

Pre-Enrolment Information Handbook (International)



CASS TRAINING
INTERNATIONAL COLLEGE

Cass Training Pty Ltd | ABN: 19 056 455 620
CRICOS Provider: 00956C | National Provider: 90309
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Welcome to Cass Training International College (“CTIC”)

Here at Cass Training International College we strive to provide the perfect blend of education, opportunities and lifestyle to prospective students. Situated in the beautiful city of Sydney, our well-established college offers a wide scope of courses tailored to prepare and groom our students for their future careers.

Our Mission

‘To provide professional training to all who enrol in its courses in order to produce quality employees, and so place all graduates into sustainable employment.’

Profile

CTIC was established in 1990. All staff have an industry background appropriate to the area of training in which they are employed.

CTIC offers a wide range of recognised courses across many different disciplines from Certificate III to Diploma level.

Philosophy

The philosophy is to professionally provide training or retraining for all people. This philosophy includes a critical self-assessment to ensure teaching methods are continually upgraded in line with current trends.

Address and Contact Details

VET & ELICOS College

Level 1, Unison House, 53–55 Liverpool St

Sydney, NSW 2000

t: +61 2 9286 3295 | f: +61 2 9267 0178

Facilities

Facilities include ten (10) fully-equipped and furnished classrooms. Our classrooms contain desks and chairs, computers (where applicable), whiteboards, charts, and audio-visual equipment. Our computers contain all appropriate software for training in all office applications for business courses and various on-line facilities. All of these are accompanied by hard-copy reference texts where applicable.

A library is available where students can borrow reference texts to support their study.



Abbreviations used in this handbook:

DIBP	Department of Immigration and Border Protection
DEET	Department of Education (Federal Government)
DET	Department of Education and Training (NSW Government)
ASQA	Australian Skills Quality Authority
ESOS	Education Services for Overseas Students Act 2000
AQF	Australian Quality Framework
VQF	VET Quality Framework
SNR	Standards for NVR Registered Training Organisations
VETA	Vocational Education and Training Act
OSHC	Overseas Student Health Cover
LLN	Language, Literacy and Numeracy
RTO	Registered Training Organisation
RPL	Recognition of Prior Learning
eCoE	Electronic Conformation of Enrolment
EEO	Equal Employment Opportunities
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
CTIC	Cass Training International College

Introduction

Cass Training International College is a trading name for Cass Training Pty Ltd.

Australian Business Number: 19 056 455 620

National Provider Number: 90309

CRICOS Number: 00956C

Cass Training International College ("CTIC") provides the following courses:



Courses offered and pricing

CRICOS CODE	NATIONAL COURSE CODE	COURSE NAME	DURATION TUITION+BREAK (WEEKS)	APPLICATION/ ENORLMENT FEE	# OF INSTALMNETS	TUITION FEE	MATERIALS/ TEXTBOOK FEE (Optional)
076577G	BSB40507	Certificate IV in Business Administration	23+9=32	\$300	Three	\$4,875	\$500
076578G	BSB50407	Diploma of Business Administration	23+9=32	\$300	Three	\$4,875	\$500
076577G	FNS40611	Certificate IV in Accounting	33+12=45	\$300	Five	\$10,800	\$500
079587D	FNS50210	Diploma of Accounting	27+9=36	\$300	Four	\$9,800	\$500
079588C	FNS60210	Advanced Diploma of Accounting	27+9=36	\$300	Four	\$9,800	\$500

****** Please note that fees & charges may change without notice. ******

Cass Training International College has an excellent reputation throughout the community with employers and graduates alike. Graduates have found success in a wide range of employment fields with many securing future positions before course completion. We pride ourselves on our ethical business and training practices where we utilise a mix of theory and practical applications. We offer a safe, caring environment where students can study and obtain the necessary skills to achieve their goals whilst at the same time encouraging our students to enjoy their time at College.

ESOS Framework

CTIC is a Registered Training Organisation. It is registered by the Australian Skills Quality Authority (AQSA) under the VET Quality Framework (VQF) including the Standards for NVR Registered Training Organisations (SNR).

It is also registered on CRICOS (Commonwealth Register of Institutions and Courses for Overseas Students). Training Organisations who appear on the CRICOS Register are governed by the ESOS (Education Services for Overseas Students) framework which consists of a number of pieces of legislation including the ESOS Act 2000 and the National Code of Practice 2007 for Registration Authorities and Providers of Education and Training to Overseas Students. These laws are in place to protect overseas students and to uphold high quality standards of education within Australian Education Institutions. For further information please refer to www.aei.gov.au



Education Services for Overseas Students (ESOS) Act 2000

The provision of education and training services to overseas students in Australia is regulated by the Department of Education (DEET) through the Education Services for Overseas Students Act (2000) and associated legislation.

The purpose of the legislation is to protect the interest of people coming to Australia on student visas, by providing tuition and financial protection and by insuring a nationally consistent standard for all registered providers.

Protection of Fees

CTIC protects students' fees through the implementation of the Tuition Protection Scheme (TPS) which ensures the protection of student fees via governmental legislation.

As a CRICOS provider (00956C), CTIC must comply with the ESOS Act, associated legislation and regulations. There are penalties for failure to comply.

Under the ESOS Act, CTIC must report directly to DIBP, when a student breaches the visa requirements, in particular the requirements about students maintaining satisfactory progress in their course. Should you wish to obtain further information about the ESOS Act we invite you to access the website www.aei.gov.au.

VET Quality Framework (VQF)

The national standards for the registration and monitoring of training organisations are called the VET Quality Framework including the Standards for NVR Registered Training Organisations (SNR). The VQF strengthens the quality of the vocational education and training systems across Australia.

