Progress Outcomes

A student may appeal the ITR issued for unsatisfactory course progress on the following grounds:

- The College's failure to record or calculate a student's marks accurately,
- Compassionate or compelling circumstances, or
- The College not having followed its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

The student has the right to appeal a decision made by the College to report their unsatisfactory course progress. The written notice (of intention to report the student for unsatisfactory progress) will inform the student that he or she is able to access the College's Complaint and Appeals process and that the student has 20 working days in which to do so. Refer to the College's Complaint and Appeals Policy and Procedure for further details such as on procedures for accessing external appeals.

COMPLAINTS PROCESS

Complaint

Sometimes students may have a complaint or be unhappy about a particular decision or action of the College or of a trainer or other College staff members. For Academic complaints students should approach the Trainer, Course Coordinator or Student Advisor.

For any other issues, students should contact Student Support Officer.

Academic related complaints

- In the first instance, students should raise the matter with their trainer. There may have inadvertently been a mistake or misunderstanding which they can quickly rectify. Many problems can be resolved by the trainer on the spot and the trainer can give the student information which clears up the problem.
- If the student is not satisfied with the trainer's response or the matter is more serious, the student complete and return the Complaints Form (available on the College website and at Student Services) to Student Services. The student should attach copies of any supporting documents (if applicable). If the matter is very serious or confidential, the student may wish to make an appointment with the Course Coordinator to give notice of the complaint. The complaint is referred to the Course Coordinator.
- Within 10 working days of the receipt of a formal complaint the Course Coordinator will consider the information provided and may contact the student and/or trainer/staff members if further information is required. The Course Coordinator shall, if they see fit, make a decision on the matter and advise the student and trainer.
- If the student is still unhappy, they can request Student Services to refer the complaint to the Executive Director.
- The student will be informed in writing of the outcome of the complaint, including details of the reasons for the outcome and right to access an independent external complaints process within 10 working days of concluding the investigation of the complaint.
- Should a student feel that the problem cannot be resolved within the College, the Executive Director should be informed.
- During the complaints process the student is entitled to have a support person (at the student's cost).
- Students may also access the external appeals process. Please refer to 'External Appeals' in this Handbook.
- During the process the student is entitled to a support person (at the student's cost).
- The College's complaint resolution process does not inhibit the student's right to seek other remedies under Federal or State law.
- The student's enrolment will be maintained while the complaints and appeals process is ongoing.

Other complaints

- For other complaints, students must raise the matter to Student Services. If the complaint cannot be resolved informally, students may lodge a formal complaint by submitting the

Complaint form (available on the College website and at Student Services) to Student Services. The College will maintain the student's enrolment while the complaint process is ongoing. The student must also enrol in his/her course during the process.

- Within 10 working days of the receipt of a formal complaint the Senior Manager, Student Services will consider the information provided and may contact the student and/or staff members if further information is required. The Senior Manager, Student Services shall, if he sees fit, make a decision on the matter and advise the student.
- If the student is still unhappy, they can request Student Services to refer the complaint to the Executive Director.
- The student will be informed in writing of the outcome of the complaint, including details of the reasons for the outcome and right to access an independent external complaints process within 10 working days of concluding the investigation of the complaint.
- Should a student feel that the problem cannot be resolved within the College, the Executive Director should be informed.
- During the complaints process the student is entitled to have a support person (at the student's cost).
- Students may also access the external appeals process. Please refer to 'External Appeals' in this Handbook.
- The College's complaint resolution process does not inhibit the student's right to seek other remedies under Federal or State law.
- The student's enrolment will be maintained while the complaints and appeals process is ongoing.

APPEALS PROCESS

Appeal against an official decision made by the College

- Student lodges an appeal against an official decision made by the College by submitting an Appeal Form to Student Services within 20 working days of receiving the notification.

Types of Appeal	Staff responsible for the appeal process
Assessment Marks	Course Coordinator
ITR for Course Progress	Course Coordinator
ITR for Non-payment	Senior Manager, Student Services
ITR for Misbehaviour	Executive Director
Course Credit (RPL/RCC/CT)	Course Coordinator

Refusal of Leave of Absence	Executive Director
Refusal of Release	Executive Director
Refusal of Refund	Executive Director
Late Enrolment	Senior Manager, Student Services

- Staff responsible as per the type of appeal, commences investigation within 10 working days of the appeal being lodged. Staff will consider the information provided (if applicable) and information about the student in the Student Management System (Paradigm) and may contact the student if further information is required. Once the outcome has been finalised the student is informed in writing.
- If the outcome is in favour of the student, the College immediately implements any decision or corrective/preventative actions required and commences continuous improvement process. A record of the appeal is kept in Paradigm as evidence of the communication to the student.
- If the outcome is not in favour of the student, the student will choose either to withdraw the appeal or access external appeal process with the Overseas Student Ombudsman (OSO). The College informs the student in writing of their right to access external appeal process within 10 working days of concluding the internal appeal. Student must contact the OSO within 5 working days of the written outcome and inform relevant Staff. If student does not proceed and withdraws the appeal, the College proceeds with the decision, keeps a record in Paradigm.
- OSO investigates and informs student and the College of outcome. The appeal procedure will be determined by the independent mediator. During this period the student's enrolment will be maintained during the appeal process. If required, all documentation from the student and the College related to the appeal will be forwarded to the independent body.
- If the outcome of the External appeal is in favour of the student, the College immediately implements any decision or corrective/preventative actions required and commences continuous improvement process. A record of the appeal is kept in Paradigm as evidence of the communication to the student.
- If the outcome is not in favour of the student, the College proceeds with the decision, and keeps a record in Paradigm.

General Guidelines

- Nothing in this policy and procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies.
- The College will maintain the student's enrolment while the complaints and appeals process are ongoing.
- There is no cost to the complainant and/or appellant for utilising this complaints and/or appeals process.

- At all meetings, the student may have a support person present. If the student is under the age of 18, the parent or guardian must also be present.
- Student has the right to appeal a decision made by the College to report his/her unsatisfactory course progress based on the following grounds:
 - The College's failure to record or calculate a student's marks accurately,
 - Compassionate or compelling circumstances, or
 - The College has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

External Appeal

The student will have access and receive the outcome of only **one external appeal process** before the College may report the student to the relevant authorities. Hence the College does not have to wait the outcome of multiple external appeals processes which the student may wish to access. However, the College will inform students that they could refer to the Overseas Students Ombudsman (OSO). The OSO offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. You can initiate the external appeals process to OSO by telephone, in writing, by fax, or using OSO's online complaint form.

Overseas Students Ombudsman (OSO)
 GPO Box 442 Canberra ACT 2601
 Tel: 1300 362 072
 Fax: 02 6276 0123
 Email: ombudsman@ombudsman.gov.au
 Website: www.ombudsman.gov.au
 Online Complaint Form:
<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form>

Withdrawal of Complaint/Appeal

The student may withdraw a complaint or appeal at any time during the resolution process. The student must make the withdrawal in writing and submit it to the Student Services. This will then be forwarded to the Senior Manager, Student Services. Alternatively, the student may send an email using his/her email address that is registered with the College.

The Senior Manager, Student Services will send a written acknowledgement of the withdrawal to the student. The matter will be concluded and deemed to be resolved.

Forms of Feedback

Feedback or Complaints can be provided to the college by various means.

These include:

- Complaint Form
- E-mails
- Online surveys
- Verbal feedback to staff of AAI.

