



SAPIENCE
C O L L E G E

International

**Student
Handbook**

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Welcome to Sapience College (SC)

SC would like to extend our warmest welcome to you. We trust that you will enjoy your stay here in Melbourne and your study at our institute. We hope you find this guide helpful and informative. If you need any further information, please feel free to ask one of the friendly SC staff members.

How do I contact SC?

SC's Head Office and campus address is Suite 109 Level 1 425 Docklands Dr, Docklands VIC 3008, Australia. For other states / territories, contact us. SC's phone number is +61 477 471 631. Our email address is admissions@sapiencecollege.edu.au.

Keeping in contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived into location you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting <https://www.studyinaustralia.gov.au/English/Live-in-Australia/living-costs>

Third party arrangements

We deal with education agents to recruit students to SC who are considered as third party. SC will only work with reputable Education Agents who have an appropriate knowledge and understanding of the Australian international education industry. For more information, please go through our list of agents on SC Website.

Courses Provided by SC to International students

Check the website for updated information on the SC courses.

Disclaimer: *SC does not provide migration / immigration assistance before, during or at the end of the course and does not guarantee any migration / immigration pathway after completion of the course.*
SC does not guarantee any employment outcome mentioned in the 'pathways' section of course material, after completion of the course.

Selection and enrolment

SC accepts applications from all students who meet the admission requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting later. If you are applying for a course, you must satisfy the admission requirements. If you are applying for Credit you should indicate this on your enrolment and supply certified copies of your transcripts, so we can assess your application for Credit. See the section on Credit Transfer in this Handbook.

Upon approval of your application/enrolment, you will be sent further information about the next steps, payment arrangements and how you can get started in your course.

SC does not guarantee that:

- a learner will successfully complete a training product on its scope of registration, or

- a training product can be completed in a manner which does not meet the requirements of clause 1.1 and 1.2, or
- a learner will obtain a employment outcome where this is outside the control of the RTO.

To be assisted in identifying any special learning needs and support, student must undertake LLND Test prior to course commencement/at the time of orientation and support will be provided as mentioned in the LLND policy and procedure (please refer to SC website).

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognized training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either: Provide us with your USI, or provide us with permission to access or create your USI on your behalf.

Reduction/change of Course duration due of Credit Transfer or RPL

If Credit Transfer or RPL is granted after the acceptance of a place in a course or on commencement of studies, it may affect the duration of studies.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

SC has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment, but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning and you will be advised of these fees upon contacting us. For more information about applying for RPL, contact the head office.

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

Credit Transfer

A credit transfer is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

SC can grant you credit transfer towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit transfer.

To apply, fill in the Credit Transfer Application Form and submit it as part of your enrolment/application. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do. Make sure you attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Transfer Application may be returned to you if you don't provide the required information.

In some cases, Credit transfer may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing. You will be advised in writing of the outcome of your Credit Application.

Orientation Program

Your first week at SC will be spent getting to know all about the Institute, its facilities, meeting coordinators and teachers, asking questions about your course and learning a little about Australia, how to settle in quickly and enjoy your time here.

It is important that you attend the Orientation program as many things are covered in this session.

- Welcome by the CEO and the management
- Presented with an orientation pack
- Required to update their personal details and other student information
- Informed of the requirements of SC and Department of home affairs (DHA)
- Support services available to assist overseas students to help them adjust to study and life in Australia
- The support services available to assist overseas students with general or personal circumstances that are adversely affecting their education in Australia
- Services overseas students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman
- English language and study assistance programs
- Any relevant legal services
- Emergency and health services
- Refund policy discussed
- Credit transfer & RPL process discussed
- Complaints and appeals processes
- SC's facilities and resources
- Introduced to the classroom teachers and students
- Informed of attendance and course progress requirements
- Assisted with banking details
- Issued with a student card as required

Use of Personal Information

Personal information is collected solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered by the Victorian Government who is the registering authority. The information provided by the student to the provider may be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code.

It is a condition of your student visa to inform the SC of any change to your address. Students MUST confirm and update your address details within 7 days of the change. Please ensure if your personal details have changed that you also notify SC by emailing.

SC is required, under s19 of the ESOS Act 2000, to tell the Department about: changes to student's enrolment; and any breach by students of student visa conditions relating to satisfactory academic performance.

What Services are available to me at SC?

Administration

During Orientation, the team @ SC will inform you about all the institute's services and facilities. If you are not sure about where to go or who to ask about anything, ask at the reception desk and the person there will help you.

Services at the SC Reception

- First point of contact for students' administrative services and visitors
- Submit forms, if in hard form. Online submission is recommended
- Enquire about enrolments, student fees and the status of a student request form or an application that has been submitted.
- Receive support in regards to filling forms
- Obtain a new or replacement Student Card.
- Enquire about other student support services
- Counselling Service
- Have documents printed or photocopied for students/staff.
- Obtain a map and ask for directions around the campus.
- Check if lost property has been handed in.
- Transfer calls to relevant departments upon student request.
- Handing brochures of relevant course requested on enquiry.

Please note that the above-mentioned services may change due to COVID-19 situation and Student Support Services mentioned below, are automatically become active. SC services remain open and available during the COVID-19 outbreak, but prefer the contact through phone and email.

Student ID card

When you arrive at SC you will receive a student ID card on request which can be used as identification if required. This card will also be used for any borrowing of books or equipment.

Please note: Students must notify SC within 24 hours if cards are lost or stolen. A fee of \$25.00 will be charged for replacement of cards.

Student Support Services

From pre-arrival information and orientation activities, to social programs referral, personal support and referrals to other services, SC supports the international students to succeed throughout the student lifecycle and Student Support Officer (SSO), Training Manager, the Administration, teaching staff and administrative staff member of SC are available to provide the support services.

SC services remain open and available during the COVID-19 outbreak, but prefer the contact through phone and email. Student can contact us on official number or email. If they need a face-to-face appointment, they can use the same information.

We are listing down the supporting documentation according to the Student Support Services for reference.

- Pre-arrival information and support
 - Student Handbook
 - Website
- Accommodation
- Adjusting to Australian culture
- Public Transport
- Information about future careers and pathways to further study
- Needs identification and orientation
 - Policies and procedures
 - Orientation session PowerPoint slides
- Student safety
 - WHS/OHS policy and procedure
 - COVID related information
- Equity and diversity
- Facilities and equipment

- Disability support
- Counselling and welfare services
 - external services
- Health services
- Financial support
 - Internal services
 - External services
 - Consumer Affairs Victoria
 - Australian Taxation Office
- Admin support
 - Changing classes (Request form)
 - Update contact details
 - Fees payment
 - Certification / SOA
- Visa support
 - Rules of immigration information and visa information
 - Leave / cancellation information if student plan to leave Australia
 - Course progress support
 - Intervention
- Academic / Learning support
 - Learning according to needs
 - Studying and homework
 - Library
 - English language problems and support referral
 - Course progress support
 - “One-on-one” mentoring
 - Academic support class (per two-hour class)
- Ongoing communication
 - Students receive regular information from us throughout their studies including:
 - Emails highlighting important information and activities
 - News events, important notifications and alerts
 - Social media presence on Facebook
 - Noticeboards are located outside classes and in campuses
- Complaints and appeals
- Student Support Officer
- Students requiring special or intensive assistance must contact the RTO Manager who may refer them to external support services if required

Your Student File

Student files are stored in a secure, lockable area to prevent unauthorised access, destruction, alteration, or removal. Student information is strictly confidential, and all personal details should be handled with the utmost care. Each student has a right of access to their academic record.

Facilities

SC provides:

- Modern, air-conditioned classrooms with a bright and pleasant atmosphere
- Comfortable furniture
- Up to date facilities, including multimedia projector
- Fast internet
- Computers / Laptops
- Student kitchen with microwave, refrigerator and coffee machine

Computers use guidelines

There are strict guidelines to follow for use of computer:

- No food or drink permitted at any time around computers.
- Unauthorised software applications or downloads are not permitted.
- Tampering with the computer systems (i.e. changing settings or removing keyboards.) is not permitted. Students are to purchase their own disks and any other materials.
- At the end of class, leave your working area clean and tidy.
- Use of laptop computers is always under staff supervision.

SC provides high speed Internet access and students have access to computers when there is no timetabled class. Students may bring their own laptop computers for use in classes. They should contact the Administration, for a password.

Resource Availability

SC will provide reference books and related material to assist students in their studies. We are always extending and updating our library from which students may borrow for a short time. The resource according to the courses can be made available on request or you can find the same in courses' brochures.

Code of Practice

This Code of Practice requires SC to implement policies and management practices that maintain high professional standards in the delivery of education and training services and which safeguard the educational interests and welfare of staff and students.

Administration and management

SC will meet the following minimum administrative and management standards.

- Ensure a person or persons with relevant qualifications and experience will undertake responsibility for the management and coordination of training delivery, assessment, verification, staff selection and professional development of the Registered Training Organisation.
- Maintain adequate and appropriate insurance including public liability, and Work Cover.
- Allow the Registering Authority or its agent's access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the Conditions of Registration/Endorsement.
- Pay the Registering Authority all registration fees within 30 days of these fees being due and payable to maintain currency of registration.
- Maintain systems for recording student enrolments, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, grievances and the archiving of records.
- Treat all personal records of clients with the strictest confidentiality. Provide for staff and students to be able to access their own records.

Course delivery

SC will:

- Provide an orientation program containing information about the course outline, program of study, availability of learning resources and amount of theory & practicals in relevant qualification(s), prior to course commencement.
- Ensure that a current copy of the course outline is available to staff and students.
- Ensure that training and assessment occur in accordance with the requirements of the course.
- Ensure that National guidelines are followed when customising courses to meet the needs of particular clients.
- Obtain written permission from course copyright owners prior to course delivery to use and, if required, customise courses.

Staff

- SC employs skilled trainers and assessors. This means trainers and assessors have:
 - Vocational competencies at least to the level being delivered and assessed.
 - Current industry skills directly relevant to the courses they deliver.
 - Current knowledge and skills in vocational training and learning that informs their training and assessment.
- In accordance with ASQA's Standards for Registered Training Organisations 2015, all trainers/assessors delivering as of 30 June 2019 must hold:
- TAE40116 Certificate IV in Training and Assessment or its successor or
- TAE40110 Certificate IV in Training and Assessment plus the following units:
 - TAELLN411 (or its successor) or TAELLN401A, and
 - TAEASS502 (or its successor) or TAEASS502A or TAEASS502B or

- a diploma or higher level qualification in adult education.

Training environment

SC will meet the following minimum training environment standards.

- Comply with all laws relevant to the operation of training premises including occupational health and safety, equal opportunity, anti-harassment, privacy and fire safety regulations.
- Ensure that training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.
- Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

Further information on relevant legislation can be found at the following websites.

OH&S <http://www.worksafe.vic.gov.au>

EO <http://www.humanrightscommission.vic.gov.au>

VET <https://www.skills.vic.gov.au/>

ESOS <https://www.education.gov.au/esos-framework>

DHA <https://www.homeaffairs.gov.au/>

Privacy <https://www.oaic.gov.au/>

ASQA <http://www.asqa.gov.au>

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the web sites indicated, or contact the Training Manager if you require further information.

Maintaining your Enrolment and Course Progress

You must meet course progress requirements to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program.

You are required to complete your studies with the duration indicated on your Confirmation of Enrolment (CoE). This means you must meet course progress requirements and maintain satisfactory course progress. At a minimum, successfully completing or demonstrating competency in more than 50% of the course requirements in a given study period is considered to be satisfactory course progress. If academic progress falls below 50% for two consecutive terms, Sapience College will report to The Department of Home Affairs for not achieving satisfactory course progress.

SC will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. SC uses a range of methods to monitor course progress including review of participation in tuition activities and assessment tasks. Where we consider you are at risk not meeting course progress requirements, we will issue you with a first warning letter inviting you to attend a meeting to discuss why you are not meeting course progress requirements and support that you require. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs to meet course progress requirements. Agreed support will be documented in an Intervention Plan that both you and the RTO Manager will sign.

Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

Where you continue not to meet course progress requirements, you will be reported to DHA for not meeting course progress requirements. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal SC decision to report you to DHA. However, an appeal will only be considered if SC's Trainer has not marked correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;

- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
- Where SC is unable to offer a pre-requisite unit.
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.

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

Attendance

As well as meeting course progress requirements, you must also meet attendance requirements as part of your visa conditions. It is expected that you will attend all classes; however, we understand that in some cases you may not be able to get to a class because of your personal circumstances such as illness or family matters. To maintain satisfactory attendance, you must attend at least 80% of your classes. This means you must meet attendance requirements and attend all classes (as a minimum 20 Hours per week) and maintain minimum of 80% attendance during your enrolment with Sapience College, course-related information sessions, supervised study and assessment sessions. Also, you must attend the orientation and enrolment program at SC preceding the start date of the Course as outlined in the Letter of Offer.

Where you are at risk of not meeting attendance requirements, we will contact you to arrange a meeting to discuss your attendance and any support we can offer you to meet requirements. Once the process for warning you that you are not meeting attendance requirements and we have provided you with assistance, if you do not or cannot meet attendance requirements, we will be required to report you to DHA. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory attendance.

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

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

Your feedback

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes, so we are always striving to do better.

All students will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email / phone / feedback form (which is also available in monthly emails).

Access to your records

You may access or obtain a copy of the records that SC holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the RTO Manager outlining which records you wish to access. There is no charge to access your records.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file
- providing access portal where some records about the course can be viewed.

Amendment to records

If a student considers the information that SC holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Notifying changes

As an RTO under the VET Quality Framework and CRICOS Education Provider under the National Code, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third-party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, SC will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message. Please make sure we always have your most current home address, email address, mobile number and emergency contact on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Change of Details Form. As an international student, you are required to provide this form to us within 7 days of any change occurring.

Issuing of certification documents

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results. Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal if all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

SC reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where SC is not permitted to do so by law.

SC must have a valid USI on file for the student for a qualification or Statement to be issued.

Re-issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years.

Further details can be found in Appendices given in this document:

- Deferral, Suspension, Cancellation, Withdrawal Policy – Refer Appendix 1
- Complaints and Appeals Policy – Refer Appendix 2
- Credit Transfer Policy – Refer Appendix 3
- Fees, Charges and Refunds Policy – Refer Appendix 4
- Course Progress Policy – Refer Appendix 5
- Critical incident Policy – Refer Appendix 6
- Student Misconduct Policy – Appendix 7
- Student Support Policy – Appendix 8
- Privacy Policy – Appendix 9
- Access and Equity Policy – Appendix 10
- Course Transfer between Registered Providers Policy – Appendix 11

General Information

Contact Details

The Institute will require your current contact details. If you have plans to change any contact details, you must inform SC in writing within 7 days of your change of address. It is your responsibility to maintain current contact details with the Institute.

Dress requirements

All staff and students are required to dress in an appropriate manner. Clothing must be clean and well maintained. For Health and Safety reasons students must always wear shoes. Thongs are not permitted.

Mobile Phones

Mobile phones are always to be turned off in classrooms. Mobiles may be used in the common areas and during breaks.

Printing

SC provides these facilities for students **free** of cost.

Valuables

Please be very careful with your possessions and do not leave items unattended.

- Keep your bags with you when moving from room to room, particularly during breaks.
- Please do not carry large amounts of cash. Always be careful with purses, wallets, cash and credit cards. We recommend you get an Australian bank account, so that you can secure your money there.
- SC does not accept responsibility for any lost or stolen item.

Smoking

In Australia, smoking is not permitted in public places, including shopping centres, cinemas, restaurants, and airports. SC also has a non-smoking policy and smoking is prohibited anywhere in the building, including toilets.

Water Restrictions

Melbourne is currently experiencing no water restrictions but it doesn't mean that water should be wasted. Please do not leave the taps running while washing the dishes.

Visas

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, and permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with the process of applying for a course to arrival at SC and including assistance with visas. Contact us for details of the education agents that we use.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a full refund for the fees that you have paid.

Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa. See more information at the following link: <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/conditions-list>

Conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia

- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

Arranging Travel and Documents to Bring

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in location at least 2 weeks before your course orientation to give you time to settle in.

Nearest airport is Melbourne airport.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (CoE)
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by SC at the time of confirmation of enrolment.

If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

Bringing your Family with You

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit <https://www.homeaffairs.gov.au/>

Family members may also be entitled to work if accompanying students. Please contact the immigration department or the Institute for further details. International students tend to secure jobs in the service-based industries although there are no limits to the industry in which you can gain employment. Department of Home Affairs website <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study> and <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/conditions-list>

Accommodation

It is best book temporary accommodation before you arrive and look for long-term accommodation once you get to Australia. Temporary accommodation could be a hotel or hostel. Temporary accommodation can be obtained by contacting SC at any point of time. There are a range of long-term accommodation options for international students.

Private rental

A private rental is where you sign a lease for a whole apartment or house. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules.

Share house

A share house is when you share a private rental with friends or housemates. All tenants are listed on the lease and pay their own share of rent and bond.

Boarding or homestay

Boarding or homestay is when you rent a room in a home and live with the homeowners. This is a private agreement between you and the homeowner.

It is important to remember that as an international Student, you have the same renting rights as residents. Review the information below about renting and tenants' rights.

Consumer Affairs Victoria has a specific page for international students at: <https://www.consumer.vic.gov.au/internationalstudents>. Check your state or territory consumer affairs web site for a specific international student renting rights page, if there isn't one just include the general renting rights page.

Adjusting to life in Australia

Culture Shock

Moving to a new country and culture different from your own can be difficult. Although a change in culture is exciting, you may experience some “culture shock”. The people, customs and language are unfamiliar and not always easy to understand and it is very common to feel homesick. Remember - it is only temporary!

What is Culture Shock?

It is a feeling of nervousness, fear, unhappiness or any unpleasantness that comes to us when we live in a culture very different from our own. It happens to everyone but in different ways. For most people, it is mild and doesn't last long. For some, it is stronger and makes them want to go straight home and miss the great opportunity to learn lots of new things about the world and develop as an individual.

Try to make friends in Australia and do as many 'new' activities as you can. Be positive about your new activities. Joining a local sports club or church group can help introduce you to people.

Trainers at SC can help you deal with any problems you may experience. Drop in for a chat or make an appointment to speak to your Trainer or the Student Support Officer, if you do get sad or lonely.

Aussie language!

It may take a week or two to get used to the Australian pronunciation. Even those of you who have studied English for some years may think that Australian English is a completely new language. We tend to speak very quickly and run our words together. Many Australians also use a lot of 'slang'. If you are not sure what something means don't be afraid to ask. You will learn some interesting expressions! “Carn, give it a shot!” (Come on, have a go!)

Some common examples of Australian slang:

Aveagoodweegend	Have a good weekend	G'day	good day/Hello
Good on ya	well done	Arvo	afternoon
Aussie	Australian	Barbie	barbecue/BBQ
Hang on	wait a moment	I dunno	I don't know
Beaut	fantastic	Bikkie	biscuit/cookie
Bloke	guy/man	Brekkie	breakfast
Bring a plate	bring a plate of food	Brunch	breakfast & lunch, around 11:00am
BYO	bring your own (drink)	Cracked it	to get very upset
Dodgy	awkward, suspicious	Doona	bed quilt usually filled with feathers
Jumper	Pullover/Sweater	Lollies	sweets, candy
Mate	friend	Na/Nuh/Nope	no
No worries	no problem	See ya	good bye
Yeah/Yep	yes	Ya reckon?	Do you think so?
Footy	Australian Rules Football		

Melbourne

Melbourne is the capital of Victoria and has a population of about 5 million. The city is situated on Port Phillip Bay on the south-eastern coast of Australia. Melbourne is a clean, safe city with lots of beautiful parks and gardens. It is a cosmopolitan, multicultural city - famous for its wide variety of restaurants, shopping centres, entertainment venues and sporting facilities. Melbourne has a low crime rate and has excellent emergency and hospital facilities making it a comfortable, easy city in which to live.