All Registered Training Organisations are measured against a set of standards and are responsible for maintaining and improving their performance against these standards

You can get information from the following website: www.asqa.gov.au/about-asqa/national-vet-regulation/vet-quality-framework.html

National Recognition of Qualifications and Statements of Attainment

All VQF qualifications and statements of attainments will be fully recognised and credit transfer is available to all students enrolling in any of our courses.



Code of Conduct

CTIC is committed to creating and maintaining an environment for all employees and students that is safe and free from violence and harassment. Courtesy, understanding and mutual respect towards all persons is necessary for excellence in what we do, for safety in the workplace and in creating an environment that serves all our needs.

The College will not tolerate actions of a violent nature or threats of any kind. Violence includes but is not limited to:

- any act that is an assault
- any threat or behaviour or action that is interpreted by a reasonable person as having the potential to:
 - harm or endanger the safety of others
 - result in an act of aggression or
 - destroy or damage property

Disciplinary action will be taken in the event of a violent act or threat of a violent act towards another person or property at work or a work-related event. Any threat or violent act should be reported to the Principal Administrator or the Principal Executive Officer.

Code of Conduct for Students

In agreeing to study with CTIC you agree to:

- strive to complete your studies to the best of your ability through goal setting and careful time management. You agree to take full responsibility for your actions;
- dress appropriately in a neat and tidy manner and not wear hats in class;
- make every effort to be punctual and attentive for lessons and to behave in a manner befitting any workplace;
- notify the College if you are unable to attend any class;
- treat other students and the College staff with respect and fairness and obey reasonable directions from trainers and staff;
- be honest in your assessment events and not to involve yourself in any form of plagiarism;
- understand the Cass Training International College's copyright policies and agree to abide by the Copyright Act 1968;
- follow safe working practices including wearing footwear and using safety equipment where necessary;
- not behave in a way that could threaten, offend or embarrass others;
- take full responsibility for your absences and endeavour to catch up outside of class times so that you don't disadvantage other students;
- treat your fellow students and staff with respect, courtesy and consideration;



- not be involved in any discrimination;
- look after College facilities and resources and personally make sure that there is no damage caused to them;
- treat equipment with care;
- take all necessary care to ensure that your computer disks are cleaned of viruses before commencing every lesson;
- understand and agree that you will only receive the Learner Guides if you have paid for course materials in advance;
- be prepared for each lesson with the necessary equipment, written material and writing materials;
- promise to keep the College up to date in relation to your address and contact numbers;
- understand that the College reserves the right to expel a student for a serious breach of ethics which could include things like petty theft, sexual harassment of fellow students or any staff, refusal to follow a reasonable instruction from a staff member and being disruptive.
- understand that as a student at Cass Training International College you have the rights to enjoy a safe and supportive environment without harassment or discrimination and that I will be informed of all assessment procedures as well as results from those assessments. I also have the right to lodge a complaint or appeal without being victimised.

Access and Equity

Cass Training International College Access and Equity Policy (CASS-QA-AEP01) states:

1. All prospective students are to be afforded equal access to College courses, regardless of nationality, racial origin, religion, age, sex or physical disability.
2. There are no prerequisites or barriers to course access.
3. An equal opportunity policy operates in the classroom.
4. Students are afforded equal access to learning in the classroom or College environs.
5. There is no discrimination of any kind within the classroom or learning environment.
6. Trainers have the responsibility of identifying students who have learning difficulties and referring them to the administrative staff for further assessment. Those with major difficulties will be referred to the student counsellor who will determine the nature of the difficulty and refer the student to the appropriate institution or professional for remediation. Those with difficulties which can be dealt with in the College will be assisted at this level by the appropriate personnel.



Selection and Enrolment

Selection and enrolment at CTIC is carried out in an ethical and responsible manner and we encourage people to apply for enrolment without discrimination through a variety of means. Individual interviews are conducted to ensure applicants meet the entry requirements, are well informed and provide us with the opportunity to identify any special requirements the applicant may have. Applicants must be 18 years old or over.

Student Visa Requirements

All students should be aware of the following student visa requirements:

- Students must study a full-time course which is a minimum of 20 hours per week
- Student must attend a minimum of 80% of all scheduled contact hours for each term
- Student must provide current and accurate contact details to the education provider. If contact details change, students are required to give a change of details form to the college.
- Student who obtain work rights on their visa are able to work up to 40 hours per fortnight while the course is in session
- School-aged dependents accompanying you to Australia are required to pay full fees if they are enrolled in either a government or non-government school (for fees for dependants of overseas students seeking enrolment in NSW government schools please see www.det.nsw.edu.au)

For more information about visa conditions visit www.immi.gov.au

Overseas Student Health Cover

All international visitors to Australia under a Student Visa are required by law to have Overseas Student Health Cover (OSHC). Students are required to pay for this cover prior to arriving in Australia. Students are covered by the OSHC from the day they arrive in Australia, until the end date of their visa.

- On enrolment all international students must pay a fee for health insurance in accordance with the length of their course.
- Cass Training International College forwards payment and application on behalf of new students to Allianz (for policy information please see www.allianz.com.au)
- OSHC Worldcare can take up to 4 weeks to process applications and send student Worldcare Cards back to Cass Training International College.
- If you have any health problems before receiving your card you are still covered. When you go to the doctor and pay for your consultation, you must ask for a receipt. Allianz will reimburse your money provided you produce the receipt.



Remember you are covered from the day you arrive Australia (even though you may not have your card).