COLLEGE / LOCAL FACILITIES

The College has:

- classrooms equipped with whiteboards, and access to overhead projectors, data projectors, televisions,
- computer labs with printers and Internet access; and
- student support office where students will be able to access staff member for support
- student common areas equipped with kitchen facilities, microwave and vending machines, as well as additional computers with internet access, printers/copiers, etc.;
- Wireless internet; and
- "Smart Farm" teaching area and general farm access for practical observation and activities

Students are not allowed to eat or drink on College premises except in the designated student lounge. This is to ensure that a healthy, pest-free working and learning environment is maintained. This policy also ensures that computer hardware and other equipment/furniture are not damaged by accidental spillage.

The computer laboratories will only be opened when a supervisor is present. Students must sign an undertaking on the use of college computers before access will be granted.

Any unauthorised use of the computers (or data/telephone points) or unauthorised installation or downloading of computer software including games and screensavers will lead to disciplinary action including expulsion. Copyright infringements arising from unauthorised copying, installation or downloading of computer software may also lead to criminal charges being laid.

Living on Campus

The Armidale Campus located at the University of New England offers students on-campus residential accommodation which provides a supportive and friendly environment. For more details, please visit <http://www.une.edu.au/campus-life/une-accommodation>

STUDENT SUPPORT SERVICES

The College offers appropriate support services to students to ease the transition into life and study in Australia and allow access to appropriate assistance as needed.

Counselling services are available to students in order to assist them with their career aspirations and any other matters concerning their study at the College. Students with issues regarding the transition into life and study in Australia should contact the Student Support Officer.

The students' progress is reviewed regularly to ensure that they are progressing in accordance with their particular program. The College's Student Support Officer and Course Coordinators are available for consultation in this matter by appointment (to be organised with Student Services).

Students with any special medical or physical requirements should advise the Student Support Officer. The College endeavours to assist students with special needs to ensure their comfort and convenience are optimised. Information regarding available support services is accessible to students. For the benefit of international students, the College maintains close liaison with the Department of Home Affairs so that applications and any queries can be attended to promptly.

Where it is not appropriate for the College, its trainers or staff to advise on any issue, the student may be referred to an external party for advice.

Where a student requires more formalised assistance, recommendations can be provided for appropriate language and/or bridging courses.

PAYMENT OF FEES AND REFUND POLICY

A binding contract is created between the student and the College when the student accepts the place offered by the College, upon signing the Student Agreement, and pays the fees indicated in the Offer Letter. The TOTAL FEES TO BE PAID IN ADVANCE (referred to in page 2 of the Offer Letter) is due before commencement of the course. The due date for subsequent payments is indicated in the Student Agreement under 'Payment Schedule'.

PROTECTION OF STUDENT FEES PAID IN ADVANCE

The College adheres to the rules and regulations set under the ESOS Act 2000 and associate legislation, in particular, the ESOS Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012.

REFUND POLICY AND PROCEDURE

This refund policy and procedure does not remove the student's right to take further action under Australia's consumer protection laws. In addition, the College's grievance resolution process does not inhibit the student's right to pursue other legal remedies.

1. Any request for refund must be forwarded in writing to the College via email to studentservices@academies.edu.au, addressed to the Student Support Officer.
2. Excluding situations mentioned in paragraph in the *Defaults by the College* section below, the College will pay the refunds within 4 weeks after receiving from the student the written request for a refund with all the completed relevant supporting documents. A statement explaining how the refund was calculated will be provided. Refunds will not be processed if supporting documentation is incomplete.
3. Where a refund is due, refund amount will be calculated as per the refund procedure
4. Refunds will be paid to the student, unless written authorisation is given by the student in favour of another party.

Student Default

A student is not eligible for a refund in the event of a student default. Situations of student default include the following:

- The student fails to pay an amount he or she was liable to pay the College, directly or indirectly, in order to undertake the course;
- The student breaches a condition of his or her student visa;
- The student fails to start the course on the agreed start day or attend classes and fails to inform the College in writing;

- Misbehaviour by the student; or
- The student withdraws from the course after the agreed start day.

Defaults by the College

Situations of the College in default include the following:

- The course does not start on the agreed starting day;
- The course ceases to be provided at any time after it starts but before it is completed;
- The course is not provided in full to the student because a sanction has been imposed on the registered provider by the authorities; or
- The student has not withdrawn before the default day

In the unlikely event that the College is unable to deliver the course in full, the College will notify the Tuition Protection Service (TPS) Director and Students within three (3) business days of the Provider default and will have a period of fourteen (14) days to satisfy its tuition protection obligations in relation to an affected student.

The student will be offered a place in a suitable alternative course at the College or another provider, at no extra cost to the student, or will be provided with a refund of all unspent Tuition fees. The refund will be paid to the student within two weeks of the day on which the course ceased being provided. The refund will be paid directly to the student or another person who has been authorised by the student in writing.

The student has the right to choose whether to receive a refund of the unspent Tuition fees, or accept a place in another course at the College or at another provider.

If the College is unable to provide a refund or placement in an alternative course, or if it appears to the TPS Director that the College is unlikely to satisfy its tuition protection obligations, the student will have access to an on-line placement facility under the TPS. If a student requires any assistance with the placement process, a TPS Administrator or service provider will be available to help the student to place them in a suitable alternative course, or if this is not possible, they will be eligible for a refund as calculated by the TPS Director.

Visa Refusal

Where a visa application is refused before commencement of the course, the amount of the refund payable by the College is the sum of both tuition and non-tuition fees received by the College in respect of the student (the course fees), less a small amount to account for administrative costs that the College may have incurred in enrolling the student and undertaking other activities in preparation for providing the course to the student.

The small amount of course fees that the College will retain on account of administrative costs is either:

- 5% of the amount of course fees received; or
- \$500; whichever is less

Note: The student payment for the Overseas Student Health Cover is separately processed and refunded in full by the College's partner health insurance provider, BUPA.

Where a visa application is refused after commencement of the course, the refund amount of the tuition fees paid in advance is calculated as follows:

Refund amount = weekly tuition fee x weeks in default period¹

In both circumstances, the student must show proof of refusal and evidence of payment to the College. However, the College is not required to provide a refund if the visa was refused for one or more of the following acts or omissions by the student that directly or indirectly caused the student to default:

- student's failure to start the course on the agreed starting day;
- the student's withdrawal from the course;
- the student's failure to pay an amount that he or she was liable to pay the College in order to undertake the course.

Withdrawal from Course of Study

The student must notify the College in writing of their request to withdraw from their course via email to studentservices@academies.edu.au, addressed to the Student Support Officer. The refund amount for course withdrawal will be calculated based on the date on the notification email provided that all relevant documentation was received by the College, and will be calculated as indicated in the following tables:

Before commencement of course:

More than 4 weeks before course commencement	70% refund of tuition fees paid in advance
4 weeks or less before course commencement	50% refund of tuition fees paid in advance

After commencement of course*:

No refund of tuition fees paid in advance

* At least one full term's notice in writing is required of a student's intention to withdraw from a course. If less than one term's notice is given, in addition to the student receiving no refund of the course fees

they have already paid, the student has an obligation to pay the following term's fees in lieu of the required notice. No final documents will be issued until all outstanding fees are settled.

No Refunds

In the event of a withdrawal from the course, no refund will be given for the following payments:

- a. Administration Fees or any non-refundable fees such as Application Fee, unless specified otherwise.
- b. Fees used to purchase goods and services from other service providers (i.e. Material Fee, etc.) unless not provided to the student.

PAYMENT OF FEES

Fees payable

Fees vary for different training programs. The determination of course fees are dependent on program duration, modality, requirements and commercial viability.

Reissuance of certificates and final documents

Where a student has lost or misplaced an issued certificate and/or final documents, the College will charge the Graduate a fee of \$25.00 per qualification to reprint/reissue the certificate/final documents. Information relating to the reissuance of certificates can be found in the fees schedule under Section 5: Fees, Payment and Refund of the Student Agreement.