Places to visit in Melbourne

There are many exciting and interesting things to do while living in Melbourne. Worthwhile places to visit include:

Melbourne Zoo

Experience the wonders of wildlife at the award-winning Melbourne Zoo.

Melbourne Aquarium

Wiggle with an octopus and see sharks being fed at the Melbourne Aquarium.

Melbourne Museum

Enjoy impressive and informative, world class exhibitions.

Southgate Arts and Leisure Precinct

Southgate has been a popular meeting place for Melbournians since its opening in 1992. There are three levels of high quality shopping, bars and restaurants. During a stroll down the promenade you may also encounter some unique street performers. Bring your camera along too to get some great photos of the city skyline day or night.

City Circle Tram

See central Melbourne aboard the free and convenient City Circle Tram. Get on and off the distinctive maroon trams at any of the marked tram stops around the CBD.

Further from Melbourne but still within a day's reach are:

Healesville Sanctuary: A unique Australian animal park offering a rare insight into Australia's unusual flora and fauna.

The Great Ocean Road: A magnificent 250 km drive along Victoria's south western coast offering spectacular ocean views and rugged coastline.

Sovereign Hill, Ballarat: Step back into time and discover where gold was found in Victoria. Visitors can experience life as it was in the 1850s during the Gold Rush.

Phillip Island: This beautiful island is well known for being the location of Australia's fairy penguins.

If you would like more information about places to visit, Melbourne's Tourist Information Office is at Federation Square, opposite Flinders Street Station. It is open 7 days a week and you can find information about Melbourne and Victoria. You may also check the following websites: <http://www.visitvictoria.com>

Things to do in Melbourne

Festivals

International Comedy festival
International Festival of the Arts
Chinese New Year Parade
Moomba Festival

International Sporting Events

Spring Racing Carnival & Melbourne Cup
Australian Open (Grand Slam Tennis)
Grand Prix Racing
World Series Test Cricket

Climate

Melbourne has a comfortable temperate climate with 4 seasons. Summer is generally hot and dry, and winter is cool with occasional rain. It is a good idea to bring a woollen jumper or windproof jacket for the winter months. In summer, light cotton clothing is best. Most students dress casually: T-shirts, jeans, sweaters, shorts, windcheaters and comfortable shoes.

Summer: (Dec, Jan & Feb) January and February are the hottest months. Daily maximum temperatures are between 25-30°C. On a hot day the temperature can be between 35-40°C.

Autumn: (Mar, Apr & May) Most days are pleasantly mild.

Winter: (June, July & Aug) Days can be cold and windy. Temperatures range between 10-15°C

Spring: (Sept, Oct & Nov) Days are slightly warmer. Temperatures range between 15-20°C

Public Holidays

There are several national and state public holidays. During these days government departments, banks, businesses and some leisure centres may not be open:

New Year's Day	1st January	Easter Monday	Different every year
Australia Day	26th January	Queen's Birthday	2nd Monday in June
Labour Day	2nd Monday in March	Melbourne Cup Day	1st Tuesday in November
Anzac Day	25 April	Christmas Day	25th December
Good Friday	Different every year	Boxing Day	26 December

Health and Welfare

Melbourne has a reputation as a safe city to live in. In 2000, it was recognised by the World Health Organisation as a Safe Community,

one of only three capital cities worldwide to achieve such an honour.

We have provided some basic information about health and safety in Melbourne. For more information, speak to one of your advisors or see the City of Melbourne website.

Student Health

All International students must have health insurance before being issued with a visa. This cost is payable with your fees.

Counselling

Staff members at SC are available to help you out with academic or personal problems. Professional counselling can be arranged if required through suitable services agreed by the student.

Employment in Australia whilst studying

Visa regulations allow international students to work up to 40 hours fortnightly. However, students must ensure that work does not interfere with their study.

Vaccinations

You don't need special vaccinations before coming to Melbourne, unless you have recently been in a yellow fever area such as South America or South Africa within the last six days.

In addition, depending on the country of departure and updates from Department of Health Australia and Department of Home Affairs Australia, you may need to have COVID-19 vaccination as compulsion.

Drinking Water

You can safely drink Melbourne tap water – it is one of the purest supplies in the world.

Skin Cancer

Australia has the world's highest death rate due to skin cancer, caused by exposure to the country's intense sunlight. Limit your exposure to the sun and protect your skin with broad-spectrum skin creams (SPF 30+). Most sunscreens also contain a moisturiser to protect your skin from dry weather.

Prescriptions

Australian pharmacies or chemists can only fill prescriptions prescribed by Australian doctors, so ensure you carry enough of your current medication for your trip, or visit a doctor in Melbourne to write you a new prescription. You will generally find a 24 hour medical clinic and chemist in or near to your suburb.

Feeling Unsafe

If at any stage you feel unsafe or in any danger it is best to speak to someone at SC or go directly to the police. Their number in a case of an emergency is 000.

Embassies / Consulates in Melbourne

During your stay you may require support services from your national representatives in Australia. Find your country's Embassy, Consulate or Diplomatic Mission in Melbourne. You can use the following link for your specific foreign commission:
<https://protocol.dfat.gov.au/Public/MissionsInAustralia>

Melbourne's Transport System

Public transport is reliable and safe to use. Most stations and stops display the relevant timetable. Services are reduced on weekends and public holidays. The Melbourne transport system operates trains, buses and trams from the City centre to all Melbourne suburbs. It operates from 5.30am to 12.00 midnight every day. The free City Circle Trams circle the perimeter of the City centre and central business district every day except for Christmas Day and Good Friday. The transport system does not operate from Melbourne to the Airport. See the table below for the price of an adult ticket.

Melbourne's new ticketing system is called **Myki**. Myki operates on metropolitan trains and buses. Myki money or myki pass are valid for travel in all metropolitan areas. The Myki is used if you are travelling in Zones 1+2 and/or 2.

Before getting on public transport, ensure your ticket is validated with today's travel date. If unsure, ask someone and follow the example of a responsible commuter.

REMEMBER: BUY, VALIDATE, TRAVEL and there will be no problems. Heavy penalties are imposed if you are found travelling without a valid ticket. Always ensure you buy your ticket before you get on the train. It is not an excuse to say to ticket inspectors that the station was closed and you were unable to buy one or that the ticket vending machine was not operating.

International students are **NOT** entitled to student concessions on public transport. Full fares apply. Fines are heavy if you are caught travelling on the Melbourne transport system on concession.

For further information on the Melbourne transport system or train, tram and bus timetables call 131 638 (6.00 am – 10.00 pm daily) or visit <http://www.ptv.vic.gov.au>

Getting Around

There are a variety of transport options to help you get around.

Driving

Cars are the most common form of transport. In Australia, cars drive on the left-hand side of the road and seatbelts must be worn by everyone in the car. The driver must have either an Australian Driver's Licence or must bring an International Driving Permit from your country.

Drink-driving (driving when under the influence of alcohol) is strictly prohibited. Failure to obey drink driving laws may result in loss of licence and heavy fines. Drive safely!

Traffic in Melbourne is not as heavy as in your major cities back home. This is not an excuse to speed. Speeding incurs heavy fines and loss of licence. Always stick to the speed limit and keep your passengers safe. As a passenger, ask your driver to slow down if you feel uncomfortable.

Car insurance is essential if you are thinking of owning a car in Australia. A student who buys a car is very strongly advised to purchase third party and comprehensive insurance to cover you and other drivers in the event of an accident. We do not recommend that you consider buying a car if you are unable to meet these costs.

Buying a car

You can browse the classified ads in The Age or The Trading Post, to get an idea of car prices. If you choose to buy a car, ensure that it is sold with a current Roadworthy Certificate (RWC). You may also consider getting it checked out with a qualified mechanic.

Cycling

Keep fit, have fun, and cut your transport costs. Melbourne is great for cycling. Cyclists must obey the road rules. This includes wearing an approved helmet, having a warning device on the bike (e.g. a bell), and having reflectors and lights if you are riding at night or when visibility is low. For details, see the VicRoads website. <https://www.vicroads.vic.gov.au/safety-and-road-rules/road-rules/a-to-z-of-road-rules/bicycles>

Bicycle Victoria (<https://www.bicyclenetwork.com.au/>) is also a great source of information about cycling in Victoria.

Taxis

Public transport stops at midnight. So if you're out late, you may need to get a taxi.

Melbourne's taxis are all yellow and are widely available across Melbourne. They often wait in taxi ranks that are clearly signposted at central locations like major hotels in the CBD, or busy spots such as Flinders Street Station. You can also hail a taxi in the street – if the rooftop light is illuminated, it means the taxi is available for hire – or book a taxi by telephone.

The major companies operating in Melbourne and Victoria are:

13CABS	(ph 13 2227)	Arrow	(ph 13 2211)
Embassy Taxis	(ph 13 1755)	Silver Top Taxis	(ph 13 1008)

Banking

Australia has many banks, building societies and credit unions. The larger banks include ANZ, Commonwealth Bank, National Australia Bank, St George and Westpac.

It is important to open a bank account as soon as possible. You will need your passport as proof of identification. (Take along either your Student ID card or Letter of Offer)

Banking hours are generally 9.00am to 4:00pm Monday to Thursday and 5:00pm on Friday. Some banks are even open on Saturday mornings with telephone banking and internet banking available 24 hours a day, 7 days a week. Your bank will let you know what services they provide and how to use your ATM card and PIN around Melbourne.

You may need to provide a Tax File Number (TFN) to avoid paying too much tax on the money in your account, and especially if you intend to work part-time after you start classes. You can apply for a TFN during Orientation on campus, or in person at a branch of the Australian Tax Office

Currency

Australia uses the decimal system of currency (100 cents = \$1.00.) Notes are in denominations of \$5, \$10, \$20, \$50 and \$100. Coins come in denominations of 5 cents, 10 cents, 20 cents, 50 cents, \$1 and \$2.

Receiving Money from Overseas

Telegraphic Transfer (TT): Money sent by TT can take around 3 working days to be deposited into your Melbourne bank account. Your Melbourne bank may charge you a fee (around \$10), which will be paid out of the transferred funds. You may be charged a currency conversion fee.

Bank Draft or Bank Cheque: When you deposit an overseas bank draft into your account, it can take up to 30 days to clear. You may be charged a currency conversion fee.

Other ways to transfer money: There are organisations other than banks where you can send or receive money. For example, many Australia Post branches are agents for Western Union Money Transfer Services.

Shopping

Melbourne has long been recognised as Australia's shopping and fashion capital. Shopping hours are usually 9.00 am to 5.30 pm Monday to Wednesday, and 9.00 am to 9.00 pm on Thursday and Friday. However, larger shopping centres are also open from 9.30 am to 5.00 pm on Saturdays and Sundays. Most large supermarkets open 24 hours a day, seven days a week.

The city is a great place to find bargains, with many trendy laneways and tree-lined streets filled with specialty shops and boutiques. All fashion tastes are catered for by major department stores, David Jones and Myer, both in the Bourke Street Mall and in suburban centres. Other popular shopping destinations include Chapel St, Chadstone, Knox, Westfield Doncaster and Northland. It is not customary to bargain in Australia except in some markets and second-hand shops.

Food

Melbourne has a diverse selection of restaurants, offering a wide variety of international cuisines to suit every palate and budget! In the heart of the city, you can explore Chinatown, which offers the finest of Asian cuisine and culture. Other popular cuisines include Vietnamese (Victoria Street, Richmond), Japanese, Thai and Middle Eastern (Sydney Road, Brunswick).

Queen Victoria Market is the largest open-air market in the southern hemisphere. Other popular areas for buying fresh food include Preston Market and Box Hill Centro.

Communication

Telephones – Australia's country code is +61 and the area code for Victoria (and Melbourne) is 03. Australia has many mobile phone and home phone service providers. They usually offer a range phone plans with different fees depending on the kind of phone calls you make. Shop around to get the best deal.

Mobile Phones

Mobile phone service providers offer pre-paid accounts and/or periodical bills. You will normally pay a connection fee plus a rate per minute for phone calls and a flat rate for SMS. Shop around for a deal which suits the way you use your phone. If you want to bring your mobile phone from overseas to Australia, check if it is compatible with Australian networks first.

Home Phones

If you decide to have a telephone line in your home, you will normally pay a one-off connection fee and a monthly line rental fee (\$30-\$40). Local calls from residential telephones cost around 15–30 cents per call. Calls to mobile phones vary. For international calls you will normally pay a connection fee and a rate per minute. It may be cheaper to use a pre-paid phone card to call mobiles, long distance, and/or overseas from your home phone. There are many different phone cards available, offering different rates for different countries. You can buy phone cards at convenience stores, some supermarkets and cafés, and online.

Payphones

Local calls from most payphones cost 50 cents. It may be cheaper to use a phone card for long-distance and international calls.

Telephone Directories

Melbourne has two main telephone directories: the Yellow Pages and the White Pages. “Yellow Pages” is used if you are looking for a business by category and “White Pages” if you know the name of the business or if you are looking for a residential phone number or address.

Directory Assistance

These numbers are for directory assistance from your home phone or from a payphone.

Local and National: **1223** International: **1225**

Email and Internet

The best and cheapest way to keep in touch with family and friends from your own country is via email. There are free and easy to use email services available e.g. hotmail and Gmail. Internet cafés are easy to find. The cost is around \$5 per hour.

Postal Services

Australia Post manages postal services in Australia. For current postal prices visit: <https://auspost.com.au>

Translating and Interpreting Service (TIS)

Phone: 131 450. TIS offers a range of services including telephone interpreting. TIS is available 24 hours a day. Some services have to be arranged in advance.

Religion & places of worship

Australia is predominantly a Christian country, but you can also find Buddhist temples, Islamic mosques, Sikh temples, and many other places of worship.

SC counsellors / external counsellors arranged, can help all international students, regardless of religious affiliation to find people of their own language group, locate a church with similar cultural background or provide general assistance in coping with Australia. Also, the Melways street directory provides a listing of places of worship in Melbourne.

The following is a short list of web sites of major religions in Australia which may be useful as a reference:

Christian:	Anglican	https://www.melbourneanglican.org.au
	Catholic	http://melbournecatholic.org.au/
	Presbyterian	https://www.presbyterian.org.au
Buddhist		http://www.buddhanet.net
Hindu		http://hinducouncil.com.au
Islamic		https://islam-australia.com
Sikh		https://www.worldgurudwaras.com/location/australia/

Emergency Services

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life threatening or emergency situations.

Calls to Triple Zero (000) are free and can be made from mobile, home and work telephones, and payphones.

Contact list of Police Stations in Melbourne CBD

Name	Address	Contact No
Australian Federal Police	383 La Trobe St, Melbourne, VIC, 3000	(03) 9607 7777
Victoria Police Centre	637 Flinders Street Melbourne 3005	(03) 9247 6666
Melbourne East Police Station	226 Flinders Lane, Melbourne, VIC 3004.	(03) 9637 1100
Victoria Police	456 Lonsdale St, Melbourne, VIC, 3000	(03) 8628 3280

Contact list of Hospitals in Melbourne CBD

Name	Address	Contact No
The Alfred Hospital	Commercial Rd Prahran VIC 3181	(03) 9276 2000
Freemasons Hospital	117 Albert St, Melbourne, VIC, 3000	(03) 9483 3500
Royal Women's Hospital	132 Grattan St, Carlton, VIC, 3053	(03) 9344 2000
St Vincent's Hospital	41 Victoria Parade, Fitzroy, VIC 3065	(03) 9288 2211
The Royal Victorian Eye & Ear Hospital	32 Gisborne St, East Melbourne, VIC, 3002	(03) 9929 8666
Epworth Hospital	89 Bridge Rd, Richmond, VIC, 3121	(03) 9426 6666
Royal Children's Hospital	Flemington Road, Parkville Vic. 3052	(03) 9345 5522

Contact list of Chemists in Melbourne CBD

Name	Address	Contact No
Collins St Pharmacy	470 Collins St, Melbourne, VIC, 3000	(03) 9629 1147
Elizabeth Pharmacy	125 Elizabeth St, Melbourne, VIC, 3000	(03) 9670 3815
Flinders Lane Pharmacy	253 Degraives St, Melbourne, VIC, 3000	(03) 9650 0249
Union Health Pharmacy	393 Swanston St, Melbourne, VIC, 3000	(03) 9650 9348
Melbourne Central Pharmacy	Swanston St, Melbourne VIC 3000	(03) 9663 4747

Contact list of Doctors in Melbourne CBD

Name	Address	Contact No
Buzzard A J	517 St Kilda Road, Melbourne	(03) 9867 1839
Doctors On Collins	Level 3, 423 Bourke Street, Melbourne	(03) 9642 2456
Family Planning Victoria - Action Centre	Level 1, 92-94 Elizabeth Street, Melbourne	(03) 9654 4766
City Medical Clinic	Level 5, 313 Little Collins Street, Melbourne	(03) 9650 3122
Medical one	292 Swanston Street, Melbourne	(03) 8663 7000
William Street Clinic	Suite 19, 121 William Street, Melbourne	(03) 9629 5833
The Mensana Clinic Pty Ltd	Unit 18, 33 Queens Road, Melbourne	(03) 9867 7066
Collins Place Medical Clinic	Level 3, 71 Collins Street, Melbourne	(03) 9650 3278
Era Health Clinic	563 Bourke Street, Melbourne	(03) 9944 6200
Swanston Clinic	55 Swanston Street, Melbourne	(03) 9654 9818
Collins Street Medical Clinic	Level 8, 267 Collins Street, Melbourne	(03) 9654 6088
The Albert Road Clinic	31 Albert Road, Melbourne	(03) 9256 8311
Dr Harvey Rotstein	12 Collins Street, Melbourne	(03) 9654 2426
Wong	358-360 Lonsdale Street, Melbourne	(03) 9606 0988
Dr. Woods Surgery	71 Collins Street, Melbourne	(03) 9652 4218

Contact list of Dentists in Melbourne CBD

Name	Address	Contact No
Melbourne Dental Hospital	720 Swanston St, Carlton, VIC 3053	(03) 9341 1040
Dental Unity Pty Ltd	Level 9, 1-5 Elizabeth St, Melbourne, VIC, 3000	(03) 9614 1999
Dental Health Care Associates	175 Collins St, Melbourne, VIC, 3000	(03) 9650 2909
Union Health	393 Swanston St, Melbourne, VIC, 3000	(03) 9662 2466

Contact list of Legal Advisors in Melbourne CBD

Name	Address	Contact No
TW Agency Solicitors	15, 470 Collins St, Melbourne, VIC, 3000	(03) 9629 2900
Alderuccio Solicitors	Level 3, 552 Lonsdale St, Melbourne, VIC, 3000	(03) 9670 7440
Norton Gledhill	459 Collins St, Melbourne, VIC, 3000	(03) 9614 8933
Legal Aid	350 Queen St Melbourne VIC 3000	(03) 9269 0234

Contact list of Financial Advisors in Melbourne CBD

Name	Address	Contact No
Rundles Chartered Accountants	Level 16, 500 Collins St, Melbourne, VIC, 3000	(03) 9629 4631
Ian Johnson Chartered Accountants	L 41, 80 Collins St, Melbourne, VIC, 3000	(03) 9650 6800
Filippo Chartered Accountants	395 Collins St, Melbourne, VIC, 3000	(03) 9614 8777

Contact list of Banks in Melbourne CBD

Name	Address	Contact No
Bank of China	270 Queen St, Melbourne, VIC, 3000	(03) 9602 3655
ANZ	351-353 Elizabeth St, Melbourne, VIC, 3000	(03) 570 5429
St George Bank	325 Collins St, Melbourne, VIC, 3004	13 33 30
Bendigo Bank	Level 4, 120 Harbour Esplanade, Docklands, VIC, 3008	(03) 9642 5183
National Australia Bank	500 Bourke St, Melbourne, VIC, 3000	(03) 8641 3500
Commonwealth Bank	385 Bourke St, Melbourne, VIC, 3000	13 22 21
Westpac	360 Collins St, Melbourne, VIC, 3000	13 20 32

Living Costs

You can have updated living costs information by visiting <https://www.studyinaustralia.gov.au/English/Live-in-Australia/living-costs>

Keeping up-to-date

Check our website regularly and keep checking your emails and always follow the below websites and their social media pages for regular updates.