Accommodation and living expenses

Estimated living expenses for an international student are approximately A\$18,610 to A\$20,000 a year. This covers food, accommodation, travel, entertainment and clothing.

Suggested Weekly Budget (figures are in Australian dollars)

- Accommodation \$180 to \$200 (for a room in a shared house or apartment)
- Food \$A80 to \$A100
- Public transport \$A50 to \$A100

English Entry Requirements

Students applying from countries which appear under Assessments Level 1 & 2 (as per the Department of Immigration and Border Protection regulations) must display a proficiency entry level of English for the proposed course of study.

Students applying from countries which appear under Assessments Level 3 (as per the Department of Immigration and Border Protection regulations) are required to provide evidence of having achieved an IELTS score of 5.5 or equivalent for direct entry into a VET course.

For a packaged course of ELICOS and VET the student is required to have achieved an IELTS score of at least 4.5 or equivalent for students from Assessment Level 3 countries.

Below is a list of accepted Proof of English Prerequisites

IELTS	Overall Band Score 5.5, with no individual lower band than 5
ISPLR	3+
TAFE NSW	Cert III or IV in English
Combined Universities Language Test (CULT)	60 or more
TOEFL	530 (paper based) / 197 (computerised)
Cambridge FCE	First Certificate in English
TOEIC	600-700
Australian University	At least 1 year full time study
RTO	Upper Intermediate Level - English Or at least 1 year full time study
Overseas Higher Qualification	At least 3 years full time study, sole language of instruction and assessment was English, and student resides in English speaking country after graduation.



Where an applicant for a course has successfully completed at least one year of full-time study at a University or other post-secondary educational institution, where the sole language of instruction and assessment was English, the applicant will not be required to undertake a language test if he/she can provide a statement or certificate issued by the College confirming this.

Provision for Language, Literacy and Numeracy Support

Language, literacy and numeracy needs of all individuals are important and to support students in this area Cass Training International College, when necessary and appropriate, adjustments are made to methods of delivery and assessment, to suit the needs of individuals so that they will have a reasonable chance of success in their course.

Change of Address

Upon arriving in Australia you are required to advise us of your residential address and telephone number. If you move house it is extremely important that you give us your new address within seven days of the change. This will ensure you will receive important information about your course, fee receipts and any other important information.

Financial Status

Under current country assessment levels, students from assessment level 1 countries must sign a declaration that they have sufficient funds to cover their stay in Australia. Students from assessment level 2-3 countries must have evidence that they have funds totalling AUD\$18,610 for the first 12 months of study in Australia. Students accompanied by a spouse should add AUD\$6,515 per annum.

Students with School Aged Dependents

Students should add a further 20% to their annual budget if they have at least one child, plus an additional AUD\$8,000 per annum for the cost of schooling if the child is of school age. For each additional child a further 15% should be added to your budget as well as the cost of the school fees.

Recognition of Prior Learning

1. CTIC has a policy of mutual recognition. All AQF qualifications and Statements of Attainment issued by any other RTO are recognised.
2. Recognition of Prior Learning is offered to all applicants on enrolment.
3. An application form is to be completed.



4. Evidence by way of a Certificate or Transcript which outlines the competencies for which Recognition of Prior Learning is sought, is to be provided.
5. Recognition of Current Competency obtained through informal, formal, past or present learning and experience, is available upon completion of an application form and assessment of the competencies for which a qualification is being sought.
6. Recognition of Current Competency for a competence for a particular job role or for recognition toward a formal qualification is available upon completion of an application form and assessment of the competencies for which a qualification is being sought.
7. There is no charge for full-time or part-time Diploma or Certificate students requiring Recognition of Prior Learning.
8. A non-refundable application fee of AUD\$150 is payable to all persons seeking Recognition of Current Competency. Further fees are based on a per hour basis at \$60 per hour.

Overseas Students

If course credit is granted to overseas students the following must take place:

1. The Recognition of Prior Learning/Recognition of Current Competency Policy will be followed.
2. A record of the course credit must be signed and accepted or otherwise by the student and placed on the student's file.

If the granting of course credit leads to a shortening of the student's course, the College will:

1. if the course credited is granted before the student visa grant, indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment issued for that student for that course, or,
2. if the course credit is granted after the student visa grant, report the change of course duration via PRISMS under section 19 of the ESOS Act.

If the length of a course is shortened, the College must remind students that it is a condition of their visa that they are enrolled in full-time study.

The cost of lodging an application for RPL is AUD\$250 payable before or at the same time as submitting the portfolio of evidence. Further fees are based on a per hour basis at \$60 per hour.

The student will be advised of the result in writing. RPL cannot be applied for after the course has commenced.



Students must demonstrate English proficiency as outlined in course requirements PRIOR to applying for RPL. The evidence may take a variety of forms and may include certification, reference from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient in an Australian context.

Recognition of current competency obtained through informal, formal, past or present learning and experience, is available upon completion of an application form and assessment of the competencies for which a qualification is being sought.

Once an application for RPL together with the appropriate fee of \$250 is received, an assessor will contact the student to assist you with preparing the evidence.

Evidence can be provided in a number of ways, including:

- Details of experience (as set out in a resume (CV), personal profile or portfolio);
- Statements of support from industry or other sources (eg, testimonials, references, awards, letters from consultants, agency people, peers and colleagues etc);
- Recent or previous studies including formal and informal training programs;
- Demonstration of skills or workplace operations;
- Examples of work completed (including reports, plans, budgets, programs);
- Verbal evidence such as responses to questions that indicate scope and depth of knowledge
- Evidence of English proficiency

RPL Process

The process for Recognition of Prior Learning is:

1. Inform the Director of Studies of your wish to apply for RPL and request an application form;
2. Complete application form and return to the Director of Studies;
3. An assessor will contact the student within two (2) weeks regarding portfolio requirements;
4. Assessment of the portfolio by qualified assessors;
5. Post assessment report and guidance sent to the student within four (4) weeks of receiving the portfolio;
6. Enrolment in course and advice on timetable will be provided to the student.