Payment of Fees

To ensure students are well informed of the financial considerations of their enrolment, the College provides fee information to each student prior to enrolment.

The College Schedule of Fees and Charges Fee are explained by staff to students/employers on course application and prior to the payment of Fees. The full schedule of fees and charges is made available through the Offer Letter and Student Agreement.

All course fees and charges are payable in Australian dollars in accordance with the current Fee Schedule. Fees may change so student should confirm with the College prior to enrolment. Once enrolled in a course, the course fees will remain the same for the normal duration of that course. For international students, fees must be paid in advance before the electronic Confirmation of Enrolment (eCoE) is issued.

Protecting Fees Being Paid in Advance

The College acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities, the

¹ This calculation method also applies to refunds of fees in the following circumstances: Provider default (s46A and 46D of the ESOS Act); and Student default where the provider has not entered into a written agreement with the student that meets the requirements of (s47B and 47E(1)(b)(i) of the ESOS Act).

College deposits the initial tuition fees in the designated account prior to student commencing the course. Upon commencement of course the monies received are then taken into the operational account.

Consequences for Failure to Pay Course/enrolment Fees

Students must pay the fees by the payment schedule. Failure to pay fees by the due date may incur a financial penalty. The College reserves the right to charge, each month, an administration fee of \$10 plus a penalty fee computed at the rate of 1% per month on the amount outstanding from the day after the due date.

Students are reminded about when their fees are due. Email and SMS reminders are sent 21, 14 and 7 days before the fee is due for payment. In the event that students do not pay the fees on the due date, they will be sent an overdue notification by email and SMS the day after the due date. Three days after the due date, an 'Intention to Report' letter is sent to the student, advising of the College's intention to cancel their enrolment (eCOE) for non payment of fees. Students then have 20 working days to appeal. Refer to the Appeals Process section for further details. If the student does not appeal the eCOE is then cancelled.

The College may agree to reissue the eCOE to a student whose eCOE has been cancelled for non-payment of fees. There will be an administration charge of \$300 to be paid, in addition to outstanding fees and penalties.

The College reserves the right to take any or all of the following actions should a student not have paid their fees:

- bar access to the computers
- bar access to lessons
- bar access to examinations
- withhold transcripts, certificates and other documents
- suspend or dismiss the student from the College
- collect an administrative and interest fee on the amount outstanding
- pursue legal action to recover the debt.

If students continue to default on payment of fees, legal action may be taken to recover the debt. The College reserves the right to recover from the student the costs of any such action taken.

TRAINING DELIVERY

THE LEARNING ENVIRONMENT

The College has policies, procedures and information to help create a working and learning environment that is safe and healthy, culturally diverse, friendly and non-discriminatory.

ACADEMIC YEAR

The academic year is divided into four terms of 9 study weeks each. Generally intakes are at the beginning of each term and midway through the term.

THE COURSES

The courses offered by the College include Training Packages and courses that are accredited by the National VET Regulator and that are registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The training programmes comply with the Australian Qualifications Framework (AQF). The course content within our training programmes is relevant. Regular meetings are held to review progress and ensure that course content and delivery meet quality standards.

The courses offered:

- have been structured to suit the needs of students;
- assist students' employment goals and maximise their career potential;
- may be used for articulation into University degree courses (conditions apply); and
- are delivered by qualified trainers with practical field experience.

The courses offered fall within the major areas of:

- Accounting
- Management
- Project Management
- Information Technology
- Marketing
- Travel and Tourism Management
- Agriculture

The course coordination includes:

- Communication between the College administration, trainers and students in matters relating to courses run by the College;
- Liaison with other educational bodies to monitor educational trends in training and methods of assessment; and
- Recommendation of matters and priorities for inclusion in the staff training programme.

THE TRAINERS

The College seeks to employ trainers with the best mix of tertiary qualifications in their field of expertise, with industry experience where applicable. It is an objective of the College to recruit, develop and reward staffs who are committed to improving and educating students. The College employs staff from a diverse range of ethnic backgrounds.

COURSE DELIVERY METHODS

Course delivery methods include lectures, tutorials, individual tuition, project work, videos and other methods as appropriate to ensure that the students achieve the desired outcomes and competencies.

ATTENDANCE AT LESSONS

Although attendance is not required to be monitored, student attendance is recorded in the Student Management System.

In order to maximise the benefits of study and to achieve academic success, students are required to regularly attend their classes.

Any absence is to be supported with documentary evidence within 7 days of the student's return. For absences that are due to medical reasons, students are required to provide a medical certificate from a registered practitioner.

Any student wishing to take a leave of absence during the College terms must inform the College in advance. Please refer to Deferring, suspending or cancelling student enrolment section in this handbook for further details.

The student must ensure that their leave of absence does not affect their academic progress and that their fees are paid up to date as required by College regulations. If the student does not follow the correct procedure for requesting a leave of absence the College may determine that the student is a non-bona fide student and may choose to cancel the student's enrolment.

Only in extenuating circumstances would the student be permitted to take leave of absence that coincides with an assessment. (See the 'Conduct of Assessments' section in this Handbook.)

CLASSROOM CONDUCT

A mature attitude in respect to classroom conduct is expected of all students. Students are expected to be punctual for lessons.

Students are not allowed to bring unsealed food or drinks into any of the computer laboratories or any other classroom on College premises, or consume any food or drink in any such laboratory or classroom.

Mobile telephones must be switched off during class. Students may receive or make a telephone call only during a break.

SPECIAL LEARNING NEEDS

Students should advise the College of any special learning needs that they have. Where any particular learning needs are known, the College, if possible, designs or adapts training delivery, learning and assessment strategies to meet these needs.

HOMEWORK AND ASSIGNMENTS

The training provided includes assignments which students must complete and submit as part of the ongoing assessment of their training and progress. Failure to complete assignments will be recorded on the student's records and taken into consideration when final results are being reviewed.

TEXTBOOKS

Most subjects require that students use recommended textbook(s). Students must ensure that they have access to the requested textbook(s) so that their academic progress is not jeopardised.

The College can arrange to purchase textbooks from suppliers to assist students to obtain them. Orders for textbooks will be placed on receipt of the money from students.

REFERENCE LIBRARY

The College has a library located at Arts Rd, Madgwick NSW 2350. The College also provides students with access to the Internet.

ASSESSMENT INFORMATION FOR STUDENTS

Assessment is an extremely important part of the whole education process. The purpose of assessment is to evaluate what students have learned, how they are progressing and where any problems are. The College has flexible learning and assessment procedures.

Assessment is ongoing and may take both formal and informal forms. The more formal assessments are tests, projects, presentations, assignments, workplace demonstrations and examinations. The form that assessment takes will depend on the competency or outcome being assessed, course requirements and any special needs of the students.

The College's assessment policy should result in a process which:

- is clearly communicated
- is fair to all students
- leads to accurate measurement of student achievement
- provides timely and meaningful feedback on student performance
- complies with the assessment requirements of the particular subject curriculum
- records, reports and stores information accurately, reliably, confidentially and securely.

The College has a number of procedures and guidelines for trainers to follow to ensure that the features of this policy are achieved. All students are entitled to information about the assessment in each subject they are studying.

If a student has any questions about assessment, they should ask their trainer or the Course Coordinator in charge of the course.

SPECIAL NEEDS

If a student has any special needs in relation to assessment, preparing for assessment, or understanding the assessment plan, they should notify their trainer. (They should also notify the College of this upon induction and should tell their trainer about this for the purposes of lesson or training delivery.) The student needs to give the College sufficient notice. Ideally, the student should inform the trainer of these when joining the class and remind them two weeks before the particular assessment event.

Common special needs that may be catered for are:

- large type or brailled exam (for visually impaired)
- coloured paper (for some forms of dyslexia)
- a scribe (amanuensis) for students with injured writing hands, etc.