- The Department of Health delivers policies, programs and services that support and enhance the health and wellbeing of all Victorians.
<https://www.health.vic.gov.au>
- The Department of Education offers learning and development support and services.
<https://www.education.gov.au>
- International Student Support and Welfare
<https://www.studyaustralia.gov.au/en/life-in-australia/student-support-services>
- While Australia is generally a safe place to live and study, it is still important that you take precautions to reduce the chance of an incident occurring.
<https://www.studyaustralia.gov.au/en/life-in-australia/safety-in-australia/driving-and-transport>
- Australia is generally a very safe place to live and study, but it is still important to be aware of the risks that exist. Regarding health and safety
<https://www.studyaustralia.gov.au/en/tools-and-resources/tips-and-advice-for-students/how-to-access-mental-wellbeing-support>

Student code of conduct

Student Responsibilities

The purpose of the Student Code of Conduct is to ensure that there is a peaceful and conducive environment at the Institute for all students and staff. The Student Code of Conduct applies to all students of the Institute, across all courses and modes of delivery.

All students have a responsibility to:

- Treat other students and Institute staff with respect and fairness
- Follow any reasonable direction from a member of Institute staff
- Refrain from swearing, drinking and eating in classrooms and other learning areas (water only allowed).
- Behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying or misusing Institute or another student's property
- Behave responsibly by not being under the influence of drugs and alcohol.
- Refrain from using mobile phones, pagers or any other electronic devices that may disrupt classes.
- Attend all scheduled classes and institute activities and do all assessment tasks and examinations honestly, and not engage in plagiarism, collusion or cheating.
- Follow normal safety practices, including wearing approved clothing and protective equipment and following both written and verbal directions given by Institute staff.
- Not to behave in a way that would offend, embarrass or threaten others.
- Comply with all lawful regulations, rules or procedures of the Institute that pertain to them.
- Pay all fees, charges and levied by the Institute within the required timeframe.
- keep a copy of Student Written Agreement (International) and all the receipts of payments (Tuition Fees and Non-Tuition Fees) made to the institute during time with the SC.
- Follow COVID protocol(s) as per State and Federal laws/restrictions in place, if any.

Student Rights

All students have the right to:

- Be treated fairly and with respect by Institute staff and other students;
- Learn in an environment free of discrimination and harassment;
- Learn in a supportive and stimulating environment to pursue their goals;
- Access counselling if desired or required;
- Privacy concerning records that contain personal information, subject to statutory requirements;
- Information about assessment procedures at the beginning of the subject/competency/module and progressive results as they occur;
- Lodge a complaint without fear of retaliation or victimization;
- Have Principles of Natural Justice applied during any investigation process concerning a breach of the Student Code of Conduct.

Course expectations and requirements

The training and assessment offered by SC focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a "unit of competency". You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our course outlines include the details of delivery as per the sessions plan and the trainer's discretion and amount of theory and practicals will be decided by the trainer and SC management as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations will be delivered as per the sessions plan and the trainer's discretion and amount of theory and practicals will be decided by the trainer and SC management.

Attendance requirements

It is an expectation that you attend every scheduled class so as to not fall behind. Please notify your trainer at least 30 minutes prior to class if you are unable to attend for genuine reason.

Assessment arrangements

At the beginning of each unit, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements including photo or video evidence required for your practical assessment.

At this time, you will:

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

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

Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing, if this occurs, you will be asked to re-submit the work.

Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission. If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to pay re-assessment charges and after that SC will allow you to submit assessment.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to sudden/accidental disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment may involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally
- Sick or have medical condition, due date extension may be provided
- LLND Support

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals (Appendix-2) in this handbook for information about how to lodge an appeal.

Student plagiarism, cheating and collusion

SC has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarized, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarized, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

Support services

SC is aware that some student may exhibit learning difficulties or may have lower level of Language, literacy and numeracy skills.

To assist in identifying any special learning needs and support, student must undertake LLND Test prior to course commencement/at the time of orientation and support will be provided as mentioned in the LLND policy and procedure (please refer to SC website). LLND Robot Tool is used to assess LLND related support for students. After the assessment is completed, trainers, assessors and RTO support staff are required to see ACSF and DLSF profiles for the student and prepare individualised support if the student require additional LLND support.

Trainers will identify and report to the RTO Manger, if a student is still facing challenges such as, completing projects and assessments, study skills, time management, research skills after providing support earlier. Trainers will ensure that academic support and counselling (where required) services are provided to these students.

Student course progress will be carefully monitored and trainers will identify and report to the academic support staff / RTO Manger, if a student is facing challenges in completing projects and assessments, time management, research skills. Trainers will ensure that academic support and counselling (where required) services are provided to these students. Students will encouraged to access additional support where course progress requirements does not meet.

RTO Manger and/or student support officer(s) will organise meeting with identified students and discuss an intervention strategy which may involve one or more of the following support services to avail as required

- Guide the students to enrol in an ELICOS course for additional English language support
- One on one (or a small group) support with the specialist trainer
- Provision of additional attempts to complete assessments
- Extension of enrolment where students require additional time to complete the course (as part of intervention Strategy).

Contact us to discuss your support needs.

Welfare services

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of international students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Internal welfare services will be provided at no additional cost to the student. However, where a student is referred to an external provider, the student will be responsible for meeting the costs of the provider. SC does not charge for such referrals to the provider. Contact us for details about welfare services we can offer.

External Support Services

For students requiring additional support with their studies, work or life, SC provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

Reading and Writing Hotline

Telephone: 1300 655 506 Website: <https://www.readingwritinghotline.edu.au/>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Fair Work Commission Australia

Telephone: 1300 799 675 Website: <https://www.fwc.gov.au>

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

Website: <https://au.reachout.com/>

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

External Counselling/Personal

- Support Lifeline – 13 11 14 or www.lifeline.org.au
- Relationships Australia - 1300 364 277 <http://www.relationships.org.au>
- MensLine Australia – (For men of any age) 1300 78 99 78 <https://mensline.org.au/>
- Mental health websites Mindhealthconnect.org.au Launched as part of the Australian Government's National E-Mental Health Strategy, this site is a trusted gateway to issues surrounding mental health care and a first step to finding relevant support and resources to meet mental health needs.
- Beyondblue.org.au Beyond blue's work is aimed at achieving an Australian community that understands depression and anxiety, empowering all Australians, at any life-stage, to seek help. Anxietyonline.org.au
- Anxiety Online provides information, assessment, referral and treatment for Panic Disorder, Social Anxiety Disorder, Generalised Anxiety Disorder, Obsessive Compulsive Disorder and Post-Traumatic Stress Disorder.
- Headspace.org.au Headspace provides mental and health wellbeing support, information and services to young people aged 12 to 25 years and their families.
- Jeanhailes.org.au Jean Hailes' vision is physical and emotional health and wellbeing in all its dimensions for all Australian women throughout their lives. VIC Mental Health Hotline: NURSE-ON-CALL on 1300 60 60 24

Legislation and you

As a student, you have both rights and responsibilities under applicable legislation.

Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<https://www.education.gov.au/esos-framework>

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

You also have certain rights and responsibilities under the following legislation as discussed below.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, SC must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. SC has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

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

Harassment, victimisation or bullying

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

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates, or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc. Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

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

If you at any time feel that you are being harassed, victimised, or bullied by a staff member or student, you should follow these steps. If you feel that you are being harassed, victimised, or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per SC Complaints and Appeals procedure detailed in this Handbook (Appendix-2).

Equal opportunity

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

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

SC provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

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

As a Registered Training Organization registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification or a statement of attainment for any student if we do not have a USI on file.

If you're studying nationally recognized training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure, and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to <https://www.usi.gov.au/about>

Privacy Policy

In collecting your personal information SC will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes..
- We will not disclose your personal information to another person or organisation unless:
 - We have made you aware that information of that kind is usually passed to that person or organisation.
 - Student have given written consent.
 - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person.
 - The disclosure is required or authorised by or under law; or
 - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Deferral, Suspension, Cancellation, Withdrawal Policy – Appendix 1

This policy applies to Sapience College (SC) and all overseas students and enrolling overseas students. SC may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances, as defined below.

DEFINITIONS

Deferral: means to delay the commencement of a course.

Suspension: means to temporarily delay the enrolment once the course has commenced.

Cancellation: means the cessation of an enrolment on a course.

Withdrawal: means a student that wishes to withdraw from a commenced course.

Extension: means additional time to complete the studies beyond the maximum time limit due to exceptional circumstances.

DHA: Department of Home Affairs.

Compassionate or Compelling circumstances: is defined as circumstances beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- a) Serious illness or injury, where a medical certificate states that the student was unable to attend classes,
- b) Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided),
- c) Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies,
- d) A traumatic experience which could include:
Involvement in, or witnessing of a serious accident; or
Witnessing or being the victim of a serious crime, and these experiences have impacted on the student (cases should be supported by police or psychologist's reports)
- e) Inability to begin studying on the course commencement date due to delay in receiving a Student VISA

Student Misconduct: also misbehaviour, is defined as students who display unacceptable behaviour in accordance with the Student Handbook and Code of Conduct. To ensure all students receive equal opportunity to gain the maximum benefit from their training, any person(s) displaying the following dysfunctional or disruptive behaviour may be asked to leave the session and/or the course. Examples of unacceptable behaviour include but are not limited to the following:

- Continuous interruptions of the trainer.
- Smoking in non-smoking areas.
- Being disrespectful to other participants.
- Harassment by using offensive language.
- Sexual harassment.
- Acting in an unsafe manner that places themselves and others at risk.
- Refusing to participate when required, in group activities.
- Continued absence or late arrival at required times.

POLICY

Acceptable reasons for suspension or cancellation

- In accordance with the National Code 2018, SC can defer or temporarily suspend a student's enrolment on the grounds of compassionate or compelling circumstances.
- In addition, SC can suspend or cancel a student's enrolment including, but not limited to, the following factors:
 - Student misconduct

- Failure to comply with the Offer of Terms as outlined in the Offer Letter & Agreement for Course Progress or attendance, and any formal warning issued by SC against these processes, which are in accordance with Standard 8 (Overseas student visa requirements).
- The non-payment of fees in accordance with the Offer of Terms as outlined in the Offer Letter & Agreement and Payment Schedule.
- The suspension or cancellation of the overseas student's enrolment for these reasons may not take effect until the internal appeals process is completed, unless the health or wellbeing of the overseas student or the wellbeing of others, is likely to be at risk.

Deferral

Applications for deferral of the commencement of the course must be made by completing a Deferment, Suspension, Cancellation, Withdrawal Form (DSCW) with any additional evidence and submitting it to SC Admissions Staff prior to the course commencing. The DSCW Form can be submitted via Email, Mail or in Person.

Once SC has processed the deferral request, the student will receive a written correspondence of the outcome.

- a) An electronic update to the Confirmation of Enrolment and Offer Letter will be provided to reflect the new training plan.
- b) SC will inform the DHA via PRISMS as required under the ESOS Act.

Suspension

Applications for Suspension of enrolment must be made by completing a DSCW Form with any additional evidence and submitting it to SC Student Support staff.

- a) Applications must be received at least 10 working days prior to the requested Suspension date.
- b) Applications received less than 10 working days prior to the requested Suspension date will not be processed.
- c) In the event of an emergency situation requiring Suspension, the submission timeline of 10 working days may be waived by the SC.

Once SC has processed the Suspension request, the student will receive a written correspondence of the outcome with 5 working days after lodgement.

- a) SC will inform the DHA via PRISMS as required under the ESOS Act.

Cancellation

Applications for cancellation of enrolment must be made by completing a DSCW Form with any additional evidence and submitting it to SC Student Support Staff.

- a) The DSCW Form can be submitted via Email, Mail or in Person
- b) The Student Support Officer will then check all information is attached and send the cancellation request to the Compliance Officer for review against Policy & Procedures.
- c) The Compliance Officer will then process the cancellation request.

Once SC has processed the Cancellation request, the student will receive a written correspondence of the outcome from Admissions Officer.

- a) If the request is granted, the student will receive a Letter of Release. Once the Cancellation has been processed, SC will inform the DHA via PRISMS as required under the ESOS Act.
- b) If the request is denied, then the student may appeal the outcome in accordance with the Complaints and Appeals Policy.

Withdrawal

Applications for Withdrawal from a course must be made by completing a Deferral, Suspension, Cancellation, Withdrawal (DSCW) Form with any additional evidence and submitting it to SC Student Support Officer.

- Any withdrawal must be done formally with evidence of why the student is withdrawing
- SC has the right to refuse a withdrawal where a student has not completed six (6) months of their primary course
- SC has the right to refuse a withdrawal on the grounds that the student has outstanding fees or if the student is in the debt recovery process as 'unresolved'
- Any refund application will be processed in accordance with the Fees Charges and Refunds Policy and Procedures
- Certification of any description will only be processed after all outstanding fees are paid
- Certification will be issued within 30 calendar days of these conditions being met

- All documentation will be recorded in the student file
- In this instance the reasons must be documented and recorded to justify this decision
- Should the student wish to withdraw and return to their home country, the student must advise Department of Home Affairs to cancel their student visa

Extension

- SC recognises that students may be impacted by unforeseen circumstances that prevent them from completing all course requirements in accordance with the specified duration.
- Students must make a formal application for an extension to the administration. CoE changes will take place for overseas students.
- Extension applications should be submitted as early as possible (i.e. as soon as the student becomes aware of the need to seek an extension to the duration of their course).
- Students may request a maximum of one extension of two (2) months except in the case where a qualification is in transition.
- Where a qualification is in transition and a request for extension is received less than two (2) months prior to the expiry date, extension will only be granted up to the final date for submission of all completed assessment. Regulations do not allow the SC to extend the enrolment of learners beyond the approved transition date.
- Students who apply for an extension will be notified of their amended course completion date via email within 5 working days of approval of the request.
- Once the student has applied for the single available extension to their enrolment, no further requests to extend the course duration will be accepted and students will be required to re-enrol into their course program.
- Applications for extension to the course duration attract a fee payable at the time of the request. This is a non-refundable fee. Student should contact Administration for updated fee.

Prior to suspension or cancellation

In any given situation that leads to a deferment, suspension or cancellation of studies, instigated by SC, prior to imposing a suspension/cancellation:

Formal written notification will be provided to the student of the intent and reasons for suspension / cancellation

The student will be informed of their right to appeal this decision, as well as the timeframe and process for doing so

The student shall have 20 working days to access SC's Internal Complaints and Appeals process in accordance with Standard 10 (Complaints and appeals)

Complaints and Appeals Process

The deferment, temporary suspension or cancellation of studies cannot take effect until the Internal Complaints and Appeals process has been completed, unless extenuating circumstances relating to the welfare of the student apply.

- At the completion of the complaints and appeals process, should the deferment, temporary suspension or cancellation of studies be upheld by the complaints and appeals hearing, SC will inform the DHA via PRISMS as required under the ESOS Act.

Deferral, suspension or cancellation advising and reporting obligations

In the instance of deferral, suspension or cancellation action going ahead SC will inform the overseas student regarding the need to immediately contact Immigration for advice on the potential impact to the student's visa. SC will report the change to the overseas student's enrolment as per section 19 of the ESOS Act.

Guidelines and Implications of Suspension or Cancellation

Should a student enrolment be temporarily suspended for a period of 28 days or longer, the student must return home, unless special circumstances exist.

Students are to be made aware that:

- Students can only temporarily suspend enrolment for a maximum period of six months,
- Deferral, Suspension or Cancellation of enrolment may affect the student's VISA,
- If the enrolment is suspended for a period greater than six months, the student's visa may be cancelled by Department of Home Affairs.

RESPONSIBILITIES

All documentation relating to deferment, temporary suspension or cancellation of studies will be held in the student's file and managed by Student Support Staff.

In addition, any discussions between student and the Compliance Officer relating to the deferment, temporary suspension or cancellation of studies will be recorded and placed as minutes in the student's file as well as being noted in the Student Management System. The Compliance Officer is responsible for developing and reviewing documentation relating to deferment, temporary suspension or cancellation of studies.

RELATED LEGISLATION AND REGULATIONS

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 9

- Standards for Registered Training Organisations (RTOs) 2015
- Education Services for Overseas Students Regulations 2001
- Education Services for Overseas Students Act 2000
- Australian Qualification Framework (AQF) and its Policies

You can contact SC Administration for *Deferral, Suspension, Cancellation, Withdrawal Policy and Procedure* for further details or access a copy at SC website.

Complaints and Appeals Policy – Appendix 2

The purpose of this policy and procedure is to outline Sapience College (SC) approach to managing dissatisfaction, formal complaints and appeals of students, clients, staff and other members of the community. It provides a transparent approach for all complaints and appeals to be addressed in a fair, efficient and confidential manner.

This policy and procedure ensure compliance with Standard 6 of the Standards for RTOs 2015, as well as compliance with the of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 10.

DEFINITIONS

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Appeal means a request for a decision made by SC to be reviewed

Complaint means a person's formal expression of dissatisfaction with any product or service provided by SC

DE means Department of Education

DEWR means Department of Employment and Workplace Relations

DHA means Department of Home Affairs

Overseas Student means someone who is studying in Australia on a student visa. An overseas student is also called an international student

PRISMS mean Provider Registration and International Students Management System

Services means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

POLICY

Nature of complaints and appeals

- SC responds to all allegations involving the conduct of:
 - The RTO, its trainers / assessors and other staff.
 - Any third-party providing Services on behalf of SC and including education agents.
 - Any student or client of SC.
- Complaints may be made in relation to any of SC 's services and activities such as:
 - the application and enrolment process
 - marketing information
 - the quality of training and assessment provided
 - training and assessment matters, including student progress, student support and assessment requirements
 - the way someone has been treated
 - the actions of another student
- An appeal is a request for a decision made by SC to be reviewed. Decisions may have been about:
 - course admissions
 - refund assessments
 - response to a complaint
 - assessment outcomes / results
 - other general decisions made by SC

Principles of resolution

- SC is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, SC ensures that complaints and appeals:
 - Are responded to in a professional, consistent and transparent manner.
 - Are responded to promptly, fairly, objectively, with sensitivity and confidentiality.
 - Can be made at no cost to the individual.
 - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- SC will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- There are no charges for students to submit, a complaint or appeal to SC, or to seek information or advice about doing so.
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

Making a complaint or appeal

- Complaints about an incident should be made as soon as possible after the incident occurring and appeals must be made within ten (10) calendar days of the original decision being made after complaint.
- Complaints and appeals should be made in writing using the *Complaints and Appeals Form*.
- When making a complaint or appeal, provide as much information as possible to enable SC to investigate and determine an appropriate solution. This should include:
 - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
 - Any evidence you have to support your complaint or appeal.
 - Details about the steps you have already taken to resolve the issue.
 - Suggestions about how the matter might be resolved.

Timeframes for resolution

- The complaint or appeal will be acknowledged in writing when form is submitted.
- The complaints and appeals process will commence within 10 business days of receipt of the application. Complaints and appeals will be finalised as soon as practicable unless there is a significant reason for the matter to take longer.
- In matters where additional time is needed if the matter is taking more than 60 days, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

Resolution of complaints and appeals

- Some or all members of the Administration team of SC will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Each party involved in the complaint or appeal may have a support person or independent mediator of their choice present at meetings scheduled to resolve the issue.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task. The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.
- The enrolment status of student will be handled as follows:
 - For international students, SC will maintain a student's enrolment throughout the internal appeals processes without notifying DHA via PRISMS of a change in enrolment status. In the case of an external appeals process it will depend on the type of appeal as to whether SC maintains the student's enrolment as follows:
 - If the appeal is against SC's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported SC's decision to report.
 - If the appeal is against SC's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, SC will notify DHA via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process.