If a student is dissatisfied with the result of the RPL assessment he/she may appeal to have a second assessor appointed by the College to review their application and portfolio. The decision of the assessor will be final. There will be a charge for this review. Appeal forms may be obtained from the office or can be emailed to the student or obtained by the agent.

On completion of the RPL process the portfolio of evidence will be returned to the student. All VET Statements of Attainment or AQF Certificates issued by Australian Registered Training Organisations will be recognised as sufficient evidence of competency in that unit or course.

Deferral, Cancellation and Exclusion Policy

Policy CASS-QA-DCEP01

1. Deferment of studies by international students may be permitted only in compassionate or compelling circumstances such as serious illness, death in the family or for some other reason. Students will be required to provide evidence of the compassionate or compelling circumstances. Evidence of such compassionate or compelling circumstances must be provided to the College.
2. If a student misbehaves and/or breaches the Rules of the College, the College may defer, suspend or cancel their course. This course of action may occur due to the following reasons:
 - failure to pay course fees
 - failure to maintain approved welfare and accommodation arrangements (Visa Condition 8532)
 - any other behaviour identified as resulting in cancellation in the College's Code of Conduct.
3. Students seeking to cancel their course or to defer enrolment must make an appointment with the Overseas Student Contact Officer.
4. Students will be advised in writing of the results of their request to defer, suspend or cancel their course. The student will be informed of the College's intention to suspend or cancel his/her enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access the College's internal complaints and appeals process.
5. Students have the right to appeal a decision by the College to defer, suspend or cancel their studies and the College will not notify DEET of a change to the enrolment



status until the Grievances and Appeals Process has been completed, unless there are extenuating circumstances relating to the welfare of the student.

6. Students will be advised that deferring, suspending or cancelling their enrolment may affect his/her student visa.
7. The College will advise the Secretary of DEET via PRISMS as required under Section 9 of the ESOS Act if the student's enrolment is deferred, temporarily suspended or cancelled.
8. A record of any deferral, cancellation or exclusion from the College's courses will be recorded on the student's file.
9. A student may be excluded from an assessment in a unit for any of the following reasons:
 - academic misconduct
 - general misconduct

Appeals Procedure

In the event that you have received a warning letter from the College intending to report you to DIBP for:

- non-attendance
- non-achievement
- non-payment of fees

You may lodge an appeal within 20 days or your enrolment may be cancelled.

You must have valid reasons for the appeal. Such reasons may be that:

- the College has made an error
- you have compelling or compassionate circumstances such as a death in the family or unusual trauma or accident (which must be accompanied by written evidence like police reports or a psychologist or hospital records).

You can have a friend or relative present during all appeal meetings.

In the event of an appeal being made and during the appeals process, the student is required to maintain his/her enrolment and attend all classes as normal.

In the event that any internal or external complaint handling or appeal process results in a decision that supports the student, the College will immediately implement any decision and/or corrective and preventative actions required and advise the student of the outcome.



If a student lodges an appeal in response to a College initiated suspension, where the suspension is recorded in PRISMS, or cancellation, the suspension or cancellation will not be reported in PRISMS until the appeal process is finalised, unless extenuating circumstances relating to the welfare of the student apply.

Extenuating circumstances include:

- the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
- the student is missing
- the student has medical concerns or severe depression or psychological issues which lead the College to fear for the student's wellbeing
- the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
- is at risk of committing a criminal offence, or the student is the subject of investigation relating to criminal matters.

The use of extenuating circumstances by the College to suspend or cancel a student's enrolment prior to the completion of any appeals process will be supported by appropriate evidence.

The final decision for evaluating extenuating circumstances lies with the Principal Executive Officer.

Grievances/ Appeals

Should a student be dissatisfied with an assessment result there is a process that should be followed.

1. Negotiate with trainer in relation to a grievance in respect of an assessment result
In the first instance, students should approach their trainer for discussion.
2. Complete a Customer Complaint Form
If the trainer is unavailable or the student is not satisfied with the result of the discussion, the student should complete a complaint form and submit it by forwarding it to the Principal of the College. Students will receive a reply to their grievance within twenty four (24) hours. The action taken may require discussion, a written report, interview or discussion with your trainer. Most grievances can be resolved very quickly with a straightforward approach and with no need for further action.



3. Appeal to Director of Studies

Should a student still not be satisfied, they can appeal to the Director of Studies and request an interview. If appropriate, the Director of Studies will arrange to mediate a meeting between the trainer and the student to discuss the problem and find an equitable solution. Should it not be appropriate then the Director of Studies will speak with each individually in order to reach an equitable solution to the problem.

4. Appeal to Independent Body

A further appeal may be made at no cost to the student. If the matter has still not been resolved, the student may request the matter be heard by a panel consisting of a senior staff member, an independent person such as a member of the course advisory committee, and a third person not involved. The panel can call for information from all involved parties.

5. Guarantee of Service

These processes outlined will allow for prompt resolution of all grievances and have regard to the duration of study.

Should the matter still not be resolved to the student's satisfaction the Director of Studies will inform the student of their rights and other avenues for further action.