Other needs where the student is requesting some advantage such as extra time and/or dictionaries may have to be assessed by the Course

Coordinator so the student should provide sufficient time and evidence for this request to be considered.

ASSIGNMENTS

Where assignments are required in any subject, it is the student's responsibility that such assignments be

- set out in an acceptable format
- the student's own work (except in group projects)
- copied on completion and the copy stored securely
- submitted on time and as the trainer instructed.

PLAGIARISM

All assignments (except group work) must be the sole original work of the student. Plagiarism is not accepted at any Australian education institution and carries strict penalties. Plagiarism occurs when a student takes ideas, passages, text or any work of someone else and pretends that it is their own work. All sources and references should be properly acknowledged by footnotes, end notes or a bibliography. Plagiarism will result in a zero mark for that assignment and may lead to serious consequences, including expulsion.

ASSESSMENTS

Assessment in most subjects involves assignments and examinations. More information about the conduct of such assessments is found in the next section of the Handbook.

LANGUAGE, LITERACY AND NUMERACY (LLN)

Support is available to provide students with advice and assistance with LLN in order to provide them with as much opportunity as possible to complete their assessment requirements.

The College is committed to:

- Promote the LLN Policy to Students at initial enquiry and before the training course commences
- Advise students of the availability of available support services for those with LLN problems
- Ensure trainers and assessors can identify students with LLN problems and can implement appropriate strategies to assist them with their learning
- Ensure that LLN issues are considered during development of training courses and assessment tools
- Foster links with professional organisations for the referral of Students with LLN problems

Course Coordinators & Trainers Responsibility

All Course Coordinators and Trainers have the responsibility to:

- Promote the College LLN Policy to Students at initial enquiry and before the training course commences and of the availability of confidential support services if they have LLN problems
- Identify Students LLN skill level
- Provide Students with as much opportunity as possible to learn given their current LLN skill levels
- Refer Students to professional organisations specialising in LLN skills, where required
- Escalate any LLN problems to the Designated Head (VET) for final approval on strategy.

Needs Identification

The College endeavours to establish Students LLN needs, prior to course commencement, however should a Student's LLN needs not be identified until the course has commenced, the College analyses these needs and provides a strategy for assistance.

Where it is not possible to meet the Students LLN needs, the College will refer the participant to a professional organisation specialising in LLN for further assistance.

Access & Equity

The College does not discriminate against students or potential students who have been identified as having low LLN skills. However, the individual will be referred to a professional organisation specialising in LLN for further assistance.

CONDUCT OF ASSESSMENTS

GENERAL RULES

Unless the assessor directs students otherwise, the rules that shall apply to all formal examinations and assessments are as follows:

- The student must present their Student ID card to be eligible to sit the assessment/examination.
- It is the responsibility of each student to be on time for exams.
- Students must carry out the directions of the assessor.
- No student may leave assessment/examination room in the first or last half hour.
- No student shall be readmitted to an assessment room unless they sought permission and were under supervision for the entire time of their absence.
- Students shall not behave in a disorderly or disruptive manner or in any way disrupt or disadvantage other students.
- Students are not permitted to talk to any other student upon entering or while they are in the assessment room.
- Students, upon taking their seat, must not get up or move without the permission of a supervisor.
- If students wish to speak to a supervisor, they should raise their hand and wait for the supervisor to come to them. They should then speak to the supervisor in a way that will not disrupt any students near them.
- Students may not bring any food, drink, cigarettes or chewing gum into the assessment room.
- A student shall not, during the period of the assessment, use or attempt to use any material, information or equipment unless it is specified on the assessment paper.

WHAT STUDENTS SHOULD DO

To maximise their performance in assessments all students should:

- be prepared for the assessment (ie. have studied the topics being assessed, brought all the required equipment and material along and arrive at least 10 minutes before the assessment);
- advise their assessor immediately if there is any factor which will affect their performance in the assessment or if they have any special need;
- read the instructions on the exam and complete all the identification details;
- write legibly; and
- ensure that their fees are paid up according to College guidelines before sitting assessments.

The College reserves the right to bar a student from taking assessments or to withhold results if there are fees outstanding.

ACADEMIC MISCONDUCT

Students who do not attempt an assessment will receive a zero mark and in the case of competency-based assessment, not to complete the competencies that assessment was assessing.

Students who do not follow the directions of an assessor or supervisor may be guilty of academic misconduct and face severe penalties including failing a subject and, in very serious cases expulsion.

FAILURE TO ATTEMPT AN ASSESSMENT

Students who do not attempt an assessment without a valid reason will receive a zero mark and not complete the competencies that assessment was assessing.

However, the College understands that there may be valid reasons why a student did not attempt an assessment. Students may apply for an alternative assessment or special consideration if, because of illness or other circumstances (not work-related) beyond their control, they:

- miss a formal assessment;
- attend an assessment but are forced to leave before the allocated time has expired;
- finish an assessment, but believe that their performance was affected; and
- have difficulty in completing an assessment.

To be considered, the students must:

- inform the College as soon as is practicable and no later than two working days after the assessment; or
- inform the supervisor at the time, if they attempted any part of the assessment; **and** provide external independent evidence of the illness or misadventure in the form of a doctor's certificate from a registered medical practitioner or a Police Report or any other documentation that will support their application.

ASSESSMENT AND GRADINGS

In addition to performance in assessments, other factors taken into consideration include class participation and a positive attitude demonstrated by a sense of co-operation, tact, enthusiasm and flexibility, all of which are encouraged by the College.

COMPETENCY BASED ASSESSMENT

Each assessment component is recorded as either Competent (C) or Not Yet Competent (NYC). A student can only achieve competence when all assessment components listed under Purpose of the assessment section are Competent. Trainer will provide student with feedback after the completion

of each assessment. A student who is assessed as NYC is eligible for re-assessment.

Once the student has been deemed competent, the student will also be given one of the following grades for their performance:

Grade	Description
HD	High Distinction, mark range 85-100
D	Distinction, mark range 75-84
C	Credit, mark range 65-74
P	Pass, mark range 50-64
F	Fail, mark range 0-49

REMODULE

If a student achieves 50 or over in a unit but fails to satisfy one or more performance criteria within the unit of competency, he/she will be given RE Grade.

If a student has failed to satisfy the course progress requirement for the term and has received a RE grade, he will be issued with an unsatisfactory course progress letter. The student will be allowed to resubmit the failed assessment for the subject with a RE Grade. The student will need to resubmit the assessment to the Course Coordinator before week 1 of the following term. The student will not be charged any fees for this.

If a student received a RE grade but has satisfied course progress requirements for the term, the student is allowed to resubmit the failed assessment for the subject with the RE grade. The student has up to Week 9 of the following term to resubmit the assessment to the Course Coordinator. The student will not be charged any fees for this.

If a student fails to achieve a satisfactory outcome in relation to the RE grade within the following term, a NYC outcome will be granted to the student.

If a student has not attempted one of the assessments or did not achieve any score in one of the assessments for the RE grade, student will be deemed as NYC even if the overall mark is more than 50%.

LATE ASSESSMENT SUBMISSION

Results for late assessment submissions will be reduced by 10% of the awarded mark per week. Assessment will not be accepted after two weeks of the due date. No assessment will be accepted after week 9. After week 9, the student will be deemed to have failed the subject. Students who have compelling reasons for late submission should apply for an extension in advance or as soon as practicable.

RE-ENROLMENT

Students are allowed to re-enrol once upon failing a subject if:

- student has failed an assessment for the first time.
- student has failed due to partial submission of assessment.

- student has not satisfactorily completed a part of an element of the subject.