Independent Parties

- SC acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant / appellant unless the decision to include an independent party was made by SC.
 - For international students, the independent party is the Overseas Students Ombudsman. This service is free of charge. Where an international student is not satisfied with the outcome or conduct of the internal process, they are referred to the Overseas Students Ombudsman (OSO). See information under external complaint avenues.
 - SC will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
 - The RTO Manager will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation, and any recommendations being actioned by SC.

External complaint avenues

- Complaints can also be made via the following avenues:
 - National Training Complaints Hotline:
The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency / authority / jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:
 - Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
 - Website: <https://www.dewr.gov.au/national-training-complaints-hotline>
 - Australian Skills Quality Authority (ASQA):
Complainants may also complain to SC's registering body, Australian Skills Quality Authority (ASQA). ASQA can investigate complaints about SC in relation to:
 - the quality of our training and assessment
 - our marketing and advertising practices
 For students and stakeholders:
 - ASQA may not be able to investigate complaint if you do not include evidence that you have already exhausted our formal internal complaints process.
 - If your complaint does not fall within ASQA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible as listed on the relevant webpage below.
 - Please refer to the relevant webpage before making a complaint to ASQA: <https://www.asqa.gov.au/students/complaints>
 - The Overseas Student Ombudsman (OSO)
International students may complain to the OSO if their complaint is in relation to SC:
 - refusing admission to a course
 - course fees and refunds
 - course or provider transfers
 - course progress or attendance
 - cancellation of enrolment
 - accommodation or work arranged by your provider
 - incorrect advice given by an education agent
 - if you believe we have failed to act or are taking too long to take some action. This might include (for example), failing to provide your results in the normal timeframe, or failing to provide services included your written agreement with SC.
 The OSO may not be able to investigate your complaint if you have not already exhausted our formal internal complaints process.
Please refer to the following website if you are considering making a complaint: <https://www.ombudsman.gov.au>.

You can contact SC Administration for *Complaints and Appeals Policy and Procedure* for further details or access a copy at SC website.

Credit Transfer Policy – Appendix 3

Credit Transfer is different from Recognition of Prior Learning but Course credit may also be awarded for Recognition of Prior Learning (RPL). The process for RPL is included in *Recognition of Prior Learning Policy & Procedure*.

This complies with Clause 1.12 and 3.5 of the Standards and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standard 2.

SCOPE

Applicants, whether they are current or prospective students, will be offered an outcome to meet their specific circumstances within SC's Scope of Registration, subject to the fees and charges (subject to change and review annually).

All staff must be provided with information about the Credit Transfer application process and assist students in completing applications.

DEFINITIONS

AQF means Australian Qualifications Framework which can be accessed at <http://www.aqf.edu.au/>

Certification document means a Testamur, Statement of Attainment or Record of Results

Credit means recognition of the previous studies a student has completed for the purpose of reducing the units or modules required to be completed in their currently enrolled program

Course means any nationally recognised qualification, unit of competency, skill set or short course in which a student is enrolled with the RTO

A **Confirmation of Enrolment letter (CoE)** is a document, provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular course of the registered provider.

Record of Results is a record of all the units and modules completed and their results that lead to an AQF qualification or VET Accredited Course being issued and is issued alongside an AQF qualification or Statement of Attainment

Registrar means the Student Identifiers Registrar

PRISMS means Provider Registration and International Students Management System

RPL means Recognition of Prior Learning

SRTOs means the Standards for RTOs 2015 – refer definition of 'Standards'

Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from www.asqa.gov.au

Statement of Attainment confirms that one or more nationally recognised units or modules has been achieved by an individual but is only used where there has been partial completion of a qualification or VET accredited course

Testamur is an official certification document that confirms that an AQF qualification has been awarded to an individual. This may be called an 'award', 'qualification' 'parchment', or 'certificate'

POLICY

- Credit Transfer information must be included in information given to students prior to enrolment.
- There is no separate fee for only Credit Transfer applications.

1. Application for Credit

- All students will be offered the opportunity to apply for credit for previously completed studies. Students can apply for Credit by completing a *Credit Transfer Application Form* and providing relevant supporting documents, including certified copies of transcripts before the commencement of studies. This may include VET transcripts or extracts issued by the Student Identifiers Registrar.
- All evidence provided as part of an application for Credit will be authenticated by SC by confirming the details provided on the document are valid. In the case of transcripts issued by the USI Registrar, documents may be authenticated through the USI Registry System.
- SC will not require any student to repeat any unit or module which they have already been assessed as Competent unless there is a license condition or regulatory requirement that requires this.

2. Assessing Credit

- Before processing a request for credit, a staff member must verify the AQF certification documents provided by the applicant. This may be done through:
 - Sighting and retaining a copy of the original AQF certification documents held by the applicant, or
 - Being provided with an authenticated copy of the of the AQF certification documents by the applicant; or
 - Directly downloading the student's academic record from the USI register with the student's approval; or
 - Getting the verifiable USI transcript with link / QR Code; or
 - Directly contacting the issuing organisation / RTO.
- Any AQF certification document submitted will be validated by the SC before processing the credit. Validation will be either with the issuing RTO or via the relevant VET regulatory authority/registrar. SC may also authenticate the information in a "compliant" AQF document provided by the applicant (e.g. by contacting the RTO directly that issued the document and confirming the content is valid). The applicant must be informed in writing when a credit cannot be processed due to validity not being accepted following an authentication check.
- Where a student provides authenticated evidence of units or modules issued by another RTO or authorised issuing organisation, SC will provide Credit for that unit or module where it is a unit listed in the student's course of enrolment with SC.
- Where evidence has been provided of previous study being completed at another RTO, university or other authorised issuing organisation, but the unit or module is not listed in the student's course of enrolment with SC, an analysis as to the equivalence of the study completed with the units in the student's enrolment with SC will be undertaken.

3. Credit application outcomes

- Students will be advised of the outcome of their Credit application in writing and will be required to provide an acceptance of the credit awarded.
- Where there are significant Credits granted, this may result in a reduction of the Course fees, which will be advised at the same time.
- For international students, where Credit or RPL has been granted after the acceptance of a place in a course or on commencement of studies and will affect the duration of studies, this will be recorded in PRISMS and a new Confirmation of Enrolment Letter (CoE) created.
- The result of Credit Transfer will be recorded for any relevant units on the student management system. A record of acceptance of the credit must be kept for International Students for a minimum of two years.
- Students may appeal the decisions made about their Credit application by following the *Complaints and Appeals Policy & Procedure*.

You can contact SC Administration for *Course Transfer Policy and Procedure* for further details or access a copy at SC website.

Fees, Charges and Refunds Policy – Appendix 4

The purpose of this policy and procedure is to outline Sapience College's (SC) approach to managing fees and refunds and to demonstrate how fees paid in advance are protected by SC.

SCOPE

This policy applies to all Students who are commencing, have commenced or are continuing study with SC.

Overseas students choosing to study at SC are required to pay all fees and charges agreed to in the Letter of Offer and Acceptance of Agreement.

INTENT

The purpose of this policy and procedure is to outline SC's approach to managing fees and refunds and to demonstrate how fees paid in advance are protected by SC.

Standard Seven of SRTO's 2015 (Clause 7.3): Clause 7.3 states - Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6. SC does not collect fees in excess of \$1500 for domestic students. However, for international students SC does not require the tuition fee to be collected in excess of 50% of the first course fee, unless students undertake to pay in excess to cater for their convenience.

DEFINITIONS

Admission fee means the fee that covers the cost of processing the application of prospective students, this fee is paid in advance of commencement of course and is not refundable.

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Course means a course of education or training, as detailed in the Letter of Offer

Course Start Date means the student when is enrolled into a course. The commencement date of this course date as per his/her Letter of Offer. If deferred the refund cancelation will be based on the course start date of his/her original Letter of Offer.

DE means Department of Education

DEWR means Department of Employment and Workplace Relations

DHA means Department of Home Affairs

eCoE means the electronic Confirmation of Enrolment. This is the only accepted evidence of enrolment for processing Australian student visa applications. The CoE is needed to apply for a student visa.

ESOS Act means Education Services for Overseas Students Act 2000

Letter of Offer means the document offering a place at SC and sets all the fees applicable to the stated course.

- a) A student might be issued with a Letter of Offer with minimum entry requirements or terms and conditions.
- b) The student needs to meet the terms and conditions/or minimum entry requirement stated of the Letter of Offer before commencing with SC.

National Code means National Code of Practice for Providers of Education and Training to Overseas Students 2018

No Refund means that the circumstances warrant that no refund will be paid to the student.

Non-tuition fees: For the purposes of the definition of non-tuition fees, the class is prescribed if the fees are for:

- a) books or equipment or material sold to the student; or
- b) health insurance; or
- c) administration; or
- d) accommodation (other than accommodation that the student occupies for a short time while undertaking training, excursions, fieldwork); or
- e) assisting the student to apply for or hold a student visa; or
- f) other fees which do not fall under the definition of tuition fee.

Non-tuition fees, for a course, means an amount of money that:

- a) a provider receives, directly or indirectly, from:
 - a. an overseas student who is accepted for enrolment, or enrolled, in the course; or
 - b. an intending overseas student who intends to become, or who has taken any steps towards becoming, accepted for enrolment, or enrolled, in the course; or
 - c. another person who pays the amount on behalf of such an overseas student or intending overseas student;
and
- b) is not tuition fees.

SRTOs means the Standards for RTOs 2015 – refer definition of ‘Standards’

Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from www.asqa.gov.au

Tuition fees include fees for lectures, tutorials, tutoring sessions, training, excursions, fieldwork, laboratories, or practical experience that form part of the student’s course (whether mandatory or not), or are intended to assist the student to progress in their course, or are ancillary to the activities that form part of the student’s course listed previously.

- a) means fees a provider receives, directly or indirectly, from:
 - a. an overseas student or intending overseas student; or
 - b. another person who pays the fees on behalf of an overseas student or intending overseas student; that are directly related to the provision of a course that the provider is providing, or offering to provide, to the student; and that are directly related to the provision of a course that the provider is providing, or offering to provide, to the student; and
- b) includes any classes of fees prescribed by the regulations for the purposes of this definition; and
- c) excludes any classes of fees prescribed by the regulations for the purposes of this definition.

Further, for the purposes of the definition of tuition fees, the class is prescribed if the fees are for:

- a) lectures, tutorials, tutoring sessions, training, excursions, fieldwork, laboratories, or practical experience, that:
 - a. form part of a course that the provider is providing, or offering to provide, to the student (whether or not they are a mandatory part of the course); or
 - b. are intended to assist the student to progress in such a course; or
- b) matters ancillary to the activities mentioned in (a).

Tuition Protection Service (TPS) The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

For more information on TPS, please click the following link:

<https://tps.gov.au/StaticContent/Get/StudentInformation>

Written agreement means that the provider must enter into a written agreement with each overseas student or intending overseas student that:

- (a) sets out the refund requirements that apply if the student defaults in relation to a course at a location
- (b) meets the requirements (if any) set out in the national code. (refer Section 47B).

POLICY STATEMENT

1. Protection of fees paid in advance

- 1.1 SC protects the fees that are paid in advance by both domestic and international students.
- 1.2 For domestic student fee protection is ensured as follows:
 - SC does not require a student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off during the course in instalments according to a set payment plan.
- 1.3 For international student fee protection is ensured as follows:
 - SC does not require international students to pay more than 50% of course fees prior to course commencement. However, SC provides students with the opportunity to pay more than 50% of their tuition fees prior to course commencement if they wish. Where a student chooses not to pay more than 50% upfront, the remaining amount will be collected according to an agreed payment schedule. Note, however, that where a course is less than 25 weeks, SC will require students to pay the full cost of the course prior to course commencement.
 - SC pays into the Tuition Protection Service (TPS) provided by the Australian Government.

2. Fees and refund information

- 2.1 Fee information relevant to a course is outlined in detail on the Student Agreement and summarised on the Course Outline as well as the RTO's website. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
- 2.2 For international students, fee information is always provided prior to enrolment or receipt of payment as per the requirements of the National Code 2018 Standard 2 and 3. Fee information provided to international students includes:
 - All course fees, including both tuition fees and non-tuition fees and the period to which these fees apply
 - Any additional charges that may apply and the circumstances in which they apply
 - The potential for changes to fees over the duration of the course
 - Payment options (including that international student may choose to pay more than 50% tuition fees before their course commences)
- 2.3 The Student Agreement and the Student Handbook which are provided prior to enrolment, includes this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students are required to sign the Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy.

3. Course fee inclusions

- 3.1 The Student Agreement will clearly itemise all course fees, including both tuition and non-tuition fees.
- 3.2 Tuition fees include:
 - All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
 - Refer to the course brochure for the current fee structure for that course
- 3.3 Please contact SC for latest course costs via email

Note: Except Tuition Fees, all other fees are classified as Non-Tuition Fee

4. Payments

- 4.1 Payments can be accepted by EFTPOS, electronic transfer, credit card, money order or direct debit.
- 4.2 Credit card payments incur a surcharge of 2% per transaction.
- 4.3 Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- 4.4 Debts will be referred to a debt collection agency where fees are more than 40 days past due.
- 4.5 SC reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.
- 4.6 International students who do not pay their fees will receive one warning regarding non-payment of fees and thereafter will be reported to DHA via PRISMS under student default.
- 4.7 Receipts of payments made by international students will be kept for at least 2 years after the person ceases to be an accepted student.
- 4.8 Please see the following options and choose one of these to pay your payable Fees:

1. Pay By Credit/Debit Card	Please visit reception to pay your fee Credit Card: Visa or MasterCard (2% Surcharge will be applied)
2. By Draft or Bank Cheque	Under the name of "Sapience College" Mail your cheque along with this invoice to... "Sapience College – Suite 109 Level 1 425 Docklands Dr, Docklands VIC 3008, Australia"
3. By Bank Deposit or Internet Transfer to SC bank account	Bank: Commonwealth Bank of Australia BSB: 063108 Account Number: 10790271 Swift Code: CTBAAU2S Account Title: Sapience College Pty Ltd Note: Put your SC Student ID: (Student ID) as a reference/description
4. Pay Over the Phone	Credit Card Only: Visa or MasterCard (2% Surcharge will be applied)
5. By Credit Card Authorisation Form	Click on above link & fill out Credit Card Authorisation Form & then send us. (2% Surcharge will be applied) link: TBA

5. Refunds for international students

5.1 Provider Default

When a registered provider default

- (1) A registered provider defaults, in relation to an overseas student or intending overseas student and a course at a location, if:
 - (a) either of the following occurs:
 - (i) the provider fails to start to provide the course to the student at the location on the agreed starting day;
 - (ii) the course ceases to be provided to the student at the location at any time after it starts but before it is completed; and
 - (b) the student has not withdrawn before the default day.
- Note: For an exception to this rule, see subsection paragraph (3) ('Ceasing to provider courses').
- (2) To avoid doubt, a registered provider defaults if the provider is prevented from providing a course at a location because a sanction has been imposed on the provider under Part 6 of the Act (*Education Services for Overseas Students Act 2000 - Compilation No. 34*).

Ceasing to provide courses

- (3) A registered provider does not default, in relation to an overseas student or intending overseas student and a course at a location, if the provider fails to start to provide the course, or the course ceases to be provided, to the student because the student defaults in relation to the course under paragraph 47A(1)(c) [*Education Services for Overseas Students Act 2000 - Compilation No. 34*].

5.2 Refund due to Provider Default

- a. The course does not commence at the location on the agreed commencement date (or)
- b. The course ceases to be provided at any time after it commences but before it is completed (or)
- c. If a sanction has been imposed and SC was prevented from providing the course
 - In the case of a Provider Default, SC discharge its obligation to the students within 14 days from the day of the default.
 - Student will be given the following option to choose from.
 - Receive a refund of tuition fees for the weeks in default period (unspent tuition fees) Refund amount = weekly tuition fees x weeks in default period
 - Receive placement in an alternative course with SC or another provider at the provider's expense. If students choose this option, students must accept the offer in writing. All the unspent tuition fees will be transferred to the new course.
 - If SC fails to discharge its obligations (fails to provide a refund or place students in an alternative course), the Tuition Protection Scheme will be responsible for placing students in a suitable alternative course or refund the unspent tuition fees. More information on Tuition Protection Scheme will be available on www.tps.gov.au website.

5.3 Full refunds

- 5.3.1 A full refund of any course fees paid will be provided to students in any of the following circumstances:
- a) If Sapience College is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
 - b) Where a course does not start on the starting date outlined in the Letter of Offer
 - c) At the discretion of SC's CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.
 1. If a student cannot commence the course because of illness, disability or where there is death of a close family member of the student (parent, sibling, spouse or child).
- 5.3.2 If an offer of a place is withdrawn by SC and this is not due to incorrect or incomplete information being provided by the student.

5.4 Claiming a full refund

- 5.4.1 In any of the above situations, SC will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.
- 5.4.2 If a student visa is refused and the refusal was a reason for the student's failure to start the course on the agreed starting day for the course, or withdrawing or failing to pay tuition fee on time from the course on or before the agreed starting date, then no refund to the student.

5.5 Student Default

- 6.4.1 When a student default
- (1) An overseas student or intending overseas student defaults, in relation to a course at a location, if:
 - (a) the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
 - (b) the student withdraws from the course at the location (either before or after the agreed starting day); or
 - (c) the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:
 - (i) the student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course;
 - (ii) the student breached a condition of his or her student visa;
 - (iii) misbehaviour by the student.
 - (2) An overseas student or intending overseas student does not default under paragraph (1)(a) in relation to a course at a location if the student does not start that course because the registered provider defaults in relation to the course at the location under subparagraph 46A(1)(a)(i) [*Education Services for Overseas Students Act 2000 - Compilation No. 34*].
 - (3) An overseas student or intending overseas student does not default under subparagraph (1)(c)(iii) unless the registered provider accords the student natural justice before refusing to provide, or continue providing, the course to the student at the location.

5.6 Prior to Commencement (Other than visa refusal)

- a. If written notice of withdrawal is received from a student at least 10 weeks prior to agreed start date of the initial course commencement, total course fee (tuition fee plus non tuition fee) less Admission Fees is refundable.
- b. If written notice of withdrawal is received from a student at least 4 weeks prior to agreed start date of the initial course commencement, 75% of the tuition fees less Admission Fees is refundable.
- c. If written notice of withdrawal is received from students 2 - 4 weeks prior to agreed start of the initial course commencement, 25% of the tuition fees less Admission Fees is refundable.
- d. If written notice of withdrawal is received from students less than 2 weeks prior to the agreed start date of the initial course commencement, 0% of the tuition fees less Admission Fees is refundable.
- e. If students defer course commencement date and then apply for a refund, no refund will be issued.

5.7 Post commencement (Other than visa refusal)

Under following circumstances, no refund will be issued to students.

- a. If written notice of withdrawal is received from students less than 2 weeks prior to the agreed start date of the initial course commencement.

- b. Students cancel their enrolment in a course after their commencement date (this includes abandonment of course enrolled in before its completion and the balance of all outstanding fees for the course to be invoiced to the student).
- c. In the event that students seek and are granted approval by SC to transfer to another provider prior to completion of six months study of the principal course.
- d. In the event that the student's enrolment is cancelled because of infringement with SC disciplinary policy or breach of student visa conditions or fail to make scheduled payment of their fees and charges.

5.8 Post commencement (Visa refusal)

- a) If an international student is refused a visa (student default) but has already commenced their course, non-tuition fees will not be refunded. However, tuition fees will be refunded from the day of the student default as per Section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.

5.9 Refund of OSHC, Airport Pickup and Accommodation charges

- o If students' refund application has been approved prior to course commencement, SC will refund the Overseas Student Health Cover (OSHC) amount paid by students to SC. If students have commenced their studies and require a refund of OSHC Student will be required to apply to OSHC provider directly for reimbursement of amount paid.
- o If students refund application has been approved prior to course commencement, SC will refund any amount, which has not been paid to accommodation provider, Accommodation Placement Fee and Airport Pickup. In other circumstances, were the money have been paid for, students are required to apply directly to the accommodation provider and Airport Pickup service providers for a refund.
- o SC does not take responsibility and is not liable for the refund policies of those service providers.