All Other Grievances/Appeals

Should a student be dissatisfied with any aspect of the College or its procedures, there is a process that should be followed:

1. Complete a Customer Complaint Form

Use this form to document your grievance and submit it by forwarding it to the College. You will receive a reply to your grievance within twenty four (24) hours. The action taken may require investigation, discussion, a written report, or interview. Most grievances can be resolved very quickly with a straightforward approach and with no need for further action.

2. Investigation and Appeal to Staff Meeting

The Director of Studies is responsible for investigating the issue in question in consultation with the complainant. If appropriate and requested by the complainant the matter can be brought to a staff meeting for discussion.

3. Formal Presentation of Case



The appellant of a complaint, grievance or appeal will be given the opportunity to formally present his/her case.

The appellant will be provided with a written statement of the appeal, outcomes, including reasons for the decision.

4. Appeal to Independent Body

A further appeal may be made at no cost to the student. If the matter has still not been resolved, you may request the matter be heard by a panel consisting of a senior staff member and an independent person/mediator who is external to the organisation. The panel may include a nominee of the student if the student so chooses in addition to an independent mediator. The panel can call for information from all involved parties.

5. Guarantee of Service

These processes outlined above will allow for prompt resolution of all grievances and have regard to the duration of study.

Should the matter still not be resolved to the complainant's satisfaction the Principal will inform the complainant of their rights and legal avenues for further action.

Non-payment of Fees

In the event that you have not paid your fees you need to make an appointment with the Principal Administrator immediately.

If you wish to make special arrangements for payment based on compassionate grounds you should discuss this with the College.

If agreement cannot be reached between you and the College then your enrolment will be cancelled 20 days from the date of initial the warning to you.

Non-attendance or Non-achievement

If you have any difficulties or problems regarding your training we urge you to discuss these problems with your trainer in an attempt to reach a solution. If you have not been able to reach a solution with your trainer, you may seek an appointment with the Overseas Student Support Officer to lodge an appeal within 20 working days.

An interview will be held with you. Notes will be taken during this interview and you will be requested to sign the minutes of the meeting. If a resolution cannot be reached the matter



will be referred back to the Overseas Student Support Officer or the Principal Executive Officer who will meet with you within five (5) working days.

If you are not satisfied with the resolution offered you can request a further meeting in writing. You must do this within five (5) working days.

You may also choose to contact one of the agencies listed below but it is best to follow the steps above before seeking outside assistance as they will request that you follow those steps first.

Anti Discrimination Board	02 9268 5544
Human Rights and Equal Opportunity Commission	02 9284 9600
Legal Aid Commission of NSW	02 9219 5000
Ombudsman	02 9286 1000
Office of Protective Commissioner	02 9265 3131

Change of Course

If a student decides to change the course, the student must complete a Variation to Enrolment form (Form No CASS QA VE01) (available from the office) and submit it to the Principal Administrator. A course changing fee of \$200 will apply and students may have to pay the difference in fees.

Termination of Courses

If a student decides to terminate his/her studies or return to his/her country, he/she must complete a Termination Form (CASS-QA-TF01) which is obtainable from the office.

Deferment of Commencement Date

The College will report to DIBP any alteration in the start and end date of a course with reasons for such alteration. Generally a student is not permitted to defer or alter the start date or end date of a course.

Once an overseas student has enrolled in a course, the College will not allow the student to defer commencement of studies or suspend studies except on the grounds listed below. If a student defers or suspends the studies on any other grounds, the College will report the student as not complying with visa conditions to DIBP via PRISMS.

The College will only grant a deferment of commencement of studies to a student for compassionate and compelling circumstances. These include but are not limited to:

- illness where a medical certificate states that the student was unable to attend classes scheduled



- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
- a traumatic experience which has impacted on the student (these cases should be supported by police or psychologist's reports)

The final decision for assessing and granting a deferment of commencement of studies lies with the College Director of Studies or Principal Executive Officer.

Applications for deferment will be assessed on their merits by the Director of Studies. All applications will be considered within ten (10) working days.

Personal Information and Privacy

Personal information provided by any student may be made available to Commonwealth and State Agencies in accordance with legislative requirements. In addition the College is required to provide information about the attendance, academic performance and address of students and any breaches of student visa conditions.

In accordance with the National Privacy Principles from the Privacy Amendment (Private Sector) Act 2000 Cass Training advises that:

1. The content of all files will remain confidential. No information obtained from any file will be discussed with anyone who does not have an appropriate reason to be involved in such discussion.
2. Information about a client will not be disclosed to a third party without written consent of the client.
3. All student files are confidential and must not be left in an insecure position. Such files will not leave the premises of CTIC.

The College will collect, manage, use and disclose personal information in accordance with all relevant legislation and standards. The College will:

- only collect personal information for lawful purposes
- when reasonably possible, only collect personal information from the individual to whom it relates
- only collect such information as is reasonably necessary
- notify the individual concerned when it collects personal information either at the time of collection or as soon as practicable thereafter
- state what the personal information will be used for
- state who will receive the personal information



- state if the collection is voluntary and the consequences for individuals if it is not, or only in part, provided
- provide contact details regarding who to contact regarding access to and correction of the personal information
- take reasonable steps to ensure that personal information holdings are relevant, not excessive, accurate, up to date, complete and that the collection does not unreasonably intrude on the personal affairs of individuals
- retain personal information for no longer than is necessary and then dispose of it lawfully and securely
- protect personal information from loss, unauthorised access, use modification or disclosure or other misuse
- ensure that all reasonable steps are taken to ensure that personal information is not used or disclosed without authorisation by external service providers
- not disclose personal information outside the College or its affiliated student bodies except where:
 - the subject of the information has consented to the disclosure, or has been notified of the likelihood of the disclosure; or
 - the College is required by legislation, court order or other legally enforceable instrument and the request is in an appropriate written form; or
 - disclosure is reasonably believed to be necessary to prevent or lessen a serious and imminent threat to the life or health of any person
 - in no other circumstances will personal information be disclosed.
- provide students access to their personal and academic records upon request whether kept in hard copy or in electronic format. Third party access to a student's files will only be granted when the student provides written authorisation or where required by law.