DEFERRED ASSESSMENT

The Course Coordinator will have the discretion to accept or reject an application for Special Consideration for a deferred assessment. Special Consideration for a deferred assessment will be considered if the student has been affected substantially by illness or other extenuating causes that prevented the student from preparing for all or part of a component of assessment.

REASSESSMENT

It is inevitable that some students will not meet the requirements of the assessment evidence and will be judged as not-yet-competent. The College's approach to these situations is to work with the student in order to address deficiencies and to build their skill and knowledge in preparation for additional assessment. This will be undertaken within the scheduled training plan or may be completed under alternative arrangements agreed between the student and the assessor. The students are allowed to resubmit assessments a maximum of three times for each subject.

In some rare circumstances, students may find it difficult to develop the necessary skills and knowledge within the constraints of the scheduled training plan. When this occurs, arrangements may be agreed to allow the student to undertake additional learning in their own time and return for additional assessment at a time suitable for the College. This may be during a period of reduced training activity or at a time when planned assessments are occurring and it is convenient to facilitate the additional assessment to the student.

As a general guide, assessors are to make alternative arrangements to provide opportunities for assessment within the constraints of available time and resources. In some cases, after alternative arrangements have been exhausted, it will be suitable to find a student as not-yet-competent and record this result with their statement of attainment.

Reassessment fees are as follows:

- Assessment Task/ Activity: \$100
- Exam/Test: \$150

An email will be sent by the respective trainer to inform the student of the details of the reassessment using the Reassessment email template. This email will also be copied into the Student Management System (Paradigm). Student Services will notify student on the outcome of the reassessment.

All the results must be updated on Student Management System (Paradigm) within 14 days of assessment submission.

APPEALS AGAINST ASSESSMENT OUTCOMES

Please refer to Appeals Process section in this handbook.

ADMINISTRATIVE MATTERS

CHANGE OF PERSONAL DETAILS

Students must inform the College, in the manner stated in the following paragraph, as soon as practicable but not later than 7 days following the change, of any change in the following information:

- Name
- Address
- Mobile/landline telephone number(s)
- Email address
- Visa status
- Emergency contact details

The changes to personal information referred to above must be made on the Student Management System (Paradigm).

Students must review all their personal details on Paradigm each term via a prompt in the system.

This is information that Department of Home Affairs requires the College to keep.

Both Department of Home Affairs and the College need your current address and contact details in order to provide you with information.

USE OF PERSONAL INFORMATION

Student information may be shared between the College and relevant regulatory authorities. This information includes personal details, course enrolment details, and the circumstances of any suspected breach of student visa conditions.

TRANSCRIPTS AND CERTIFICATES

Students must have a valid Unique Student Identifier (USI) and have successfully completed a qualification will be issued with a transcript of all the subjects and the grades that they obtained and, where relevant, units of competency they have completed. They will also receive a certificate stating the qualification that they have attained.

For vocational courses, students who do not successfully complete a qualification will be issued

with a Statement of Attainment, listing the units of competency that they have attained.

Students who wish to obtain an interim transcript may do so by paying an administrative charge of \$25.

STUDENT ID CARDS

All students are required to carry their Student ID card on their person so that they may be easily identified while on College premises. This helps the College to maintain a safe working environment.

Students who cannot produce their Student ID cards may be

- denied access to lessons and assessments/examinations;
- denied access to computers; and
- removed from the College premises.

Students who lose their Student ID cards must have them replaced. An administrative charge of \$15 will be charged.

EMAIL

The College provides each student with an email address. Students are required to check their email regularly for messages from the College.

The email address consists of the student number@studentmail.academies.edu.au
e.g. 200422560@studentmail.academies.edu.au

Accessing the emails:

Go to the following link:

- mail.google.com/a/studentmail.academies.edu.au
- Login: Username = Your Student Number
Password = Date of Birth (dd/mm/yyyy)

ACCESS AND EQUITY POLICY

GENERAL GUIDELINES

The College is committed to ensuring that all eligible students have access to educational opportunities. The College applies easily defined and tangible rules in support of access and equity, namely:

- All students are given fair and reasonable opportunity to attend and complete their training within expected and agreed timeframes.
- Direct or indirect discrimination is not tolerated and will lead to disciplinary action of the offender if proved.

The College believes that opportunities to participate in education and training ought to be available to all people on an equitable basis. The potential for education and training to improve a person's life chances, and to give them security and satisfaction both in work and in life has positive consequences for society as well as for the individual.

The College is committed to the creation of a working and learning environment which caters for the culturally diverse society in which we live. The College supports laws and policies which eliminate discrimination and harassment and promote fair treatment for all. This policy is in line with best practice management and is cost effective since it aims to ensure that the community's entire pool of talent is drawn upon to create and provide services more representative of, and better suited to, community needs.

The College recognises the need to:

- identify and remove structural barriers to access and equity in education and training; and
- encourage the customisation of training delivery which suits the needs of all students and is sensitive to cultural differences.

To achieve this, the College will:

- include Equity and Access Policies in the Student and Staff Handbooks;
- take these policies into account when recruiting, developing and promoting staff;
- require staff to be aware of and enforce these policies, particularly with its strong focus on international students;
- encourage staff to take these policies into account in delivering training and assessment; and
- continue their policies and procedures such as Recognition of Prior Learning (including assessing overseas qualifications and courses) and flexible timetabling which allow greater participation by minorities and disadvantaged groups.

WOMEN'S STRATEGY

In line with the College's access and equity policy, the College aims to provide a working and learning

environment conducive to active participation by women.

In particular the College has:

- women who hold senior positions as leaders in the College and on the College management team. They provide strong models for women students and staff;
- a strict anti-harassment policy and by education and information, a friendly working and learning environment which is harassment and discrimination free;
- provided a flexible timetable which allows women with other commitments to access education; and
- required trainers not to use examples which portray women in a caricatured, disadvantaged or less powerful position or occupation.

DISABILITIES STRATEGY

The College complies with the regulations covering physical access. Wheelchair access is available to the College.

STUDENTS FROM NON-ENGLISH SPEAKING BACKGROUNDS

A substantial proportion of the College's students come from a non-English speaking background. The College tries to recruit trainers with experience in teaching these students.

EQUAL OPPORTUNITY LEGISLATION

The College abides by the Equal Opportunity Legislation of each State that protects those involved in the training system. This legislation makes discrimination and harassment in the provision of education, employment and the provision of goods and services unlawful.

EQUALITY IN STUDENT SELECTION

The College is committed to ensuring that student selection processes are fair and equitable and, are consistent with competency level and Training Package requirements. The College ensures that any applicants who do not meet entry requirements are advised of pre-entry training if they may take to meet eligibility criteria.

Therefore, selection into our programs is based upon the applicant student:

- Meeting required entry requirements, minimum level of English language proficiency, educational qualifications or work experience.
- Meeting required industry age requirements that may be in place for a particular course.

- Has or can access particular requirements pertaining to their mode of study.

EQUALITY IN STUDENT ENROLMENT

The College is committed to the enrolment of students when there is a capacity to deliver the course for which the student is enrolling and where the student has;

- Applied in the prescribed manner.
- Met the selection requirements for the relevant course.
- Supplied accurate personal and previous qualification information.
- Agreed to abide by the organisation's policies, procedures and code of conduct.
- Paid the prescribed fees.

RECOGNITION OF PRIOR LEARNING/ RECOGNITION OF CURRENT COMPETENCIES/ CREDIT TRANSFER

In addressing access and equity matters, it is important that learning experiences that have not occurred in the traditional New South Wales education timeline and environment are taken account of. Importantly, many disadvantaged groups may have had their education interrupted and/or been forced to use flexible learning or other non-traditional means. At the College, many students would have obtained their education overseas.