5.10 Other Cases

- a) If there is no written refund agreement and SC didn't enter into a written refund agreement with student, SC will refund the unspent tuition fees to the student. The refund amount will be calculated as below Refund amount = weekly tuition fee x weeks in default period
- b) If a student has supplied incorrect or incomplete information and as a result SC withdraws the offer prior to commencement of the course, the student will be eligible to receive a refund of all course fees paid less Admission Fee.
- c) Temporary change of mode of study/delivery (Due to exceptional and/or unavoidable circumstances), Return of unused tuition fees upon receiving of request with valid reason.

5.11 Applying for a refund

- o To apply for refund students must complete the Refund Application Form and attach any evidence or documentation relevant to the refund application. Students must submit the form to Admissions for refunds prior to arrival/commencement; or Student Services for refunds after commencement.
- o Students will be notified of the outcome of their refund application in writing and paid any refund calculated as per the policy within 10 working days of the receipt of the Refund Application Form.
- o the refund will only be made to the student nominated bank account in the Refund Application Form.

Note: If the student is dissatisfied with the outcome of their refund application, he/she can lodge an appeal under the SC Complaints and Appeals Policy. To request the Complaints and Appeals Policy, please contact SC.

Refer to the table below for student entitlement for refund in the case of student default.

Type	Refund Description
Withdrawal at least 6 weeks prior to agreed start date	Full refund of Tuition Fees excluding Admission fees
Withdrawal at least 4 weeks prior to agreed start date	75% refund of Tuition Fees excluding Admission fees
Withdrawal 2- 4 weeks prior to agreed start date	25% refund of Tuition Fees excluding Admission fees
Withdrawal less than 2 weeks prior to the agreed start date	No refund
Withdrawal on or after the agreed start date	No refund
Abandons the course without notice	No refund and the balance of all outstanding fees for the course to be invoiced to the student
Course withdrawn by RTO (before the agreed start date)	Full refund including Admission fees

Type	Refund Description
SC is unable to provide the course after course start date	Return of unused tuition fees. Pre-paid fees may be transferred to an alternative enrolment where the student agrees
The course is not provided fully to the student because the Institute has a sanction imposed by a Government regulator	Return of unused tuition fees
Recognition of Prior Learning (RPL) fees	No refund if Statement of Attainment provided
Transfer to another provider	Return of unused tuition fees
Temporary change of mode of study/delivery (Due to exceptional and/or unavoidable circumstances)	Return of unused tuition fees upon receiving of request letter with valid reason

Sapience College will only refund prepaid course money directly to the student and will not under any circumstances refund course money to a third party.

SCHEDULE OF FEES

Application / Registration fee (non-refundable)

A non-refundable application fee of \$200.00 applies.

Current Course Costs

Listed below are the current course costs (subject to review and change)

Course Code	Course Title	Duration (weeks)	Tuition Fee	Material Fee	Total Cost*
BSB50420	Diploma of Leadership and Management	52	\$14,000	Nil	\$14,000
BSB50820	Diploma of Project Management	52	\$14,000	Nil	\$14,000
BSB60420	Advanced Diploma of Leadership and Management	52	\$14,000	Nil	\$14,000
BSB80120	Graduate Diploma of Management (Learning)	104	\$28,000	Nil	\$28,000

* Excluding Application / Registration Fee

Fees during the enrolment period

Description	Fees
Repeat of unit	\$300
RPL assessment (per unit of competency)	\$500

Description	Fees in \$
Application fee	200.00
Replacement Diploma / Certificate	100.00
Bank Transfer fee	30.00
Additional statement of attainment (one statement of attainment will be provided free of charge)	50.00
Resubmit fee after 3 attempts (per assessment)	300.00
Late payment fee	100.00

You can contact SC Administration for *Fees, Charges and Refunds Policy and Procedure* for further details or access a copy at SC website.

Course Progress Policy – Appendix 5

The purpose of this policy is to ensure that Sapience College (SC) monitors international students to ensure that they can complete their course within the duration specified on their Confirmation of Enrolment (CoE) and that timely intervention strategies are implemented for students who are at risk of failing to meet course progress requirements.

The intention of this policy is to provide all students with the best opportunity to meet their study goals and aspirations and to ensure that students do not breach their visa requirements.

This ensures compliance with Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

SCOPE

This policy applies to all overseas current and prospective students as well as those continuing study. This policy is relevant to SC as a registered training organisation required by the regulators and Australian Department of Home Affairs to report upon students' academic progress, rather than attendance. Within this policy are policy items (Section Attendance Monitoring) for attendance monitoring requirements should SC be required by ASQA to use attendance-based monitoring now or in the future.

The attendance of each client enrolled with the RTO will be monitored closely to ensure there is full-time study activity, as attendance is necessary for satisfactory course progress. However, this policy does not require the RTO to report unsatisfactory attendance under the conditions of the overseas student visa. However, as part of our academic support and monitoring, our internal policy is that students must attend classes and we record attendance at every class.

All overseas students at SC will be provided the appropriate support from SC Student Support Officers to help them meet their course requirements. Under certain conditions intervention may be required, as detailed in this policy, to help overseas students meet their course requirements. This policy and the corresponding procedure are to be made readily available to all staff and students.

DEFINITIONS

Academic performance Assessment of competency as a student progress through the qualification

Academic staff includes staff involved in Teaching, Training and/or Assessment to overseas students

CoE means Confirmation of Enrolment

Compassionate or compelling circumstances Extenuating circumstances which are usually beyond the student's control and impact upon the student's progress or wellbeing. This includes but not limited to serious injury or illness, bereavement, being a victim of crime or traumatic experience.

DE means Department of Education

DHA mean Department of Home Affairs

ESOS Act means the Education Services for Overseas Students Act 2000

Exclusion The student cannot enrol in a course at the same or higher level for the period of exclusion.

Exclusion Notice A letter of notification issued to a student informing the student that they are excluded from their course

Intervention Strategy Plan The individual plan to provide academic support and/or assistance to a student identified as being at risk of not achieving satisfactory course progress in the current or previous study period.

National Code means National Code of Practice for Providers of Education and Training to Overseas Students 2018

Overseas/ international student A student of SC who holds an Australian Student Visa and is enrolled in a CRICOS registered course.

PRISMS means Provider Registration and International Student Management System (PRISMS).

Satisfactory course progress Demonstrated competency in more than fifty percent (50%) of the enrolled units of competency within a study period, is deemed to have satisfactory progress.

Study period is defined as a discrete period of study within a course, namely term, semester, trimester, short course of similar or lesser duration, or as otherwise defined by the registered provider as long as that period does not exceed six months. For courses at SC, study periods are typically 10 – 13 weeks.

Training Product means AQF qualification, skill set, unit of competency, accredited short course or module.

POLICY

The monitoring of and awareness of student progress plays an essential role in ensuring that international students experiencing academic difficulties and who are at risk of failing can be identified in sufficient time and provided with appropriate academic support and counselling and access to appropriate student services.

All overseas students are clearly informed about the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period, prior to their commencement in any course.

The Intervention Strategy Plan is a written plan and agreement to be signed by both the student and an academic or student support staff member. This plan is developed in consultation between the student, student support and the trainer/assessor(s). The Intervention Strategy Plan specifies terms such as which actions and approaches will be used to get the student back on track, as well as the timeframe and targets, so that the student may still complete their course within the period of their CoE.

SC is committed to supporting student success and achievement through monitoring student progression. Where required SC will implement Intervention Strategies for students not meeting the course requirements as soon as progression issues arise. This can be a result of a Critical Incident, failure to complete required assessments or through poor attendance. Every student Intervention Strategy is developed and reviewed separately for that individual student to ensure fairness, equity and access.

1. Attendance forms/sheets

- SC will continue to use attendance forms/sheets in every training session scheduled to be run by the trainers. These attendance forms/sheets are used to determine last point of contact with students and assist in students who don't achieve competency on assessments regarding intervention strategy meetings.

2. Completion within expected duration

- International students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE). The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.
- SC monitors student progress to ensure that students to complete their studies within the expected duration specified on their Confirmation of Enrolment.

3. Course progress requirements

- SC maintains and tracks academic progress via the Student Management System.
- Each course is setup within the Student Management System, with the required units, qualification rules, timeframes, delivery methods and sessions for delivery.
- Students are then enrolled into the course according to Class Schedule / Timetable, also provided to the student which includes all term breaks and each term is a study period.
- The Class Schedule / Timetable will be provided to the student on their orientation day.

- The class schedules for each study period are then monitored to ensure that students are meeting the minimum 50% competency requirement and is achieving satisfactory academic progress.
- Four (4) weeks prior to end of each study period a SC will complete an End of Study Period Report. This report will enable SC's staff to send out letters via the SMS to students at risk and advise them hand in any outstanding assessments for processing.
- This process enables SC to identify any students at risk of not completing within the expected duration on their CoE, and promptly reminds them to hand in assessments, helping to minimise any adverse effects to the student.
- At the immediate end of each study period, this process is repeated and students who are failing to achieve better than 50% completion rate are sent a warning letter. The warning letter notifies the student about options for connecting with an official to plan an effective intervention strategy for the student to progress to a positive academic progress that enables the student to complete their studies as per the duration stated on their CoE.
- Every student that receives a warning letter will be recorded on a register to ensure all students have an effective follow up plan. This register also enables SC staff to manage the response from students in an appropriate and unbiased procedure.
- Students who fail to achieve satisfactory academic progress after two warning letters and fail to engage in an intervention strategy will be issued with an intention to report letter as soon as practicable, notifying them of:
 - our intention to report the overseas student to Australian Department of Home Affairs for unsatisfactory course progress.
 - their right to access our complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

4. Attendance Monitoring

The policy items and processes given here are for attendance monitoring requirements should SC be required by ASQA to use attendance-based monitoring now or in the future. (Please note this is relevant only if ASQA have the monitoring of minimum attendance requirements set as a condition of RTO registration. Where this is not the case at the present time, disregard this section).

- Whereby directed by ASQA as the ESOS Agency, it is a student visa requirement for overseas students to attend campus for a minimum of 80% of the scheduled course contact hours
- If required by ASQA to monitor overseas student attendance, monitoring and recording attendance of the overseas student, will be conducted.
- Each students' attendance is recorded and calculated over the period of a term/study period using information from class attendance sheets which are input to the student management system (SMS).
- Using this information in the SMS the weekly attendance records are reviewed and a report is generated to identify Students at risk of not satisfying attendance requirements.
- The student identified as being at risk are notified by email and their current attendance percentage is given in the form of an Attendance Warning Letter.
- Students with falling attendance percentages will be notified by email a minimum of two times before their attendance level reaches the 80% minimum. In each contact the Attendance Warning Letters issued will include:
 - a request that the student contact student support staff for assistance in getting back on track with the options for intervention processes and any other assistance that may be viable
 - a statement explaining that SC is obligated to monitor attendance and notify the Australian Department of Home Affairs of students with attendance below 80%, which may ultimately result in the cancellation of the student's visa.
- Should the student be absent for four consecutive days absent without prior approval, they will be contacted by email and may also be phoned to initiate an intervention process and book an intervention interview.
- Should the attendance rate of a student fall to 80% a Final Attendance Warning Letter is sent to the student requesting an immediate intervention interview with student support staff and further warning the student of the imminent risk of reaching attendance percentages under the 80% minimum rate.
- At five consecutive days absent without our prior approval, or having reached attendance levels below 80% the student is sent a Notification to Report letter outlining our intention to report the student to Australian Department of Home Affairs, the reasons and their right to access the appeals and complaints process within 20 days.
- Australian Department of Home Affairs will be notified only after the student has received an Intention to Report Letter and has been afforded the opportunity to internally appeal within 20 days.
- If the student uses the 20 day period after receiving an Intention to Report Letter to appeal and is successful, Australian Department of Home Affairs will not be notified at this time, however the attendance breach, all correspondence and appeal process will be recorded and retained. Future appeal processes for unsatisfactory attendance will review this information to make decisions on whether or not to report the student to Australian Department of Home Affairs.

- SC may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours and is maintaining satisfactory course progress.

5. Intervention Strategy

- SC ensures that it identifies, notifies and assist students where there is evidence that the student is at risk of not meeting course progress requirements.
- For students at risk of not meeting course progress requirements, or Individual Intervention Form will be developed based on the appropriate intervention strategy identified.
- An Intervention Form will include an interview with the CEO/authorised staff member may include one or more of the following strategies:
 - Advising students on the suitability of the course in which they are enrolled and possible alternatives.
 - Advising students of opportunities for reassessment; and
 - Advising students of assistance that SC can provide including and not limited to:
 - receiving English language support.
 - reviewing learning materials with the student and providing information to students and in a context that they can understand.
 - providing extra time to complete tasks.
 - providing access to supplementary or modified materials
 - providing supplementary exercises to assist understanding
 - attending academic skills programs.
 - attending counselling.
 - receiving assistance with personal issues which are influencing progress.
 - receiving mentoring.
 - referral to external organizations where SC is unable to address the identified learning or academic issues:
 - being placed in a suitable alternative subject within a course or a suitable alternative course; or
 - a combination of the above and a reduction in course load.

6. Extension to an expected course duration

- Extensions to the course duration specified on the CoE are only allowed where:
 - compassionate or compelling circumstances apply, and demonstrable evidence is provided, which may include but is not limited to:
 - serious illness or injury, where a medical certificate states that the student was unable to attend classes.
 - bereavement of close family members such as parents or grandparents.
 - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
 - a traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
 - where SC is unable to offer a pre-requisite unit.
 - where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
 - Where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress or meeting attendance requirements, or
 - An approved deferral or suspension of studies has been granted in accordance with SC's *Deferral, Suspension and Cancellation Policy and Procedures*.
- When the student is responsible for the student course variation/s by extending his or her expected duration of study, this will be reported to the DHA(Department of Home affairs) via PRISMS.
- All variations in the student's study load, including the reasons for the variation will be recorded on the student's file.
- Where the duration of the student's enrolment is extended, SC will advise the student to contact the Department of Home Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

7. Reporting students

- Where a student has demonstrated unsatisfactory course progress in a study period and/or has failed to meet attendance requirements despite interventions implemented, SC will be required to report the student to DET via PRISMS and the student will receive a written notice informing them of the intention to report for non-satisfactory course progress and/or attendance and the reasons for the intention to report.

- Students have the rights to appeal against this decision as per *SC Complaints and Appeals Policy and Procedure*. If the student chooses to access this process, the student will not be reported until this process is complete.
- SC will only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS if:
 - the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
 - the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period; or
 - the student has chosen not to access the external complaints and appeals process; or
 - the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
- All records will be kept on the student's file including warning letters and the notice of intention to report.

8. Exclusion

Where necessary a student may be excluded from proceeding units of competency or admission into further studies at the same or higher levels until the intervention actions are carried out and all requirements of the course (or pre-requisite units) have been met. In such instances the student will receive an Exclusion Notice with reasons for and duration of exclusion period as well as conditions for re-inclusion. Conditions are typically the successful completion of a course within the set duration and/or pre-requisition units or industry work placements as required. It should be noted that the student must still complete their course within the set duration of the eCoE, even with exclusion and re-admission built into their intervention plans. If this is not possible, the student must re-enrol.

9. Re-Admission

If a student has been excluded, they may not enrol in a course at the same level or a higher level for the period of exclusion.

- Any student applying for re-admission after the exclusion period must apply formally and their application will be considered in relation to the entry requirements and the overall demand for places in that course of study.

You can contact SC Administration for *Course Progress Policy and Procedure* for further details or access a copy at SC website.

Critical Incident Policy – Appendix 6

The policy ensures that critical incidents or potential critical incidents that could affect a student's ability to undertake or complete the course in which they are enrolled.

This complies with Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

This policy is designed to ensure that Sapience College:

- a) Meets its Duty of Care as an ESOS based Education Provider
- b) Is able to respond to a Critical Incident effectively and promptly
- c) Provides appropriate support services to those affected
- d) Applicable information is provided to staff and students

SCOPE

This policy applies to all students and staff in compliance with the ESOS Framework. The critical incidents covered in this procedure include, but are not limited to, those incidents which occur at our premises and/or training and assessing locations either during or after hours.

DEFINITIONS

A **Critical Incident** is any traumatic event, or threat of such (within or outside Australia) which has the potential to harm life or well-being, and causes extreme stress, fear or injury to the person experiencing or witnessing the event.

Critical incidents may include, but are not limited to:

- Serious injury, illness, or death of a student or staff
- A missing student
- Serious illness, such as any illness which causes the deterioration of the student /staff member's health over time
- Serious Injury which prevents or severely affects the student's ability to complete the course
- Physical or Sexual assault
- Occupation Health & Safety Risk
- Student or Staff witnessing a serious accident or violent act
- Natural disaster
- Fire, bomb-threat, explosion, gas or chemical hazard
- Drug or Alcohol abuse
- Damaging Media attention
- Traumatic events that affect students; such as
- Sexual Assault
- Plague
- Mental Health Crisis
- Drug / Alcohol Overdose

Critical Incident Team means a group of persons specified by SC to plan an immediate response, allocate responsibilities and determine ongoing strategies.

Designated person means any SC staff member who either witnesses or is informed about an actual or potential incident. The designated person should immediately inform the most senior member of staff available of the incident. In the meantime, however, the designated person may need to assume temporary control of a critical incident site.

DE means Department of Education

Emergency Services include:

- Emergency Services - Police, Fire and Ambulance Phone: 000
- Police Headquarters (24 hr) Phone 131 444

- Lifeline (24-hour crisis counselling line) 131 114
- Poisons Information Centre 13 11 26
- State Emergency Service 03 9256 9000
- Health Department 1800 020 103

PRISMS mean Provider Registration and International Students Management System

POLICY

This policy should not be confused with the standard incident reporting policy and procedures that pertain to staff and students contained within the college.

Should an incident be deemed to meet the above criteria, that incident report can be upgraded to a Critical Incident and be subject to the following information within this policy.

- SC is committed to protecting staff and students in the event of a critical incident and will take appropriate actions to maximise the safety of all staff and students and any other persons involved in the critical incident.
- SC ensures that as far as possible risk reduction measures are in place to reduce the likelihood of a critical incident.
- A designated officer and/or critical incident team will manage critical incidents.
- All staff will receive induction into their role which will include information about health and safety, as well as critical incidents. Training and updates to information will be provided to staff on a regular basis.
- Students have received information about health and safety, including critical incidents, in this Student Handbook, and will receive during their orientation as well. This will include information on safety and awareness relevant to life in Australia and how to seek assistance for and report an incident that significantly impacts on their well-being, including critical incidents. Updates to information will be provided to students as required.
- SC will ensure that appropriate post-incident support is provided as required.
- SC response to critical incidents will always be evaluated and improvements identified and implemented as required.

The SC Critical Incident Response Procedures will address the actual management of a Critical Incident and include the following items:

- The time of the incident
- The type of incident
- Immediately after the incident
- Following the incident
- Post the incident
- Review the Critical Incident management

This policy shall be disseminated to all Staff and Student's to ensure that they are aware of these requirements in the event of a Critical Incident and shall form part of the orientation process.

Overseas students will be provided with information about assistance available and how to seek assistance or, and report any incidents. Assistance will also be available for reporting and seeking assistance through Student Support Services and staff.

Critical Incident Response

To ensure that staff members are well-versed in responding to and managing critical incidents involving students, SC is committed to implementing a comprehensive training program in alignment with the requirements of SRTOs 2015 and National Code 2018. SC has this policy specifically addressing critical incidents, making these documents easily accessible to all staff and how to manage the cases. The training program accordingly is designed to cover key aspects of critical incident response and is structured to comply with regulatory standards.