Training Package / Course Outcomes

The outcome of the training package offered is a national qualification listed on the website training.gov.au/. All course outcomes are based upon you being able to demonstrate competence in the skills and knowledge listed. They all involve attendance at classroom sessions.

At various times through your course, you must undergo an assessment or a test to demonstrate that you are competent in the skills and knowledge taught. To pass the course you must prove you are competent in all the tasks given. You may be asked for a written assignment and/or to demonstrate a skill. On successful completion of the course you will be issued a certificate.



Non-Tuition Fees and Charges

The following fees are applicable for services other than tuition:

SERVICE PROVIDED	PRICE
Application/Enrolment Fee:	AUD\$300
Textbook/ Material Fee: (Optional)	AUD\$500
Airport Transfer	AUD\$150
Additional Statement of Attainment:	AUD\$50
RPL Assessment Application Fee (only available prior to the start date)	AUD\$250
Replacement Diploma/Certificate/Statement of Attainment:	AUD\$50
Re-assessment	AUD\$50 per subject
Repeating an entire subject ¹	AUD\$350 per subject
Changing course pathways ²	AUD\$200
Facilities Fee (Computer Lab, Internet, CAL etc)	As shown in Letter of Offer
Late payment Fee ³	5% per month of the amount of overdue fees

ACCOMODATION TYPE	ROOM TYPE	PRICE per WEEK	PLACEMENT FEE
Homestay	Single	\$270 per week	\$260
Student House	Single	\$300 per week	\$198
Student House	Twin	\$180 per week	\$198
Self Cater	Single	\$230 per week	\$260

OVERSEAS STUDENT HEALTH COVER	Single	Dual Family	Multi Family
12 months	\$553.00	\$1,906.00	\$3897.00
13 months	\$600.00	\$2116.00	\$4,344.00
Please refer to the Website at http://www.vision6.com.au/download/files/25133/1806625/OSHC%202015%20price%20selection%20by%20month%20-%20Standard%20cover%20FINAL.pdf for more information			

**** Please note that fees & charges may change without notice. ****

¹ subject to availability

² students who wish to change courses must change no later than one week after the course has started. This fee will apply to students whose visa has already been granted, have arrived in Australia but wish to change their course after the Orientation Program

³if fees are overdue, students are no longer enrolled and may be reported to DIBP as in breach of visa conditions

Fees, Charges and Refund Policy

1. Student must pay a non-refundable Application/Enrolment Fee of AUD\$300. This fee can be paid along with tuition fees. If Application/Enrolment Fees are waived due to special conditions/offers, all refunds will attract an administration charge of AUD\$300.
2. Students must pay for the cost of textbooks/materials for VET courses if student wishes for the College to provide them. This must be paid with the initial tuition fees and is non-refundable once the student has commenced.



3. Other fees and charges apply as listed in the Pre-Enrolment Student Handbook under the Non-Tuition Fees and Charges segment.
4. Refunds Application Process - All Requests for refund to be made in writing to the Registrar using the Application for Refund Form (CASS-QA-ARFO1)
5. Non-Refundable Fees - Application/Enrolment Fees, accommodation booking fees and airport pick-up fees are non-refundable.
6. An administration charge of AUD\$200 is incurred to vary an application.
7. Personal insurance and student expenses are not included in the fees quoted and are the responsibility of the student. This policy does not remove the right to take further action under Australia's Consumer Protection Laws
<http://www.accc.gov.au/consumers/consumer-rights-guarantees>.
8. Refund - Visa Rejection
 - a. Tuition fees and OHSC are refunded in full, only if the student visa application is rejected. Students must submit written notification and copies of documents as evidence of the refusal, including a certified copy of the letter from the Australian Embassy, High Commission or immigration Office.
 - b. If a visa application is rejected for a student applying for enrolment from **offshore**, then the tuition fees will be refunded in full provided that sufficient evidence of visa refusal is given to the institute by the refusing Australian Embassy, High Commission or Immigration Office. The application enrolment fee of AUD\$300 is not refunded.
 - c. If a visa application is rejected for a student applying for enrolment from **onshore**, before the date of the course commencement as indicated on the eCoE, then the tuition fees will be refunded in full provided that the rejection is certified. The Application/Enrolment Fee will not be refunded.
 - d. If a visa application is rejected for a student applying for enrolment from **onshore**, if CTIC is not notified in writing and the course has already commenced as indicated on the eCoE (Confirmation of Enrolment), the current semester tuition fees paid will be forfeited. The Application/Enrolment Fee will not be refunded
 - e. Please note that the refund does not apply where the Australian Government has cancelled a visa as a result of a breach of visa conditions or rejected a renewal of a visa
9. Refund - Withdrawals Prior to Course Commencement
 - a. If a student withdraws from a course 10 weeks before the course start date a full refund is given (excluding the non-refundable Application/Enrolment Fee)
 - b. Students must give written notice of their intention to withdraw from a course a minimum of 28 calendar days prior to the course commencement date.