The College also has an obligation under the Australian Qualifications Framework (AQF) for the mutual recognition of qualifications and competencies gained by study at other institutions registered under these guidelines. Where a student has obtained an AQF qualification or Statement of Attainment from another Registered Training Organisation, the College will recognise all the units of competency or course modules relevant to the student's current or proposed course.

The College encourages students who have completed subjects, competencies or outcomes from other institutions to apply to have that prior learning recognised. They would then be exempt from studying that subject, unit of competency or module.

The College also recognises that a student's current competencies may have been obtained from work experience or life experience. Thus, students who can demonstrate that they have current competencies similar to what is required in their course are encouraged to have these competencies recognised. They would also then be exempt from studying that subject, unit or competency.

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

Recognition of Current Competencies is the assessment of a person's current capacity to perform; it applies if an individual has previously successfully completed the requirements for a unit of competency or a module and is now required to be reassessed to ensure that the competence is being maintained.

Credit Transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

The procedure for applying for Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) or Credit Transfer (CT) is as follows:

1. Students must complete the Course Credit Application Form to formally apply for RPL/RCC or CT within the first week of a term. Students will submit the form with the supporting documents to Marketing Manager (prior to issuance of COE)/Student Services (after issuance of COE until the first week of a term), where documents will be photocopied and signed by the staff member.
2. Students must provide the College with the original or certified copies of document, whether it is a transcript of the qualification, credential, testamur, award or reference letter. The document must be in English. If it is not, the College requires that it be translated by a recognised body.
3. Students who apply for RPL by using competencies gained through work experience must supply a document on the company letterhead stating:
 - place of employment;
 - name of employer/supervisor/manager;
 - contact details of the employer/supervisor/manager;
 - period of employment;
 - specific job roles.
4. Students who apply for RPL using their life experience must be able to provide documentation to support their case.
5. The Course Coordinator will assess applications. Only the relevant Course Coordinator can grant RPL/RCC or CT.
6. In some situations, the documents submitted by the student may not provide adequate information or may be from an unrecognised body. In order to qualify for RPL/RCC or CT, the student would then be required to either provide additional information or to undertake an assessment to test the student's knowledge or competency. This may occur during an interview with their Course Coordinator.
7. The student will be informed of the outcome of the request in writing. A copy of the letter will be retained in the student's folder.

8. Students have the right to appeal in circumstances where they do not agree with the outcome of the request. Please refer to the Complaints and Appeals section in this handbook for details on how to appeal against a decision of the College.

Students should note that the granting of RPL/RCC or CT may lead to the shortening of their course. If this happens, the College will notify Department of Home Affairs of the shortened course duration. The student may then need to either enrol in another full-time course or depart Australia when their (shortened) course finishes. The granting of RPL/RCC or CT does not affect Department of Home Affairs' requirement that overseas students on a student visa must undertake a full-time study workload of 20 contact hours per week.

After the commencement of the student's course, approval of RPL/RCC or CT does not lead to a reduction of fees payable.

Students who wish to apply for RPL may do so by paying an RPL fee of \$100 per unit of competency, upon application.

For CT applications, there are no assessment fees.

PRIVACY POLICY

As a registered training organisation (RTO), the College collects the student's personal information to process and manage their enrolment in a VET course.

Under the **Privacy Act** the College is not allowed to give an individual's information to any other person except for administration purposes and as required by law. The student's personal information protected by the Privacy Act includes the student's name, address, and phone number, timetable and academic results.

HOW INFORMATION IS COLLECTED

The type of information collected and held by the College includes: personally identifiable information, including sensitive information, about students (and guardians, where a student is under 18 years of age) before, during and after the completion of training. Consent for student information is gained at application via the application and enrolment form.

Information may include:

- Student Name
- Current and previous address details
- Contact information
- Date of birth
- Gender
- Driver's License or other identification details
- Assessment results
- Passport information
- Relevant Visa (if applicable)
- File notes
- Records of previous training and qualifications
- Fee payment information, such as credit card details
- AVETMISS data
- Disability and special needs
- USI

Students are required to declare that they understood the College's use of personal information in the student agreement prior to enrolment.

Generally, information is provided to the College by the individuals themselves. Individuals provide personal information over the phone, in person, online, via email and by completing various forms, including:

- General Course Enquiry (via the College website or email)
- Online Enquiry (via the College website or email)
- Application for Enrolment Form (may also include Visa data if applicable)
- Application for Recognition of Prior Learning
- Application for Credit Transfer
- Student Request Form
- Assessment Task Submission
- Unit Assessment Record
- Working with Children Check (if applicable)

- National Police Check (if applicable)

In some situations, information could be provided to the College by a third party. Examples may include other RTOs and Education Agents.

HOW WE HOLD INFORMATION

Depending on the circumstances, we may hold individuals information in either hardcopy or electronic form, or both. Our student database is held in either hardcopy or electronic format.

HOW INFORMATION IS USED

The College only uses information for its intended purpose. We use the student's personal information to enable us to deliver vocational education and training (VET) courses to the students, and otherwise, as needed, to comply with our obligations as an RTO. This includes the following:

- For data reporting, such as –
 - the annual AVETMISS data collection
 - Quality indicator reporting (RTOs are required to collect and report their performance against the learner questionnaire and competency completion quality indicators to the Australian Skills Quality Authority).
- For internal purposes such as assessments policies, procedures and processes, risk management, program and assessment validation and moderation and staff training
- To identify, and inform individuals of transitioning of training packages or qualifications in which they may be enrolled

STUDENT IDENTIFIER

Students who enrol in the College's course are required to submit their USI. The USI is also used when issuing Statements of Attainment and Certificates.

ASSESSMENT TASK SUBMISSION AND EXAMINATION

Upon submission of assessment tasks or when taking an exam students must indicate their name and student number as identification. Students are provided with a student number upon acceptance of their enrolment. In cases where students misplace their student number, they can request this information from Student Services. The College will ask for evidence of identity before distribution of this information.

DISCLOSURE (SHARING)

Information collected or held by the College will only be disclosed to third parties after written consent has been obtained by the individual or where required by law. This may include:

- The individual's authorised representative or legal advisors
- Government and Statutory Authorities where required by law
- National Vet Regulator auditing purposes

The College will make all reasonable effort to secure and protect confidential information from unlawful disclosure. No personally identifiable information will be disclosed by the College without the consent of the individual(s) concerned.

The College is required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose student's personal information to the relevant state or territory training authority.

HOW THE NCVER AND OTHER BODIES HANDLE YOUR PERSONAL INFORMATION

The NCVER will collect, hold, use and disclose the student's personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. The student's personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, you must contact the College.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

SURVEYS

Students may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Students may opt out of the survey at the time of being contacted.

CONTACT INFORMATION

At any time, student may contact the College by sending an email via info@academies.edu.au to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy policy and procedure.

ACCESS AND REQUESTS FOR INFORMATION CORRECTION

Individuals may request access to the personal information held and may also make requests to correct personal information if it is not accurate, up-to-date or complete. To protect the privacy of our students and the privacy of others, the College allows students to change their personal information in the Student Management System.

In rare circumstances, and only where it is permitted under the Privacy Act 1988 (Cth), we may not be able to provide individuals with access to information; for example, where it will have an unreasonable impact upon the privacy of others, where it relates to legal proceedings between us through which the information would not otherwise be available, where it would be prejudicial to negotiations, where we are required by law to withhold the information or where it would reveal information relating to our commercially sensitive decision making processes. If we are unable to provide individuals with access, we will provide an explanation in writing within five working days.

COMPLAINTS

Individuals may make a complaint about how their personal information is handled, without incurring a fee (refer to the contact details below for access to these services).

There are three stages in the complaint-handling process:

1. The complaint is made directly to the College in the first instance
2. The complaint may be taken to a recognised external dispute resolutions scheme (if applicable), and lastly
3. The complaint may be taken to the Office of the Australian Information Commissioner (OAIC).