- If a member of Sapience College's staff believes that a critical incident has occurred, that staff member is required to contact emergency services (if required) and contact the RTO Manager immediately
- The staff member shall contact emergency services (if appropriate) immediately
- Wherever emergency services are required to be contacted all personnel are to be cleared from any dangerous area without delay

- In the instance of injury or onset of illness on premises, Sapience College Student Support Officer or Student Administration should be notified whenever a student or staff member requires assistance
- Contact should be made with the family of any student involved in situation requiring emergency services
- A Critical Incident Report Form is to be completed by the appropriate staff member involved in the incident

The *Critical Incident Report Form* available on SC website is to contain as much information as possible and indicate the people directly involved in the incident.

You can contact SC Administration for *Critical incident Policy and Procedure* for further details or access a copy at SC website.

Student Misconduct Policy – Appendix 7

Sapience College (SC) is committed to maintaining the highest level of education standards through the preservation of academic integrity. The purpose of this policy is to define academic and non-academic misconduct and to provide fair, equitable and effective approaches for investigating allegations of student misconduct and outline the potential consequences should an allegation be proven.

SCOPE

This policy is applicable to all students, and to students' conduct at all campuses, premises or facilities used or occupied by SC. Any classes, industry work placements, activities or events conducted as part of a course of study with SC or conducted under our name are also covered by this policy.

DEFINITIONS

Plagiarism is the presentation of the thoughts, ideas or work of another person/s as your own. Plagiarism practices include:

- Cheating in assessment or by copying other students' work from assessment or using unauthorised notes and other aids;
- Submitting work that another student has completed;
- Downloading information, text, computer code, artworks, graphics or other material from the internet and present it as your own work without acknowledging the author;
- Quoting and paraphrasing material from a source without acknowledgement;
- Quoting/using a direct quote is when you copy the exact words of another text (using someone else's words)
- Paraphrasing means taking another person's work or ideas and rewriting them in your own words, keeping the meaning of the original
- Piecing together sections of the work of others into your work and presenting this as your own;
- Preparing a correctly cited and referenced assignment from individual research and then handing part of, or all of that work in twice in different units/subjects;
- Copying material or ideas from other members while working in a group;
- Contributing less, little or nothing to a group assignment and then claiming equal share of the marks.

Cheating is defined as fraud, deceit, or dishonesty in an academic assignment. It may involve:

- Copying or attempting to copy from others during an examination or for an assignment;
- Communicating examination information to, or receiving such information from, another person during an examination;
- Pre-programming a calculator or computer to contain answers or other unauthorized information for examinations;
- Using, attempting to use, or assisting others in using materials that are prohibited or inappropriate in the context of the academic assignment or examination in question, such as: books, Web sites, prepared answers, written notes, or concealed information;
- Allowing others to do one's assignment or a portion of one's assignment or using a commercial term paper service;
- Altering examination answers after an assignment has been completed or altering recorded grades; & resubmitting a previously written assignment for a new course without the permission of the trainer.

Collusion – whereby a student collaborates with others and submits work that has been created by more than one person, as being solely their own work (not the same as tasks set out as group assessments)

POLICY

The intention of this policy is to create and maintain a safe, comfortable and enjoyable study environment for all students and staff. This policy should be read in conjunction with the Student Code of Conduct and both should be available to all staff, agents and students.

Students are informed in their Letter of Offer and Acceptance and during orientation about our Misconduct policy. All assessment tasks include instructions and declarations, which is read and signed off by the student to acknowledge that they have been fully advised about academic misconduct and the potential consequences.

Academic Misconduct

Academic misconduct and actions demonstrating a lack of academic integrity include but are not limited to the following:

- Cheating in assessment tasks
- Cheating in exams and/or tests
- Collusion
- Plagiarism
- Submission of work by a student that is clearly not the student's own work
- Submission of work that has been significantly edited by someone else
- Submission of work previously submitted at SC or elsewhere for another unit or competency or course
- Academic fraud – having someone else sit a test or other assessment requirement in the student's place, falsely representing themselves as the student
- Not providing citations or proper references

Prevention of Academic Misconduct

SC will mitigate academic misconduct through the following means:

- Students are advised of the policy at the commencement of each course and are reminded as part of instructions with each assessment workbook of unit
- Students are also advised of the consequences of Academic Misconduct and its management
- This advice and all information provided to new staff/contractors and students is current and consistent with this policy
- All advice is provided in a clear and easy to understand format
- Advice about good practices such as referencing and citations are given at the beginning of a course and in the Student Handbook
- Where electronic submission occurs, the use of software programs to detect plagiarism are strongly advised. If in use, the students will be made aware of such software being in use.
- Students are encouraged to seek clarification and advice from academic staff and student support without penalty or prejudice if uncertain whether they are committing academic misconduct

Dealing with allegations of Academic Misconduct

Any allegation presented will be reviewed by Compliance Officer to ascertain that there is a potential case of academic misconduct. All such reviews, correspondence and decisions are completely confidential.

Where confirmed or undetermined, a Misconduct Review Interview between the student and Compliance Officer will be organised at the earliest possible convenience. The trainer/assessor may also be included if pertinent, at the discretion of Compliance Officer.

During the Misconduct Review interview the student will be presented with the allegation, the reason for the allegation and any evidence. The student will have the opportunity to present their side and give any possible explanation or clarification of the issue.

The Misconduct Review Interview notification, reasons and any decisions or outcomes will be, recorded and retained in the student's file and sent to the student in writing. These records may be accessed by the student or SC in case of complaint or appeal arising from the allegation and subsequent review and repercussions.

Consequences of Academic Misconduct

Should the student be found to have committed academic misconduct, dependent upon the seriousness any of the following may occur, either singularly or in any combination:

- A written warning, outlining the occurrence and any evidence, which shall be sent to the student and be retained in their student file for consideration should any further occurrences take place
- Information session about academic integrity and acceptable practices, such as referencing and use of sources
- The awarding of a Not Yet Competent (NYC) result for the assessment in question (before awarding a NYC an opportunity to resubmit will be provided)
- Exclusion from the unit of competency, whereby the student will be required to re-enrol in that unit. This may impact upon the student's ability to complete their course within the set duration of their course.
- A result of NYC for the unit of competency, which will negatively impact the student's academic progress
- Suspension from the course
- Cancellation of Enrolment, particularly for wilful, serious and/or repeated misconduct. If the enrolment is cancelled, SC will report the student to DHA through PRISMS.
-

The student will be advised of their right to access Complaints and Appeals at every step of the process.

Where SC decides to suspend or cancel a student's enrolment, refer to *Deferral, Suspension, Cancellation, Withdrawal Policy*.

Non-Academic Misconduct

Students are informed in their Student Handbook and during induction about our Code of Conduct, which details the expected and accepted behaviours of students. Non-academic misconduct and unacceptable behaviours include but are not limited to the following:

- Intentional breaches of Commonwealth or State law
- Disrespectful, threatening or abusive behaviour towards other students, staff or members of the public
- Endangering the health and/or safety of self or others
- Violence
- Damage or destruction of property
- Theft of property of SC
- Theft of property of staff, other students or any other person (such as during industry work placement)
- Carrying of weapons
- Possession of illegal, banned or dangerous items and/or substances
- Being intoxicated or under the influence of drugs or alcohol
- Refusing to identify themselves truthfully or misrepresenting their identity
- Smoking indoors or within the premises or facilities
- Disobeying trainer assessors, continuously interrupting the trainer or refusing to participate in class activities
- Unauthorised use of mobile telephones or other devices in class
- Harassment, discrimination or vilification in any form against a student or students, staff member, agent or any other person
- Photographing, recording or filming a person without their permission
- Harassing, bullying or behaving inappropriately through social media or other means
- Bullying will not be tolerated in any form
- Non- payment of fees

Dealing with allegations of Non-academic Misconduct

Minor allegations may be resolved informally through discussion where appropriate, provided the aggrieved party (complainant) is satisfied with this resolution. Where this is not suitable, or has not proven successful, a Disciplinary Interview will be organised immediately.

If appropriate, both the aggrieved party (complainant) and the student accused of non-academic misconduct may be present and present their account of the situation. Where this is not appropriate, such as in cases of intimidation, a separate interview will be conducted between these parties and Compliance Officer.

During the Disciplinary Interview the student will be presented with the allegation, the reason for the allegation and any evidence. The student will have the opportunity to present their side and give any possible explanation or clarification of the issue.

The Disciplinary Interview Notification, reasons and any decisions or outcomes will be, recorded and retained in the student's file and sent to the student in writing. These records may be accessed by the student or SC in case of complaint or appeal arising from the allegation and subsequent review and repercussions.

Consequences of Non-academic Misconduct

Should the student be found to have committed non-academic misconduct, dependent upon the seriousness any of the following may occur, either singularly or in any combination:

- Counselling by student support or academic staff
- Referral to outside counselling or other services
- Follow up meetings with academic staff and/or student support
- A written warning, outlining the occurrence and any evidence, which shall be sent to the student and be retained in their student file for consideration should any further occurrences take place
- Being removed from a class or group for the safety and wellbeing of others
- Suspension from the course
- Cancellation of Enrolment, particularly for wilful, serious and/or repeated misconduct. If the enrolment is cancelled, SC will report the student to DHA through PRISMS

The student will be advised of their right to access *Complaints and Appeals* at every step of the process. Where SC decides to suspend or cancel a student's enrolment, refer to *Deferral, Suspension, Cancellation, Withdrawal Policy*.

In particularly serious cases in which a student has committed criminal offenses, the appropriate legal authorities will be informed.

You can contact SC Administration for *Student Misconduct Policy and Procedure* for further details or access a copy at SC website.

Student Support Policy – Appendix 8

To assist all overseas students to achieve successful completion of their education and training through the provision of quality training and support services and orientation.

To achieve this, this policy aims to provide a framework for supporting students in adjusting to study and life in Australia, to achieve their learning goals and to maintain satisfactory progress towards meeting all learning outcomes.

This policy outlines support services available to overseas students as well as how student information on these services is disseminated and how students may access them.

SCOPE

All students who study at Sapience College (SC) will be provided the appropriate support from Student Support Staff in relation to study, academic issues, accommodation, support and general welfare arrangements. Overseas students and staff will be given information and advice pertaining to their personal safety and security.

DEFINITIONS

Student contact officer The National Code 2018 Standard 6.5 requires the provider to have a designated member of staff to be the official point of contact for students. Student Support Staff members (Student Support Officer) are the designated personnel in this context.

Academic performance Assessment of competency as a student progress through the qualification

Course Refers to the specific course a student is enrolled

Face to face Usually classroom based but may also entail practical laboratory, workshop and other learning environments, provided the trainer assessor is present. It should be noted that face-to-face training may involve the use of online/electronic tools and media; for instance, Moodle platforms and eLearning. Providing the online/electronic tools and media do not replace to negate the need for a trainer assessor to be present. Face-to-face mode should be trainer assessor-lead rather than self-paced learning. Some electronic mediums, such as Skype, make live-time discussions possible.

SSO Student Support Officer(s)

Unit Unit of Competency

VET Vocational Education and Training

SMS Student Management System

Study Period A study period is the regular scheduled term of study between study breaks, often of ten to thirteen weeks duration

POLICY

Students will be provided with contact details referring them to relevant professionals in the instance that they require assistance outside the scope of student services. Any referrals are conducted at no cost to the student, however there may be fees and charges involved where an external service is used by the student. This should be clarified with the student prior to using external services. The following student support services are available and accessible for all overseas students studying with SC either by providing the service in-house or having an arrangement to refer overseas students to affordable externally provided services:

- student support services available to students in the transition to life and study in a new environment

- legal services
- emergency and health services
- English and academic support services
- tutoring support
- study skills centres
- counselling and mental health support
- housing and tenancy services
- financial support services
- health and disability services
- facilities and resources
- complaints and appeals services
- any student visa condition relating to course progress and/or attendance as appropriate
- career services and working and employment rights and conditions

Introducing Student Support

Engaging students through an orientation day within the first week of their study period, orientation day will cover key points of the Student Support Program and role of the SSO, such as:

- Who are their Student Support Officers / Student Contact Officer?
- When are they available?
- Contact details

Provision of Information

Assistance shall be provided to all students, regardless of a student's place of study, to access study support and welfare-related services, both at orientation and throughout their time as a student.

- SC provides free services designed to assist students in achieving academic progress, with sufficient student support personnel to meet the needs of the overseas students enrolled.
- Electronic methods of disseminating such information include the RTO website, emails, SMS and pod casts.
- Written formats methods of disseminating such information include the student handbook, noticeboard, newsletters or even a wallet-sized card with useful numbers may be provided as required.
- Students have the right to privacy and as such all staff, policies and practices must consciously safeguard the student's privacy and confidentiality in order to satisfy the Privacy Act.
- Student Support staff are engaged to provide such assistance, with at least one designated member of staff to be appointed as Student Contact Officer / Student Support Officer, this officer or officers must have access to the most up-to-date details regarding support services.
- SC has comprehensive *Critical Incident policy and procedure* to support students in times of need. These procedures contain immediate, during, after and post SC event and are well documented with feedback and review components.
- SC have dedicated staff as points of contact on all issues pertaining to a student's academic, living in the community and social concerns.
- SC are committed to ensuring that their Student Support Officers as well as any staff members who interact with overseas students are well informed and up to date with the ESOS framework and have an understanding of that framework, including our obligations and any possible implications of these obligations.
- All modes of study and learning needs will be catered for to facilitate access to and the provision of student support services, such as students undertaking practical or industry work placements, or online units of study.

Safety and personal security

SC is committed to taking all reasonable steps to ensure a safe, secure and beneficial environment is maintained for overseas students, both on campus and at practical or industry work placements.

- Advice on possible actions taken to enhance safety and personal security is given at orientation and in the student and staff handbooks.
- Personal security and safety information is provided and readily available at any time to both students and staff.
- Detailed information will be provided to all overseas students about how to seek assistance for and report any incidents which may significantly impact upon their wellbeing, (including critical incidents).
- SC will provide overseas students with general information on safety and awareness relevant to life in Australia or refer them to such information as appropriate (including electronically).

RESPONSIBILITIES

Staff Responsibilities

- It is the responsibility of Student Support Officers to respond to student enquiries and to be a first contact for students. Where student enquiries or needs are beyond the scope of training, knowledge or experience of the Student Support Officer they must seek advice from their manager.
- Student Support Officers shall be responsible for initiating the Critical Incident procedures if they have deemed it a Critical Incident.
- Student Support Officers shall maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student.
- Student Support Officers must update student management system for each enquiry and all documentation is to be filed in the student's file.
- Student Support Officers must ensure that any written response to a student enquiry is generated from the Student Management System, so it has a contact log and a copy of the information sent. No verbal outcomes are to be acceptable practice by SC staff.
- Responsibility for briefing all staff of obligations under the ESOS Framework and National Code Standards and the implications of these for students lie with senior staff.
- Day to day responsibility for the oversight and management of student welfare support services lies with RTO Manager.
- The CEO will have overall responsibility for this policy and the ensuing procedures.
- The day-to-day management of implementing the policy is the responsibility of the RTO Manager, to whom the Student Support staff report.
- It is the responsibility of the CEO to ensure that all staff members who interact directly with overseas students are aware of the ESOS framework, in particular the providers' obligations under the ESOS framework.

Student Responsibilities

Students shall be made aware of the following responsibilities at orientation and in their student handbook:

- Overseas students on a student visa have responsibilities to satisfy their visa conditions
- Overseas students must advise the RTO of any changes in their Australian and/or country of origin addresses and phone numbers within 7 days
- Visa and health insurance renewal is the compulsory responsibility of the student. All overseas students must ensure that they maintain a valid visa and any health insurance (OHSC) as a condition of their visa.

Overseas Student Responsibilities

Students shall be made aware of the following responsibilities at orientation and in their student handbook:

- Overseas students on a student visa have responsibilities to satisfy their visa conditions.
- Overseas students must advise the RTO of any changes in their Australian and/or country of origin addresses and phone numbers within 7 days.
- Visa and health insurance renewal is the compulsory responsibility of the student. All overseas students must ensure that they maintain a valid visa and any health insurance (OHSC) as a condition of their visa.

PROCEDURE

Student Support Services

SC has a officials designated to support students as Student Support Officers, who are approachable as first point of contact at SC during business hours. Students can approach any SC Student Support Officer for help or general enquiries. For emergency and after hours, Student Support Officers are available using email. Student can also approach other staff members at SC, if required.

Pre-Enrolment

- Pre-enrolment information is supplied to all potential students in accordance with the *Enrolment Policy and Procedure*, Course information and *Student Handbook*.
- Student Support Services information is provided to all potential students via SC website, *Student Handbook*, and via staff. This information can also be obtained by email.
- On enquiry students are directed to the website, e-mailed a copy or posted a copy of the *Student Handbook*, *Course Information material*, *Enrolment Policy and Procedure* and *Enrolment Application Form*.
- Students are provided sufficient information to assist them in making an informed decision on course and education provider.

- Students are forwarded clear information on how to apply for a course, what information to supply and provided contact details for accessing support if they have any questions or difficulties.
- Students are encouraged to seek assistance with any part of this process and to contact the Student Support Officer with questions.
- Students are consulted if any information on their application requires clarification or further investigation prior to coming to a decision on their application.

Please refer to *Enrolment Policy and Procedure* for detailed enrolment process and requirements.

Enrolment

Students with special learning needs

- SC provides access and equity to candidates with special learning needs. Please refer to *Access and Equity Policy and Procedure* for details of resources and services provision.
- As special needs extend to more than physical or learning difficulties, our trainers also consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or non-English speaking background.
- SC trainers take special needs into consideration from the planning stage onwards and adopt particular delivery and assessment methods as appropriate.
- Depending on any specification given in the standards, the trainer may be able to accept alternative evidence from a candidate with special needs.
- SC staff contact other RTOs, external support organisations or RTO consultant for assistance and guidance, as required.
- In making arrangements for students with special learning needs all meeting minutes, advice and amended delivery/ assessment material is stored in the student file in accordance with *Records Management Policy and Procedure*.
- The delivery and assessment processes, materials, resources and equipment may be adjusted to address a student's learning needs. Adjustment to the assessment process is undertaken in accordance with Training package guidelines, the rules of evidence and principles of assessment.
- The student is kept fully informed of the process during the enrolment and afterwards.
- SC may refer students to external organisations for support to enable them to successfully enrol and complete their course.
- SC liaises with external organisations to facilitate students learning and course progress / achievement.
- Where a student's learning needs cannot be addressed by SC, the Institute will not enrol the student.
- SC may refer student to undertake a course prior to commencing the SC course to satisfy entry requirements and address learning needs.

Post-Enrolment

Support Provided at Arrival in Australia

For international students after enrolment, SC can arrange for students to be met at the airport and taken to their accommodation. Student needs to indicate the need of this service when submitting the *Enrolment Application Form*.

Cultural Awareness

For international students;

- All staff have access to information and/or training on cultural awareness to build a sensitivity for the issues related to a multi-cultural environment.
- Students will also receive some information to help assist them to deal with the cultural challenges associated with living and studying in a new country.

Orientation and Transition Support

All students go through an Orientation Program during their first week at SC. The Orientation program involves familiarisation with the campus, facilities and living and studying in Australia (for international students).

A culturally sensitive and age-appropriate orientation must be undertaken, in support of assisting students (and their families) to adjust to living in Australia, commencing their study and achieving the academic progress as outlined in their Training Plans / Timetables. All information is to be provided without cost to the student.

The orientation program should be accessible to all overseas students and allow for late arrivals and students who begin at different entry points.

Information provided on orientation should be included in, and not conflicting with the student handbooks and website.

It is a requirement that all students attend an orientation session upon commencement of their studies with SC. Along with general orientation activities, new students may have particular needs or issues requiring specific support and interventions, therefore question time should be included.