- Within this period, tuition fees will be refunded less a cancellation fee of 25% of the total tuition fees already paid
- c. Tuition fees for students who withdraw from their course less than 28 days prior to the course commencement date will only be refunded 50% of the total course tuition fees already paid
10. Refund – Withdrawals after Course Commencement
- a. Accepted students who subsequently withdraw after course commencement will not have their tuition fees refunded except under exceptional circumstances
11. Refund – Students Enrolled in Packaged Courses
- a. No refunds will be made after the commencement date, of the course. Where 2 or more courses are packaged, the conditions apply to all elements. Note that for packaged courses the course start date is taken to be the start date of the first course.
12. Refund – Courses Cancellations
- a. No refunds will be made if a student cancels his/her course due to non-compliance with the conditions in the Enrolment Agreement at CTIC or any breach of the visa requirements of his or her visa imposed by the Australian Government. No refunds will be given to students who give false or misleading information to CTIC
13. Refund – Provider Default, Reschedule or Cancelled
- a. In the unlikely event that CTIC is unable to deliver its course in full; CTIC will refund all tuition fees paid within 14 days of the course ceasing to be provided
 - b. Alternatively, students may be offered enrolment in an alternative and suitable course within CTIC at no extra cost. Students will have the prerogative to choose whether they will accept a full refund of course fees or accept a place in another course. Course and other fees are not transferable to another student.
 - c. If a student accepts placement in another course, the student will sign a new Enrolment Agreement with CTIC, and a new eCoE will be created
 - d. If In the unlikely event that CTIC is unable to provide a refund or place the student in an alternative course offered by CTIC, Tuition Protected Scheme (TPS) administered by the Commonwealth will place the student in a suitable alternative course at no extra cost to the student.
 - e. Finally if in the event the Commonwealth managed Tuition Protection Scheme (TPS) cannot place the student in a suitable alternative course, or this is not possible the student will be eligible for a refund as calculated by the TPS Fund Manager. Please refer to www.aei.gov.au for more information on the TPS



14. Payment of Refunds

- a. CTIC undertakes to effect payment for refunds within 28 working days of receipt of the written application or claim for refund
- b. CTIC will deduct Bank charges for refunds made by bank draft or electronic transfer from the refund amount
- c. Prior to any refunds the student will receive a statement that explains how the refund amount has worked out
- d. The Refunds Statement will be sent by mail to the student.

The statement will be written in clear, plain English, detailing:

- The circumstance for refund
- How the calculations will be made
- The timelines for processing refunds
- The student's rights to pursue other legal action

15. Fees Paid to Third Party/ Agent

- a. CTIC will not authorise the transfer of fees or payment of refunds to other institutions or any student's bank account other than the applicant's
- b. Fees paid by the student to a third party/person or education agent, who retains any portion of the payment for acting on the student's behalf or charges any additional fees, will not be refunded by CTIC, except the portion of prepaid tuition fees paid by the student to the Approved Education Agent

16. Complaints Relating to Refunds

- a. If students have any complaints in relation to refund claims, they may take up the matter using CTIC's Complaints and Appeals Procedures.
- b. The availability of CTIC's Complaints and Appeals Processes, does not remove the right of the student to take action under Australia's consumer protection laws
(<http://www.accc.gov.au/consumers/consumer-rights-guarantees>).

17. Other

- a. If a student completes the course early, the full tuition fees and additional fees must be paid before a certificate can be issued.
- b. If a student extends their course, they will be required to pay additional fees before the commencement of the extended course.
- c. If a student changes courses after commencement of the course in which they were originally enrolled, they will be required to pay the fees that apply to such a course at that time

18. Disenrolment

- a. The College reserves the right to disenrol a student for breaching the Rules of the College. Should this occur, fees for the current semester would be retained by (or due to) the College.



Education Agents

CTIC is responsible for the actions of education agents representing the College. All CTIC agents have signed an agreement with the College. CTIC reviews the activities of agents continuously. If you believe your agent is misleading you or misrepresenting the College, please contact us immediately.

It is unusual for you to be asked for additional fee payments from agents once you have been accepted by CTIC. Should you be asked for additional fees please speak to the CTIC's Principal Administrator.

A CTIC Education Agent must provide you with information on the following before you make an application to study:

1. CTIC Pre-Enrolment Information Handbook and CTIC's facilities, equipment and learning resources.
2. Course content, course duration and the qualification gained on completion.
3. Teaching and assessment methods;
4. Details of any arrangements with other providers for recognition or completion of the course.
5. Tuition fees, refund conditions and other expenses.
6. Information about living in Australia, College campus and location, accommodation availability and cost of living
7. The minimum level of English language proficiency, educational qualifications and work experience required for acceptance into a course
8. Student visa requirements
9. The conditions imposed on student visas including satisfactory academic performance, attendance requirements and working
10. The requirement that CTIC must report students who fail to meet their visa conditions to DIBP
11. Withdrawal arrangements
12. Admission procedures, credit transfers and the recognition of prior learning (RPL) policies at the College
13. Internal and External complaint and appeals procedures
14. The non-academic student support services of special relevance to international students

Course Pre-requisites

A Year 10 or equivalent is required for Certificate IV and Diploma courses.



To qualify for mature-age entry students need to be 20 years or older at the time of enrolment.