Individuals can contact the College by phone, email, and drop into our office or send a request or complaint to the address below. The College undertakes to respond to the complainant within 10 working days. If the request or complaint takes longer to resolve, the College provides individuals with a date by which they can expect a response.

Contact Information of Student Support Officer

Phone +61 2 6884 8812
Email info@academies.edu.au
Address Elm Street, University of New England, Armidale NSW 2351
Website www.academies.edu.au

PROTECTING PERSONAL INFORMATION

To help protect the privacy of data and personal information that the College collects and retains, the College uses physical, technical and administrative safeguards. We update and test our security technology on an ongoing basis.

All employees undergo privacy training that emphasises the importance of confidentiality and the maintenance of student/employer privacy and security of personal information. Access to personal information is restricted to employees who need it to provide benefits or services to students, also refer to '*How information is used*' section of this policy.

WEBSITE

The College website may contain links to other websites. Please be aware that the College is not responsible for the privacy practices of such other sites. If individuals go to other websites, the College advises caution and to read the related site's privacy policy.

DIRECT MARKETING

The College practices ethical direct marketing. Where the College is permitted to use or disclose personal information for the purpose of direct marketing, it must always: allow an individual to request not to receive direct marketing communications (also known as 'opting out'), and comply with that request. The College will, on request, provide its source for an individual's

personal information, unless it is impracticable or unreasonable to do so.

DATA BREACHES

Security is a basic element of information privacy. In Australia, this principle is reflected in the Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012. The College takes reasonable steps to protect the personal information held from misuse and loss and from unauthorised access, modification or disclosure.

Depending on the circumstances, those reasonable steps may include the implementation of a data breach procedures; notification of the individuals who are or may be affected by a data breach; and notification to the OAIC, may also be a reasonable step.

Appropriate security safeguards for personal information need to be considered across a range of areas. This includes maintaining physical security, computer and network security, communications security and personnel security. To meet information security obligations, the College undertakes the following activities:

- Privacy impact assessment – Evaluates, in a systemic way, the impact that a project (includes full range of activities and initiatives that may have privacy implications) might have on the privacy of individuals.
- Privacy impact assessments are conducted in the planning and development stages of the project, and when changes to the project are being considered.
- Policy development – Reviews and updates the policy that implements measures, practices and procedures to reduce the identified risks to information security.
- Staff training – Trains staff and managers in security and fraud awareness, practices and procedures and codes of conduct.
- The responsible person or position – The Executive Director is the designated position within the organisation to deal with data breaches. This position has responsibility for establishing policy and procedures, training staff, coordinating reviews and audits and investigating and responding to breaches.

WORK HEALTH AND SAFETY INFORMATION

The purpose of the New South Wales Work Health and Safety (WHS) Act is to ensure the health, safety and welfare of all persons at work. The Act protects all persons including visitors, customers and contractors. WHS is the shared responsibility of all management and staff within an organisation. To be effective, WHS requires the active participation of both staff and management.

GENERAL HEALTH AND SAFETY

- Students and staff should avoid whenever possible, or otherwise carry out carefully and correctly, any lifting.
- They should not leave items/cords or obstructions in walkways or passageways.
- They should wear footwear appropriate for the activities that they expect to undertake.

HAZARD CONTROL AND REPORTING

Anyone who sees a potential or existing hazard should:

- take action to signal or warn of the hazard to those who may be near
- report the hazard to Student Services who will arrange any further control of the hazard required and record it in the Critical Incident Reporting and Investigation forms and Critical Incident Register.
- assess if they can safely remove or reduce the hazard themselves without undertaking any unnecessary risks

INCIDENT/ACCIDENT REPORTING

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

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

The College has in place efficient, sensitive and supportive strategies for dealing with a critical incident and provides support to members of staff, students and others in the community who are involved.

If the incident is on the College premises, the first action will be to contact the emergency services - fire, ambulance or police – as would be the case with other WHS matters. The Managing Director must also be contacted immediately when the incident involves death, serious injury or a threat to life or property.

If the critical incident involves a student or staff member and is off-campus, the person receiving the information must immediately contact the Managing

Director or person nominated by him who will communicate with other staff as appropriate.

All accidents and injuries must be reported to Student Services and entered in the Critical Incident Reporting and Investigation forms and Critical Incident Register. The aim of the reporting system is to prevent accidents from recurring by identifying the problem or hazard.

FIRST AID

A First Aid kit is located at the Student Services office. All injuries requiring first aid must be reported, treated and recorded in the Critical Incident Reporting and Investigation forms and Critical Incident Register.

A medical centre in the College is located at 110 Butler Street, Armidale (Telephone: (02) 6773 3333).

A pharmacy near the College is located at Shop 25 Centro Armidale, Corner Beardy & Jessie Streets Armidale (Telephone: (02) 6772 7836).

EMERGENCY PROCEDURES

In the Event of Fire

1. Raise the alarm – contact the Fire Brigade (000).
2. Alert other occupants.
3. Notify the Chief Warden of the Building and the Managing Director's and/or Student Services Office.
4. Evacuate the immediate area.
5. Assemble as directed by the floor wardens and trainers.
6. When instructed, evacuate the building.

Evacuation

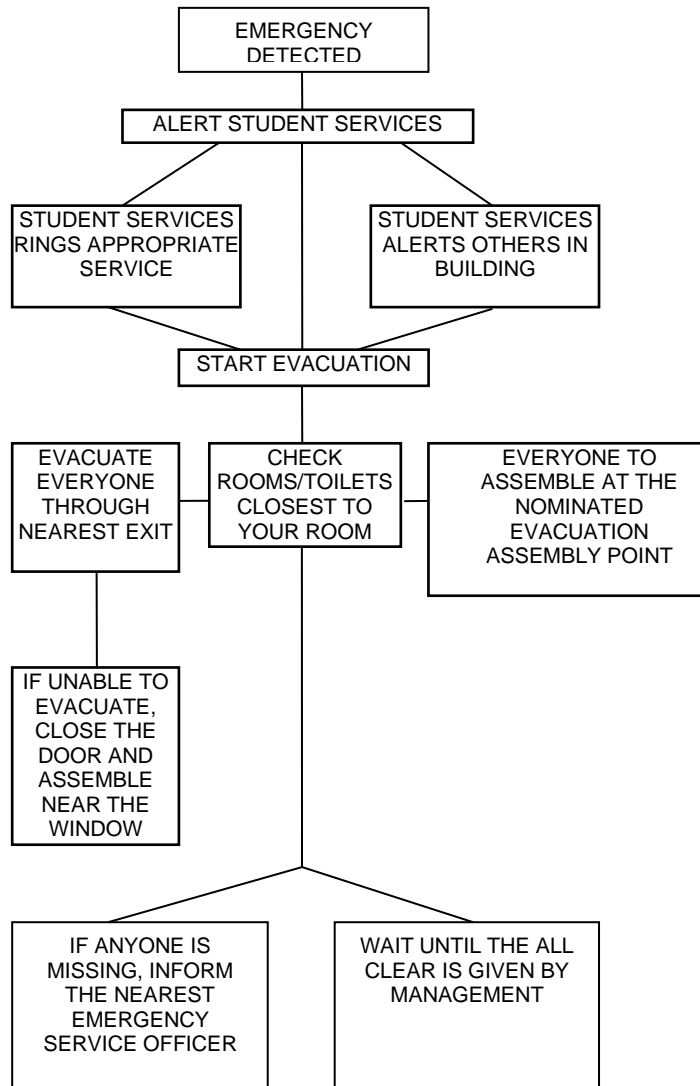
1. Move to the Floor Assembly Point as directed by floor wardens and trainers.
2. When instructed to evacuate, leave by the Fire Stairs/Exits. DO NOT USE LIFTS.
3. Move quietly and calmly to the Assembly Area.
4. Await instructions.