The orientation will cover information regarding studying in Australia, such as the following:

- support services available to assist in the transition into life and study in Australia
- legal services
- information on visa conditions relating to course progress and, if applicable, attendance
- emergency and health services i.e. police, hospitals, fire, ambulance
- English language and study assistance programs
- personal and crisis support services available and how to access them
- information on employment rights and conditions, resolving workplace issues and services available such as the Fair Work Ombudsman
- key points and information on housing and accommodation with regulators contact information
- Australian currency, banking and shopping
- Personal security and safety

The orientation will also cover information about the RTO such as

- a comprehensive student handbook
- outline of facilities and resources
- relevant course information
- requirements for course attendance and progress, as appropriate
- important dates such as term/study period/semester, breaks and public holiday dates
- complaints and appeals processes
- information on mediation and or Overseas Students Ombudsman
- critical Incidents and how they are handled
- reinforcing the RTO expectations on behaviour and academic progress

Orientation Session

During the orientation it is ideal that commencing students meet with the Training Manager, trainers and student support staff.

They will also receive a Student Course Information which informs students of the essential requirements of their course being studied and covers delivery and assessment methods of the course.

Orientation Topics

Information to be presented at orientation to commencing students includes, but is not limited to:

Non-Academic

- Emergency evacuation from building and muster points
- Emergency protocols, services and contacts
- How to report harm (abuse, neglect or other)
- What's nearby i.e. shops, food, ATMs, services, parking and medical
- Essential services and contacts
- Transport and travel
- Legal Services

VET Study in Australia

- Credit transfer and RPL
- Competency based assessment
- Qualifications and Statements of Attainment
- Study Visa Requirements and conditions
- Health insurance and maintaining OSHC
- Keeping student address and contact details up-to date
- Completion of the course within the expected amount of time

- Reporting requirements: Department of Education, Department of Employment and Workplace Relations, and Department of Home Affairs
- Working and your student visa
- Banking and tax file numbers

Academic – RTO Specific

- Student Support Services and Staff, as well as how to access these
- Campus and facilities
- Courses, class calendar study periods and important dates
- Fees and refunds
- Student Management System and record keeping
- Course progress / attendance requirements
- Procedures and methods for assessment of competencies
- Process for submitting or re-submitting assessments
- Work placement requirements
- Student code of conduct
- Misconduct and discipline
- Rights and Responsibilities
- Complaints and Appeals
- Communication (e.g. internet and mobile phones)

Orientation Forms

- Students will receive
- Student handbook containing all information listed above
- Relevant RTO and course information publications
- Forms to be completed
- Student Education Agents Survey
- Student Orientation Checklist and Acknowledgement to be completed

Course/ Unit of Competency Orientations

At the commencement of each course, the orientation is provided for the group or commencing student, covering learning outcomes, delivery and assessment methods of the course / unit(s).

Student Handbook

All students are provided with a copy of the *Student Handbook* during their first week at SC, which is already available on website as well. It contains information on:

- Services, facilities and resources available to students
- Visa requirements (for international students)
- Policies and Procedures
- Other relevant information in assisting students to adjust to life and study in Australia

The specific support is also identified during the Pre-Enrolment Review and LLND test. Student general support is available to all student and it is part of policy at SC to mention the same during the Pre-Enrolment Review of the student. During the Pre-Enrolment Review process, the assessors are instructed to acknowledge the student about the availability of support services, and tick it as support identified during the process because of the compulsory availability to student from SC.

Identifying learner needs

- SC assesses whether the course applied for is suitable for addressing a student's learning needs in accordance with the *Enrolment Policy and Procedure*. The Institute also identifies students learning needs through assessing their Literacy, Language, Numeracy and Digital literacy (LLND) Test and Pre-Enrolment Review during the orientation.
- Students are consulted if any information on their LLN Test or Pre-Enrolment Review requires clarification or further investigation prior to commencement of their training.
- An Assessor guides are available to assist the SC staff member when supervising LLND Test or undertaking Pre-Enrolment Review of the student.

- A decision is made whether the course is suitable for addressing a student's learning needs and the outcome, communicated to each student.
- If the student has special learning needs the Institute will implement reasonable actions to support these needs and enrol the student (given that entry requirements are satisfied) where appropriate and feasible. Please refer to *Access and Equity Policy and Procedure* of SC.
- A support plan will be negotiated with the student with needs and the level and type of support documented.

Support for Students with Disabilities

- SC will endeavour to support students with their disabilities in a fair and respectful manner.
- Students should advise SC in advance and provide documentation of any disabilities that may affect the student's academic progress prior to commencement of the course.
- SC will provide students with a disability access to appropriate facilities and specialised equipment to aide their learning, as appropriate.
- Where staff are aware of a disability affecting a student, reasonable adjustments can be made to teaching arrangements, assessment and/or materials and access to assist these students with their learning.

Academic, Language and Learning Support

Academic support is the responsibility of the trainers/ teachers during the course. Students are advised to approach their trainers, Training Manager, or the Student Support Officers if they need assistance in meeting course requirements.

The Trainers / Training Manager can assist students with the following:

- Study Skills
- Timetables
- Learning Support Strategies
- Academic issues

Monitoring course progress

- SC supports international students to maintain satisfactory course progress in accordance with the *Course Progress Policy and Procedure*.
- SC provides international students with information relating to course progress at pre- enrolment, at orientation and throughout their course. The support services and outcome of not achieving satisfactory course progress is communicated to all students.
- The emphasis of the *Course Progress Policy and Procedure* is on clear communication to international students before and after enrolment, of the importance of maintaining satisfactory course progress and early identification and intervention where issues arise.
- The support services identified in course progress and student lifecycle are to assist the student in successfully completing their course within the expected duration.

Academic support

- SC provides all students access to a range of academic support services to support them to successfully complete their course within the expected duration.
- Students can access academic support at any time by contacting their trainer or Student Support Officer or through email.
- SC will attempt to assist the student where feasible by:
 - Providing access to training and assessments staff
 - Reviewing learner materials with the student
 - Re-phrasing explanations
 - Providing information in a context that the student understands
 - Providing extra time to complete tasks
 - Providing access to supplementary reference materials
 - Providing supplementary exercises to develop understanding
 - Providing access to calculators
 - Providing access to dictionaries
 - Providing information in larger text
 - Arranging access to computers with relevant software
 - Arranging access to modified resources
 - Adjusting the students timetable and/ or course schedule
 - Providing opportunities to re-attempt assessments

- Providing opportunities to undertake additional units to catch up
- Minimum attendance requirements are established
- Providing English language support
- Referral to external support services

Please refer to *Access and Equity Policy and Procedure* and *Course Progress Policy and Procedure* for further details.

- If the student has language, learning/ academic issues that Institute staff cannot address then the student may be referred to external organisations for assistance.
- Institute staff liaise with the student and the organisation (if permitted by the student) to review the students learning needs and make arrangements to adjust the learning and assessment processes and materials where feasible and appropriate.
- Appropriate Institute staff contributes to supporting the student.
- Intervention strategies may be implemented in accordance with the *Course progress Policy and Procedure* to assist the student in successfully completing their course within the expected duration.

Financial advice

- Students should initially contact the Student Support Officer for any financial matters.
- Where students have financial concerns during the course of their studies, they will be referred to the RTO Manager for their financial options.
- Students can use online resources and help them budget and save money:
 - GENERAL BUDGETING
[Budget Your Money](#) is a government website calculator that helps check:
 - where the money is going
 - if spending more than one can afford
 - that the money is going towards the priorities
 - It allows to enter weekly, fortnightly, monthly and annual expenses without the need to convert.
 - VICTORIA UNIVERSITY
 VU's [cost of living estimates](#) will help figure out how much it costs to live in Melbourne.
 VU's [rental advice](#) for information about bonds, tenancy rights, and selecting an affordable suburb.

Legal advice

- Students should initially contact the Student Support Officer for any support on legal matters.
- The Student Support Officer will refer students to further sources of legal aid if required.
- A Student Support Officer can also refer the student to the following services:
 - [Law Institute of Victoria](#)
 - [Moonee Valley legal service](#)
 - [Brimbank Community Legal Service](#)
 - [Victoria Legal Aid](#)
 - [WEstjustice](#)
 - [Youth law](#)
 - [International students legal information](#), provided by Inner Melbourne Community Legal
 - [Northern Community Legal Centre](#)

Medical Issues

- The Student Support Officer will always have an up-to-date list of medical professionals within the local radius of the campus location.
- Any student with medical concerns may inform the Student Support Officer who will assist them in finding an appropriate medical professional.
- In emergency situations the Student Support Officer or a manager will call for an ambulance to attend to the student.
- Refer to student Handbook.

Student Safety

- SC will implement strategies to raise student awareness to personal safety risks and issues and what to do in the event of a personal crises.
- Information will be provided to students on the types of behaviour's which are considered unacceptable and what to do if they experience such events.
- SC has policies and procedures in place to ensure the health and safety of students including to monitor and address any reported or identified hazards, manage critical incidents and emergency situations.

Student Welfare Services

SC has designated Student Support Officers to provide a basic counselling service to all students. This service provides assistance to students experiencing difficulties in any aspect of their lives, including issues of academic or personal nature.

The Student Support Officers are available to students to help them access study support and welfare-related services such as;

- Legal Services – SC can refer a student who requires to a legal practitioner, the referral is at no cost to the student. Student would be responsible for any cost related to the legal advice provided.
- Accommodation – Accommodation advice is available to international students from the point of application through to the completion of their course. SC will provide up to date information on accommodation options and or providers, this advice will be provided free of charge. The fees for external agencies will be at the cost of the student.
- Emergency and Health Services – During orientation students are advised on campus safety and how to access emergency and health services in Australia. For non-urgent services students are encouraged to talk with student services. For medical or other emergencies students are instructed to contact the appropriate services, e.g. 000 and inform SC as soon as appropriate.
- Facilities and Resources – At orientation students are given a guided tour of the campus and all SC facilities so that they will become aware of all the resources available to them.
- Complaints and appeals processes – The *Complaints and Appeals Policy and Procedure* is detailed on the website and made available from administration at any time. The policy is specifically explained in the *Student Handbook* and during orientation.
- Student visa condition relating to course progress and or attendance as appropriate – International students are advised at orientation of their requirements to continue to meet their visa conditions. Specifically, the expectations for course progress and attendance are laid out in the *Student Handbook* and explained during orientation.

SC can also refer students to external counselling service for various issues if necessary however each issue is dealt with on a case-to-case basis. There is no fee attached to this welfare support and referral service. Any cost charged by the external services will be paid by students.

In addition to the normal support services, international students are provided with a range of specialist services such as assistance with resume-writing and looking for part-time work. Please refer to respective policies and procedures available on website and *Student Handbook*.

As stated earlier, SC also has a documented *Critical Incident Policy and Procedure* that cover the action to be taken in the event of a critical incident, the required follow-up to the incident, the recording of the incident and the action taken.

- Critical incidents are not limited to, but could include:
 - missing students;
 - severe verbal or psychological aggression;
 - death, serious injury or any threat of these;
 - natural disaster; and
 - issues such as domestic violence, sexual assault, drug or alcohol abuse

For further information, please refer to *Critical Incident Policy and Procedure*.

OVERVIEW OF PROCEDURES

- All students will have access to our student support services through our Student Support Officers who will have access to available student welfare services available locally.
- Where the nature of the concern is beyond the Student Support Officer's experience and abilities, the student will be referred to an appropriate person for professional assistance.
- The Student Support Officers will respond to all questions pertaining to the student's progress, course requirements, satisfactory progress and/or attendance, and refer the student to other staff members as appropriate.
- The Student Support Officers will assist international students with accommodation or general welfare issues, through providing appropriate advice and direction. The Student Support Officers are authorised to refer the student to professional welfare assistance (Social Workers, Legal Aid, etc.) as they see fit.
- Student Support Officers will detail the student support services provided to each student, and will make ensure that details of services provided are placed on the students file.

- Academic counselling is provided by the Training Manager or delegate who is responsible for monitoring all aspects of student academic progress. Discussion notes, outcomes and follow up actions are recorded in student files according to *Records Management Policy and Procedure*.
- Trainers / teachers will report any concerns they have, to the Training Manager, about changes in a student's behaviour, attitude, health or general demeanour for immediate follow up.
- In circumstances requiring personal counselling and where there is no qualified counsellor employed as a staff, the Student Support Officers will be responsible for making a referral to a suitable outside agency for the student at no charge to the student. Student Support Officers will ensure that the student is well supported during the process, liaise with the outside agency if appropriate and follow up with the student as often as necessary.

Some recommended agencies are listed below.

Telus Health Relationship Counselling & Education Services

Contact: <https://go.telushealth.com/contact-us>

International Student Care Australia (ISCA)

Contact: <https://isca.net.au/contact-us/>

Protective Group: International Student Care

Contact: <https://protectivegroup.com.au/contact/>

Scope Australia

Contact: <https://www.scopeaust.org.au/contact-us>

Vision Australia

Contact: <https://visionaustralia.org/seda/carols/radio/radio/about-us/contact-us>

Beyond Blue

Contact: <https://www.beyondblue.org.au/about-us/contact-us>

National Training Complaints

Contact: <https://www.dewr.gov.au/about-department/contact-us>

Commonwealth Ombudsman

Contact: <https://www.ombudsman.gov.au/contact-us>

The Compliance Officer will ensure that the Student Support Services are reviewed regularly in meetings, and corrective actions are applied as appropriate.

You can contact SC Administration for *Student Support Policy and Procedure* for further details or access a copy at SC website.

Privacy Policy – Appendix 9

Sapience College (SC) is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, SC is required to comply with Federal law regarding Privacy and confidentiality of employees, students and contractors.

The purpose of this policy is to outline how SC complies with Privacy Act 1988 and Australian Privacy Principles (APPs).

POLICY

SC is committed to complying with obligation under Privacy Act 1988, and the associated Australian Privacy Principles (APPs), specifically in the way it collects, uses, secures and discloses personal information. SC is committed to safeguarding any confidential information obtained by the RTO. SC will ensure:

- It maintains and provides a current Privacy Policy;
- Information gathered for the express purpose of training and assessment matters will not be disclosed to a third party unless prior written consent is provided by the individual concerned, except that required by law;
- The secure storage of all records;
- The confidentiality of all information maintained on records.

Policy Principles

Legislation

The APPs set out standards, rights and obligations for the handling, holding, accessing and correction of personal information (including sensitive information).

Underpinning Principles

- a) *Personal Information* is defined in the Privacy Act 1988 to mean “information or an opinion about an identified individual, or an individual” who is reasonably identifiable:
 - whether the information or opinion is true or not; and
 - whether the information or opinion is recorded in a material form or not.

- b) *Sensitive Information* is defined in the Privacy Act 1988 to mean “information or an opinion about an individual’s” that is also personal information, such as:
 - racial or ethnic origin; or
 - political opinions; or
 - membership of a political association; or
 - religious beliefs or affiliations; or
 - philosophical beliefs; or
 - membership of a professional or trade association; or
 - membership of a trade union; or
 - sexual orientation or practices; or
 - criminal record;
 - health information about an individual; or
 - genetic information about an individual that is not otherwise health information; or
 - biometric information that is to be used for the purpose of automated biometric verification or biometric identification; or
 - biometric templates.

PART 1 – Consideration of Personal Information Privacy

- a) Open and Transparent Management of Personal Information.
SC will:
 - Ensure that personal information is managed in an open and transparent way.
 - Take reasonable steps to implement practices and procedures that will facilitate dealing with enquiries or complaints from individuals regarding compliance with the Australian Privacy Principles (APPs).
 - Ensure that it maintains an up-to-date policy about the management of personal information.
 - Ensure that SC Privacy Policy contains the following information:
 - The kind of information that is collected and held;

- How the information is collected and held;
 - The purposes for which information is collected, held, used and disclosed;
 - How an individual may access their personal information that is held by SC and seek correction of such information as necessary;
 - How the individual may make a complaint about a breach of the APPs and how SC will deal with such a complaint;
 - Whether SC is likely to disclose personal information to overseas recipients, and if so the countries in which such are likely to be located.
- Provide the Privacy Policy free of charge and in such form as appropriate, and as is reasonable.
- b) Anonymity and pseudonymity
SC will:
- Respect that individuals may not wish to identify themselves when making enquiries on SC products and services;
 - However, require full personal details as required by law and for identification purposes from students.

PART 2 – Collection of Personal Information

- a) SC will not collect personal information from you unless that information is necessary for one or more of its functions or activities or is required by law.
- b) SC advises that it is required by law to collect, hold, use and supply personal information, in accordance with the National VET Provider Collection Data Provision Requirements.
- c) SC will take reasonable steps at or before the time of collection to ensure that you are aware of:
- Who we are and how to contact us;
 - How to gain access to your own information;
 - The purpose for which the information is being collected;
 - Any organisation to which we would normally disclose information of that kind;
 - Any law that requires the particular information to be collected;
 - The main consequences for the individual if all or part of the information is not provided.
- d) SC collects information from you in the following ways:
- When you register your interest on line, apply for enrolment, request certain services or products, or otherwise contact or do business with us.
 - Information may be collected from enrolment forms, certified documents, telephone calls, faxes, emails, letters sent by you.
 - Information may be collected from third parties, such as other training providers, regarding confirmation of training and ongoing professional development that you have attended, as permitted by you.
- e) Should SC collect information about you from a third party we will take reasonable steps to ensure that the individual is or has been made aware of the matters listed above except to the extent that making the individual aware of the matters would pose a serious threat to the life or health of any individual.

PART 3 – Dealing with Personal Information

- a) SC will not use or disclose personal or sensitive information for any purpose other than what it was collected for, unless the relevant person has provided written consent to use or disclose that information in circumstances that are different to those for which it was collected. The circumstances where an exception may occur are:
- Where the use or disclosure of this information is required or authorised by or under an Australian law or a court/tribunal order;
 - The individual would reasonable expect SC to use or disclose the information for the secondary purpose;
 - A permitted health situation exists in relation to the use or disclosure of the information by SC;
 - A permitted general situation exists in relation to the use or disclosure of the information by SC;
 - SC reasonably believes that the use or disclosure of the information is reasonably necessary for one or more enforcement related activities conducted by, or on behalf of, an enforcement body.
- b) SC collects your personal information so as to:
- Process applications;
 - Manage your enrolment;
 - Record and maintain your details;
 - Administering training programs;
 - Record and maintain details of your ongoing training and assessment;
 - Provide you with details regarding student services, benefits, and training opportunities;
 - Notify you about upcoming events and opportunities;
 - Gain feedback from you;
 - Communicate with you;
 - Report to relevant authorities as required by law.

- c) Direct Marketing
SC:
- May use personal information (specifically your name and relevant address details) and information about your preferences for direct marketing (i.e. the communication channels which you prefer for receiving direct marketing from us and the types of products and services in which you are interested in) so as to let you know about our services and benefits, where we have your consent.
 - Provides an opt-out and/or unsubscribe method that is easily accessible for individuals to request not to receive direct marketing communications.
- d) Cross Border Disclosure
SC:
- Does not disclose personal information to overseas recipients unless prior written approval is received by the individual who the personal information relates.
- e) Adoption, use or disclosure of Government Related identifiers
SC:
- Is required by law (Student Identifier Act) to collect, maintain and report to relevant Government agencies the individual's Unique Student Identifier (USI) number in accordance with the National VET Provider Collection Data Provision Requirements.
 - Will not disclose the Unique Student Identifier (USI) number for any other purpose, including on any Certification documents you receive.
 - Must not adopt the Unique Student Identifier (USI) number as its own identifier of the individual.

PART 4 – Integrity of Personal Information

- a) Quality of personal information
SC will take steps, as are reasonable, to ensure that the personal information it:
- Collects is accurate, up to date and complete;
 - Uses or discloses, is having regard to the purpose of the use or disclosure, accurate, up-to-date, complete and relevant.
- b) Security of personal information
SC will take steps, as are reasonable in the circumstances to:
- Protect the information from misuse, interference and loss as well as unauthorised access, modification or disclosure.
 - Destroy the information or to ensure that the information is de-identified.

PART 5 – Access to, and Correction of, Personal Information

- a) SC provides all students with electronic access to their own personal records, where the individual can update and maintain their own personal information.
- b) In some circumstances SC may not permit access to individuals for their personal information. If this is ever the case, SC will provide full details for the legal reasons for this decision. These may include that SC believes:
- That giving access to the information would pose a serious threat to the life, health or safety of the individual, or to public health or public safety; or
 - Giving access would have an unreasonable impact on the privacy of other individuals; or
 - The request for access is frivolous or vexatious; or
 - The information relates to existing or anticipated legal proceedings between SC and the individual, and would not be accessible by the process of discovery in those proceedings; or
 - Giving access would reveal the intentions of SC in relation to negotiations with the individual in such a way as to prejudice those negotiations; or
 - Giving access would be unlawful; or
 - Denying access is required or authorised by or under an Australian law or a court/tribunal order; or
 - Both of the following apply:
 - SC has reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to SC functions or activities has been, is being or may be engaged in;
 - Giving access would be likely to prejudice the taking of appropriate action in relation to the matters; or
 - Giving access would be likely to prejudice one or more enforcement related activities conducted by, or on behalf of, an enforcement body; or
 - Giving access would reveal evaluative information generated within SC in connection with a commercially sensitive decision-making process.
- c) When dealing with requests for access to personal information, SC will:

- Respond to request for access within 30 days of the request, if from an individual, and within a reasonable time, if the request is from an organisation; and
- Provide access to the information in the manner requested, if it is reasonable and practicable to do so.
- d) SC does not charge a fee for access to personal information. The exception is re-prints of certification documentation previously supplied.
- e) With regard to the correction of personal information held:
 - should SC be satisfied that information is inaccurate, out of date, incomplete, irrelevant or misleading, SC will take such steps as reasonable to correct the information to ensure that, having regard to the purpose for which it is held, the information is accurate, up-to-date, complete, relevant and not misleading.
 - Should SC refuse to correct information, SC will give written notice to the individual that sets out:
 - The reason for refusal
 - The mechanisms available to complain about the refusal; and
 - Any other matter prescribed by the regulations.

SC RESPONSIBILITIES

The CEO ensures that all employees are made aware of this policy and its underpinning legislative requirements and comply with this policy at all times.

The CEO ensures that all students have access to and awareness of this policy.

You can contact SC Administration for *Privacy Policy and Procedure* for further details or access a copy at SC website.

Access and Equity Policy – Appendix 10

The purpose of this policy is to provide a frame of reference in providing and maintaining training services that reflect fair and reasonable opportunity for all students, regardless of their diversity; allowing everyone to freely participate in the learning environment free from discrimination, harassment, bullying and vilification.

DEFINITIONS

Access and equity mean policies and approaches aimed at ensuring that VET is responsive to the individual needs of students whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

Discrimination occurs when a person is treated less favourably than others due to the person's circumstances, characteristics or beliefs.

a) Direct Discrimination

Direct discrimination takes place when a person, organisation or group of persons is treated less fairly than others on the basis of stereotyped beliefs or views.

b) Indirect Discrimination

Indirect discrimination includes rules, practices or policies which appear to be non-discriminatory and equally applicable, but operate in such a way that certain groups of people are excluded without just cause.

Non-Verbal Harassment may include, but are not limited to:

- a) Leering (e.g. staring at a woman's breasts)
- b) Putting offensive material on notice boards, computer screen savers and emails
- c) Wolf whistling
- d) Nude or pornographic posters
- e) Displaying sexist or racist cartoons or literature
- f) Demoting, failing to promote, or transferring someone because they refuse requests for sexual favours
- g) Following someone home from work
- h) Standing very close to someone or unnecessarily leaning over them
- i) Mimicking someone with a disability
- j) Practical jokes that are unwelcome
- k) Ignoring someone, or being cold and distant to them
- l) Crude hand or body gestures

Physical Harassment may include, but are not limited to:

- a) Unwelcome physical contact such as kissing, hugging, pinching, patting, touching, or brushing up against a person
- b) Indecent or sexual assault or attempted assault
- c) Hitting, pushing, shoving, spitting, or throwing objects at a person
- d) Unfastening a person's attire

Sexual Harassment is the most common form of harassment. Examples of sexual harassment include, but are not limited to:

- a) Unwanted touching
- b) Sexual innuendo propositions
- c) Nude pin-ups and posters
- d) Obscene telephone calls
- e) Wolf whistles

Sexual harassment can occur among peers or co-workers, and in subordinate-supervisor, supervisor-subordinate or staff-student, student-staff, student-student situations.

Verbal Harassment may include, but are not limited to:

- a) Sexual comments, advances or propositions
- b) Lewd jokes or innuendos
- c) Racist comments or jokes

- d) Spreading rumours
- e) Comments or jokes about a person's disability, pregnancy, sexuality, age or religion
- f) Repeated questions about one's personal life
- g) Belittling someone's work or contribution in a meeting
- h) Threats, insults or abuse
- i) Offensive obscene language
- j) Obscene telephone calls, unsolicited letters, faxes and emails

Workplace Harassment is any behaviour which is unwelcome, offends, humiliates or intimidates a person and causes the work environment to become unpleasant. If a person is being harassed, then their ability to do their work is affected as they often become stressed and suffer health problems. Harassment may result from behaviour which is not intended to offend or harm, such as jokes or unwanted attention however, this does not mean that it is lawful.

POLICY

- Sapience College (SC) is committed to providing quality training and assessment products and services in compliance with the Standards for Registered Training Organisations (RTOs) 2015.
- SC promotes, encourages and values equity and diversity with regard to students. SC will ensure services offered are provided in a fair and equitable manner to all students, free from bias.
- SC is committed to providing flexible learning and assessment options, allowing students alternatives which recognise the diversity of their individual needs and circumstances aiding them in their learning goals.
- This also includes addressing the students with disabilities and special needs.

SC will ensure:

- a) all training and assessment policies and procedures incorporate access and equity principles;
- b) all learners have equitable access to the benefits of training and assessment irrespective of their gender, age, race, religion, culture, linguistic background, marital status, geographic location, socio-economic background, disability, sexual preference, family responsibility or political conviction;
- c) all nominations and enrolments into training courses and programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with Equal Opportunity legislation; and
- d) all learners/students have equitable access to training resources, facilities, equipment, support services, information, training and assessment personnel, materials, assessment opportunities, training opportunities.

POLICY PRINCIPLES

SC will not accept any form of discrimination and we will apply the following principles in support of access and equity.

Access and Equity Principles

- a) SC abides by access and equity principles.
- b) SC will respect a student's right to privacy, confidentiality and be sensitive to student needs.
- c) SC provides equal opportunity for all learners and is responsive to the individual needs of students whose gender, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, disability, transgender, political conviction, cultural or ethnic background, linguistic background, religious belief, geographic location, socio-economic background, employment/unemployment, imprisonment may present a barrier to access, participation and achievement of suitable outcomes.
- d) At enrolment, students will be asked to identify personal needs or circumstances that may exist and for which they may require additional support.
- e) SC will ensure that all staff, employees, and contractors have access to the information and support needed to prevent discrimination, sexual harassment, bullying and violence, victimisation, and vilification or to deal with it appropriately if it occurs.
- f) SC seeks to create a learning environment where all students are respected and can develop their full potential.
- g) All students are given fair and reasonable opportunity to attend and complete training.
- h) All staff are given fair and reasonable opportunity to participate in relevant decision-making processes and the allocation of resources and services as required to fulfil their duties and responsibilities.

- i) Deficiencies will be investigated to determine whether a breach or policy deficiency exists. Should a discrepancy be proven, the impact of that breach or deficiency will be identified along with how the policy should be amended to eliminate the breach or deficiency in the future.
- j) All perceived deficiencies in the Access and Equity Policy are to be documented, assessed and reviewed by the CEO, SC.
- k) SC will demonstrate its commitment by:
 - i. Selecting students according to a fair and non-discriminatory process
 - ii. Making its training relevant for a diverse student population
 - iii. Providing suitable access to facilities and resources
 - iv. Providing appropriate support services
 - v. Providing appropriate complaints procedures
 - vi. Consulting with relevant industry groups
 - vii. Raising staff, contractor and student awareness of equity issues.

Equal Opportunity

SC is an equal opportunity company and does not discriminate against or favour target groups in either recruiting or training, unless prescribed by funding contracts.

Target Groups are defined as:

- Aboriginal and Torres Strait Islanders;
- People with a disability;
- People from non-English speaking backgrounds;
- People in transition and other special groups (i.e. people re-entering the workforce, long term unemployed, sole parents, people with literacy problems, and those who have been institutionalised);
- Women;
- People from regionally isolated communities.

Special Needs/Considerations

- a) Students intending to enrol for training with SC are requested prior to enrolment to advise SC if they have any disability, physical or other impairment which may adversely affect their ability to successfully undertake training and assessment.
- b) Students are encouraged to discuss with SC any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.
- c) SC, in collaboration with the student, will assess the potential for the Student to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the Students' learning. However, no compromise to the integrity of the assessment against competency will be allowed.
- d) Students with a disability are required to have the ability to fulfil the core requirements of the units of competence to attain the relevant award. However, it is recognised that flexibility in arrangements may need to be implemented.

Reasonable Adjustments

- a) Reasonable adjustment, as defined by the Disability Discrimination Act 1992, relates to a measure or action taken by an education provider to help a learner with a disability (Disability Standards for Education, 2005).
- b) SC is committed to providing equitable assistance and opportunity to students with disabilities, allowing them to succeed in their studies.
- c) SC must provide equitable, efficient and timely reasonable adjustment for students with disabilities who undertake assessments, while maintaining the integrity of those assessments.
- d) Students who want help with disabilities/impairment or long-term conditions must state it in the *Enrolment Application Form*. SC also assess students with needs during LLND test and Pre-Enrolment Review. This in turn will help SC provide reasonable adjustment, on a module/unit basis, in a timely manner.
- e) If a student has a temporary disability or has not disclosed the disability on the *Enrolment Application Form*, SC requires documentary evidence such as a medical certificate before providing reasonable adjustment for assessment. Students must inform no later than two weeks from the start of their studies, unless compassionate and compelling reasons are presented. The Student Support Officer and Trainer / Assessor have to approve the request.
- f) If students have special needs or disabilities, reasonable adjustment will be organised in accordance with the policies and procedures of SC. This may include but not limited to:
 - visual difficulty; we can assist by making adjustments such as larger print of documents, assessment tools and forms
 - physical disabilities; assessment may be broken down into shorter/longer lengths of time, where applicable
 - sick or have medical condition, due date extension may be provided

- LLND Support

Language, Literacy, Numeracy and Digital Literacy

- a) Each Training Package sets a minimum requirement in language, literacy and numeracy skills of learners, with which SC must abide.
- b) SC makes appropriate concessions for language, literacy, numeracy and digital literacy issues of students where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.
- c) Where a student is deemed, either prior to enrolment or throughout the training program, to possess a lower level of language, literacy, numeracy or digital literacy than is the minimum requirement for the requirements of the Training Package SC will provide appropriate advice and support to the student regarding further learning options. At times, further language or literacy development or remedial assistance may be required to be completed prior to the continuation or completion of the student's course of study.

Harassment

- a) Harassment will not be tolerated at SC. If harassment occurs, the person responsible will be subject to disciplinary procedures. Disciplinary action will be taken against any staff or student involved in such behaviour. This may include termination of employment and removal of the student from the training course.
- b) Serious cases of harassment may constitute a criminal offence.
- c) SC will not tolerate behaviour which is considered to be sexual harassment and expects all staff, contractors and students to treat each other with dignity and respect.

Bullying and Violence

- a) SC will not tolerate bullying or violent behaviour and expects all staff, contractors and students to treat each other with dignity and respect.
- b) SC recognises bullying and violence demeans and infringes the rights of individuals and groups, damaging the work and learning environment.

Vilification

- a) SC will not tolerate behaviour which vilifies another person and expects all staff, contractors and students to treat each other with dignity and respect.

Complaints

- a) SC encourages informal resolutions of discrimination, sexual harassment, bullying and violence, victimisation, and vilification grievances in the first instance, as close to the source as possible, with the option of conciliation or investigation of the complaint if necessary.
- b) Complaints will be investigated in a confidential manner and action will be taken to ensure that the discrimination/harassment stops. Appropriate warning or disciplinary action will be taken where harassment is found to have occurred.
- c) Those responsible for advising, conciliating or investigating a complaint must act fairly and impartially, they must act without bias and avoid any conflict of interest the respondent must be given a fair opportunity to know the case against him or her and to be given the opportunity to make a considered response.
- d) All staff, students and contractors involved with the SC complaint procedures will be treated with respect and courtesy. Enquiries and complaints will be dealt with in a sensitive, equitable, fair, and confidential manner. All attempts will be made to deal with matters expeditiously while ensuring all parties are provided with sufficient time to prepare and or respond.
- e) SC acknowledges that it is of paramount importance and in the best interests of all parties that confidentiality is maintained during these procedures.
- f) SC encourages the reporting of behaviour that breaches equal opportunity policy but will not tolerate vexatious or frivolous complaints.

Victimisation

- a) In order for complaints to be brought forward, complainants must feel secure in the knowledge that the SC procedures will be followed without fear of reprisal.
- b) SC will not victimise or treat any person unfairly for making a harassment complaint.
- c) SC will not tolerate behaviour of victimisation of another person and expects all staff, contractors and students to treat each other with dignity and respect.

- d) Any complaint of victimisation will be treated in the same manner as a complaint of discrimination, sexual harassment or vilification.

SC RESPONSIBILITIES

SC has a legal and moral obligation to provide equal opportunity in an environment free from discrimination for staff, contractors and students to ensure that discrimination/harassment does not occur in the workplace.

SC will:

- Maintain policies and procedures for equal opportunities for all staff, contractors and students;
- Disseminate policies and procedures to staff, contractors and students;
- Examine all policies and practices, as they affect staff, contractors and students to ensure the elimination of discrimination and harassment;
- Ensure that there is no discrimination against any individual student or group of students or staff, in access to facilities, products and services;
- Educate staff and contractors on the general goals and philosophy of equal opportunity together with the rationale for policies and practices which are adopted;
- Eliminate sexist and other discriminator language from all publications and discourage the use of such language in all printed material and in the speech of its staff, contractors and students;
- Establish and maintain mechanisms to deal with complaints.

CEO responsibilities

- SC CEO and Managers are responsible for student equity.
- The CEO will not condone nor engage in discriminatory/harassing behaviour.
- The CEO is responsible for ensuring that all staff are aware of this policy and that complaints will be dealt with in accordance with the terms of the *Complaints and Appeals Policy and Procedure*.
- The CEO and Managers are to ensure staff act according to this policy and all students are made aware of their rights and responsibilities pursuant to this policy.
- The CEO will maintain the confidentiality of all complaints. If the CEO feels that they are not the appropriate person to deal with the complaint, they will refer the matter to either a member of the management team or an external independent party for review and/or action.

Staff, contractors and students' responsibilities

SC staff, contractors and students have the responsibility to:

- Act to prevent harassment, discrimination and victimisation against others;
- Respect differences among other staff, students and contractors, such as cultural and social diversity;
- Treat people fairly, without discrimination, harassment or victimisation;
- Respect the rights of others;
- Respect people's rights to privacy and confidentiality;
- Refuse to join in with these behaviours;
- Supporting the person in saying no to these behaviours;
- Acting as a witness if the person being harassed decides to lodge a complaint;
- Observe site rules or behaviour guidelines set by SC Trainers/Assessors;
- Behave in a manner that does not interfere with the learning of others; and
- Conduct themselves in a responsible manner while in training;
- Ensure the rights of all students to have their say, balanced with the responsibility to listen to others and allow others to have their say.

If an SC staff, contractor or student feels harassed, bullied or otherwise a victim of unwelcome behaviour, the staff, contractor or student is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive. If the staff, contractor or student feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the CEO should be contacted.

You can contact SC Administration for *Access and Equity Policy and Procedure* for further details or access a copy at SC website.

Course Transfer between Registered Providers Policy – Appendix 11

The purpose of this policy is to ensure that:

- Sapience College (SC) does not enrol transferring students prior to the student completing six months of their principal course of study except for the circumstances outlined in this Policy.
- SC has a policy and process for assessing student applications to:
 - transfer from SC before completing six months of their principal course
 - transfer to another course provided by SC

This ensures compliance with Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018. This policy explicitly states the criteria regarding the enrolment of overseas students who are within their first six months of a course with another provider and emphasise the necessity of a formal release.

DEFINITIONS

DE means Department of Education

DHA means Department of Home Affairs

PRISMS mean Provider Registration and International Student Management System (PRISMS)

Six months means six calendar months from the date that the student commences their studies

Course Package means a package of courses included on a student's Visa that usually includes the principle course and any approved pre-requisite courses

Registered Provider means an Australian education provider approved to offer courses to overseas students and registered on CRICOS (the Commonwealth Register of Institutions and Courses for Overseas Students).

POLICY

All decisions made by SC about student transfer requests will be made in accordance with this policy and procedure, will be fair and consider the student's individual circumstances and any other relevant factors.

1. Transferring from another registered provider

- SC will not knowingly enroll a student wishing to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course unless one or more of the following conditions apply:
 - the releasing registered provider or the course in which the student is enrolled has ceased to be registered.
 - the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing his or her principal course at that registered provider.
 - the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS.
 - 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.

2. Transferring to another registered provider

- For SC students seeking to transfer to another registered provider's course of study prior to completing six months of their principal course, the transfer request will be assessed and granted in any of the following circumstances:
 - the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with SC's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).
 - there is evidence of compassionate or compelling circumstances.

- SC fails to deliver the course as outlined in the student agreement.
- there is evidence that the student's reasonable expectations about their current course are not being met.
- there is evidence that the student was misled by SC or an education or migration agent regarding SC or its course and the course is therefore unsuitable to their needs and/or study objectives.
- an appeal (internal or external) on another matter results in a decision or recommendation to release the student.
- A transfer to another course will not be granted where:
 - The transfer may jeopardise the student's progression through a package of courses.
 - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.
 - The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
 - There are no legitimate compassionate or compelling circumstances.
- For a request for transfer to be considered and a letter of release provided, students must provide a valid offer of enrolment from another registered provider.
- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
- Where a student's application is refused, the reasons for this will be communicated plus the right to access the complaints and appeals process as outlined below.

Registered providers still have discretion to refuse transfer requests from overseas students who are not genuinely engaging with an intervention strategy with the intention of failing and being released. If the overseas student subsequently intends to study at a lower Australian Qualifications Framework (AQF) level, they will need to apply for a new student visa.

3. Transferring to another course offered by SC

- Students may transfer to another course offered by SC in the following circumstances:
 - Where it is considered that the course that the student wishes to transfer to.
 - better meets the study capabilities of the student; and/or
 - better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
 - where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
- A transfer to another course within SC will not be granted where:
 - The transfer may jeopardise the student's progression through a package of courses.
 - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
 - The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
- For a request for transfer to be considered, students must complete an *Internal Course Transfer Application Form*.
- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
- Cost involved in transferring to another course plus any refund of course fees paid for the student's current course will be in accordance with SC's *Fees, Charges and Refunds Policy and Procedure*.

4. Visa advice

All students who are either considering a course transfer, or have had their transfer request approved, will be advised that they must contact DHA to seek advice on whether a new visa is required. To find out more about visa requirements, students will be advised to contact DHA on 131881 or visit the following website: <https://www.homeaffairs.gov.au/trav/stud>

5. Complaints and Appeals

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

The refusal status will not be finalised in PRISM until the complaints and appeals process is finalised within the 20 working days period or the student withdraws from the course.

6. Records

All records relating to course transfers will be kept for two years after the student ceases to be an enrolled student. This includes requests for release, the assessment of the request and the decision.

You can contact SC Administration for *Course Transfer between Registered Providers Policy and Procedure* for further details or access a copy at SC website.

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