Building Alarms and Other Emergencies

If the building fire alarm rings or if you are advised that there is an emergency in the building:

1. Stay calm.
2. Follow the directions of floor wardens and trainers.
3. Follow the evacuation procedure if required.

Evacuation Flowchart



LAWS THAT ALL STUDENTS AND STAFF SHOULD KNOW

The purpose of the New South Wales **Work Health and Safety (WHS) Act** is to ensure the health, safety and welfare of all persons at work. The Act protects all persons including visitors, customers and contractors. The Act prescribes certain standards that are intended to maintain a safe working environment.

The **New South Wales Anti-Discrimination Act** and the Federal **Sex Discrimination Act and Race Discrimination Act** prohibit discrimination against a person or group of people on the grounds of:

- race, colour, ethnic or ethno-religious background, descent or national identity
- sex
- pregnancy or potential pregnancy
- marital status
- family responsibilities
- disability (physical and intellectual)
- homosexuality or transgender;
- age.

The **Criminal Code Act New South Wales** and related legislation prohibits many types of behaviour including harassment. Harassment is generally defined as behaviour which is unwelcome and threatening. Examples of a number of behaviours which are illegal are:

- graffiti
- indecent exposure
- obscene phone calls and letters
- offensive behaviour
- physical threats or intimidation
- stalking (ie. following a person, or continually trying to contact a person who has indicated that this is unwelcome)
- sexual harassment.

Sexual Harassment is a particular type of harassment that is prohibited by law. It is a basic right of all people in Australia to have a workplace and learning environment free of sex discrimination and sexual harassment. The following types of behaviour are illegal:

- suggestive behaviour
- sexual staring or leering
- sexual or smutty jokes and sexual comments
- sexually offensive gestures
- sexually explicit or offensive material that is displayed publicly or put in your workplace or belongings
- sexual propositions (such as continually asking someone out, phoning or asking for sexual favours) that are not welcomed
- sexual or physical contact, that is not welcomed such as touching, slapping, kissing or pinching.

Under the **Racial Vilification and Racial Hatred Legislation**, it is illegal to vilify or spread hatred of a person or group of people on the basis of their race. It is not permissible to:

- make jokes
- write graffiti
- abuse or threaten
- display racist slogans
- distribute racist literature or materials
- incite or encourage violence.

about or against a person or group of people because of their race.

Equal Employment Opportunity (EEO) is about fair practices in the workplace, management decisions being made without bias, recognition of and respect for the social and cultural backgrounds of all staff and customers.

EEO means that all people have the right to be considered for any job for which they are skilled and qualified, and that they will be judged for the job on the basis of merit. EEO aims to redress past disadvantage by improving employment outcomes for disadvantaged groups by programs and policies which increase the capacity of these groups to compete for employment opportunities on merit.

The **Education Services for Overseas Students (Registration of Providers and Financial Regulations) Act** (ESOS Act) states that only registered providers may provide courses to overseas students. The Act is administered by the Department of Education, Skills and Employment (DESE). Education providers wishing to offer courses to overseas students must comply with the ESOS Act and the relevant regulations).

Under the provisions of the ESOS Act, to recruit, enrol and teach overseas students, all private providers must:

- be registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) in respect of each course that can be offered to overseas students
- ensure that ethical practices are observed in the recruitment of overseas students
- enrol overseas students in accordance with correct procedures
- comply with the financial requirements of the ESOS Act. This means that the College must adhere to all legislative requirements relating to the Tuition Protection Service (TPS) which is a single mechanism to place students when the College fails to meet its obligation, or as a last resort, to provide refunds of unexpended prepaid tuition fees.

The **National Vocational Education and Training Regulator Act 2011** has established a national regulator, the Australian Skills Quality Authority (ASQA), to regulate the vocational education and training (VET) sector in Australia.

ASQA's functions include:

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

ASQA undertakes its role by assessing relevant organisations against the **conditions of** registration found in the **National Vocational Education and Training Regulator Act 2011** (in Part 2, Division 1, sections 21–30).

One of the core conditions of registration is that RTOs comply with the requirements set out in the VET Quality Framework.

The VET Quality Framework comprises:

- the Standards for NVR Registered Training Organisations
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements
- the Data Provision Requirements, and
- the Australian Qualifications Framework.

Under the **Copyright Act** a copyright owner is entitled to take legal action against a person who infringes their copyright. Unless permitted either

under the statutory licences contained in the Copyright Act or under the CAL licence, any unauthorised copying of a work in which copyright exists may infringe the copyright in that work.

The Copyright Act defines 'fair dealing' for the purpose of research or study as follows:

- Students may copy up to 10% of a work for research or study.
- If a work is divided into chapters, students may copy in excess of 10% of a work provided it contains the whole or part of only a single chapter of that work.
- Students may copy one or more articles in each issue of a newspaper, periodical or magazine (unless otherwise prohibited) relating to the same subject matter. However, they may not copy another article from the same issue of a newspaper, periodical or magazine if the other article is on a different subject matter.

Students must not copy any software licensed to the College, or install or download unauthorised software applications or games or any other programs on College computers.

Infringement of the Copyright Act can expose individuals to fines of up to \$50,000 together with possible terms of imprisonment and claims for civil damage. These fines are in addition to any disciplinary action that the College may take, which may include expulsion.

IMPORTANT NUMBERS AND CONTACT DETAILS

Organisation	Phone number	Website
Department of Home Affairs	131 881	www.homeaffairs.gov.au
BUPA	1800 888 942 1300 884 235 (24 Hour International Student Advice Line)	www.bupa.com.au
ATO – Australian Tax Office	132 861	www.ato.gov.au

EMERGENCY NUMBERS

AMBULANCE 000	
FIRE 000	
POLICE 000	
The following details are for additional emergency services, national and/or state-based.	
ABORTION & GRIEF COUNSELLING 1300 363 550	AIDSLINE 1800 133 392
ALCOHOL AND DRUG INFORMATION SERVICE 9361 8000	AUSTRALIAN SEARCH AND RESCUE Aviation Rescue 1800 815 257
CENTRE AGAINST SEXUAL ASSAULT 1800 806 292	CHILDREN'S HELP LINE 1800 55 1800 Web site www.kidshelpline.com.au
CHILD ABUSE SERVICES 1800 688 009	CHILD PROTECTION HELPLINE 13 2111
CONSULATES IN NSW 6261 1111	CRISIS PREGNANCY 1800 650 840
DOMESTIC VIOLENCE 24/7 1800 737 732	EMERGENCY ANIMAL DISEASE WATCH 1800 675 888
EMPLOYMENT 131 628	FAIR WORK OMBUDSMAN 13 13 94 Website www.fairwork.gov.au/
NSW FAIR TRADING 13 32 20 13 14 50 (Language assistance)	NSW OMBUDSMAN 9286 1000
FAMILY DRUG SUPPORT 1300 368 186	GAMBLERS ANONYMOUS 1800 002 210
INTERPRETING SERVICES 1800 131 450	INTERNATIONAL STUDENT HOTLINE 1300 363 079
LEGAL ACCESS HOTLINE 1300 888 529	LIFELINE (24 hours Counselling) 131 114
MATERNAL AND CHILD HEALTH LINE 1800 882 436	MENTAL HEALTH HOTLINE 1800 011 511
PARENT LINE 1300 130 052	POISONS INFORMATION CENTRE 131 126
QUITLINE Smoking 13 7848	TRANSPORT 13 15 00 13 14 50 (Translating and Interpreting Services)
VICTIMS OF CRIME 1800 633 063	