International Students

The minimum standard of English required for enrolment in VET courses is Upper Intermediate. The College recognises a number of English Language tests as meeting VET English Language requirements. Accepted English Language tests, together with their minimum results needed for admission are as follows:

- Normally only original test certificates are acceptable (certified copies of English language results other than recent IELTS tests which will be independently verified).
- International English Language Testing System (IELTS) score 5.5 overall band with no individual lower band than 5;
- Successful completion of TAFE NSW Certificate III or IV in English;
- Proof that the medium of instruction at school has been in English with satisfactory grades in English in final examinations;
- Combined Universities Language Test (CULT) you need a score of 60 or more;
- TOEFL 530 (paper PBT) or 197 (computerised)
- Cambridge FCE – First Certificate in English

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

Entry requirements for the course will depend on the Australian Department of Immigration and Border Protection (DIBP) assessment level for the country as well as the course guidelines. At present, countries are classified from Level I to Level IV. See DIBP website (<http://www.immi.gov.au>) for more details on assessment level requirements for your country.

English Assessment

Applicants who have successfully completed at least one year of full-time study at a University or other post-secondary educational institution, where the sole language of instruction and assessment was English, will not be required to undertake a language test if they can provide



a Statement or Certificate issued by the Registrar's Office (or equivalent) of that institution confirming this. The Statement or Certificate must be on letterhead and must be an original. The student must have been completed no more than two (2) years prior to enrolment with the College.

Alternatively, applicants whose first language is not English but who have satisfactorily completed a degree or other post-secondary qualification of a minimum duration of two full-time years, or equivalent, where the sole language of instruction and assessment was English, will not be required to take an English test, provided that they have resided in an English-speaking country since graduation. Applicants will be asked to provide proof of residency before an offer will be issued.

Course Progress Policy

This will be explained to you in detail on your first day. If you still don't understand it you should make an appointment with the Director of Studies to discuss it as soon as possible.

The College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled. The College will assess each student's progress at the end of each compulsory study period. For the purposes of this policy, the length for a study period is usually 12 weeks.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.

The College will define course requirements for each study period and be able to identify when a student has not passed or demonstrated competency in 50% or more of the course requirements. The course requirements for each study period will also be made clear to the student at the start of each study period. Each student must attend at least 80% of the 20 scheduled course contact hours.

Intervention Strategy

The College has an intervention strategy which will be put into place for any student who is not making satisfactory course progress. This strategy will be made available to staff and students and specifies:

- procedures for contacting and counselling students;
- strategy to assist identified students to achieve satisfactory course progress; and
- the process by which the intervention strategy is activated.



The intervention strategy includes provisions for:

where appropriate, advising students on the suitability of the course in which they are enrolled;

- assisting students by advising of opportunities for reassessment for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
- advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DIBP and cancellation of his or her visa, depending on the outcome of any appeals process.

At the end of each compulsory study period, students will be assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy as outlined under the heading Course Progress is implemented. The intervention strategy will be activated within the first four weeks of the following study period.

However, if the College identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, the College will implement its intervention strategy as early as practicable.

If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, the College will notify the student of its intention to report the student to DIBP for unsatisfactory progress. The College does this through a written notice which will inform the student that he or she is able to access the College's appeals process and that the student has 20 working days in which to do so. A student may appeal on the following grounds:

- College failure to record or calculate a student's marks accurately;
- compassionate or compelling circumstances as outlined in the intervention strategy or
- the College has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

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

- if the appeal shows that there was an error in calculation and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), the College does not report the student and there is no requirement for intervention.



- If the appeals process shows that the student has not made satisfactory progress but there are compassionate or compelling reasons as outlined in the intervention strategy for the lack of progress, ongoing support will be provided to the student through the College intervention strategy and the College does not report the student where:
 - the student has chosen not to access the complaints and appeals processes within the 20 working day period
 - the student withdraws from the process, or
 - the process is completed and results in a decision supporting the College (ie, the student's appeal was unsuccessful)

The College will notify the Secretary of DEET through PRISMS within five (5) working days of the student not achieving satisfactory course progress.

Intervention Strategy for Students at risk of being reported under Course Progress Policy

At the end of each term a review of results of students who have achieved one or more Not Yet Competent during the term will be conducted. The student will be contacted within five (5) working days to discuss whether the student is suited to the course and offer alternatives if possible. The student will be advised in writing within five (5) working days to contact the Overseas Student Support Officer to discuss reasons for failure to progress. Responsibility for creating the Counsellor appointment rests with the student. The Overseas Student Support Officer will meet with the student within ten (10) working days and explain the policy; ie, achieving less than 50% in two consecutive terms could result in them being reported to DIBP.

The Overseas Student Support Officer will advise the Director of Studies within five (5) working days from the date of the student conference if any of the following apply:

- Student wishes to apply for an extension of assessment time due to compassionate or compelling circumstances
- Student needs an extension due to attempting the first assessment opportunities but needing more time to achieve competency
- student wishes to apply for an extension based on having proof of illness (medical certificate/s showing Doctor Registration Number and verified by Overseas Student Contact Officer as authentic).

Extension of assessment time

An extension of assessment time will only be allowed if:

- Overseas Student Support Officer advises in favour and advises the Director of Studies to that effect;



- Student lodges an appeal against the original assessment result and the outcome of that appeal is for the student to be granted an extension.

Student Services

At CTIC courses are designed to provide a professional learning environment that is both challenging and motivating with the goal of employment and/or further study. All training courses conducted at CTIC focuses on improving each individual student's vocational skills which will, in turn, improve their employment opportunities.

Courses are available to Australian students full time and to international students full time on a student visa aged 18 years and older.

Before the commencement of each student intake, CTIC will provide an induction/orientation session. At this session students will receive both a Student Handbook which details policies and procedures adopted by CTIC and an introduction to the Sydney region.

Support and Counselling

At CTIC, we have a Support Officer to help each student with any part of their stay and to ensure that the students are completely satisfied with their studying environment. We encourage students to make full use of this support on matters ranging from living and academic issues to private concerns at no additional cost to the student.

Orientation and Induction

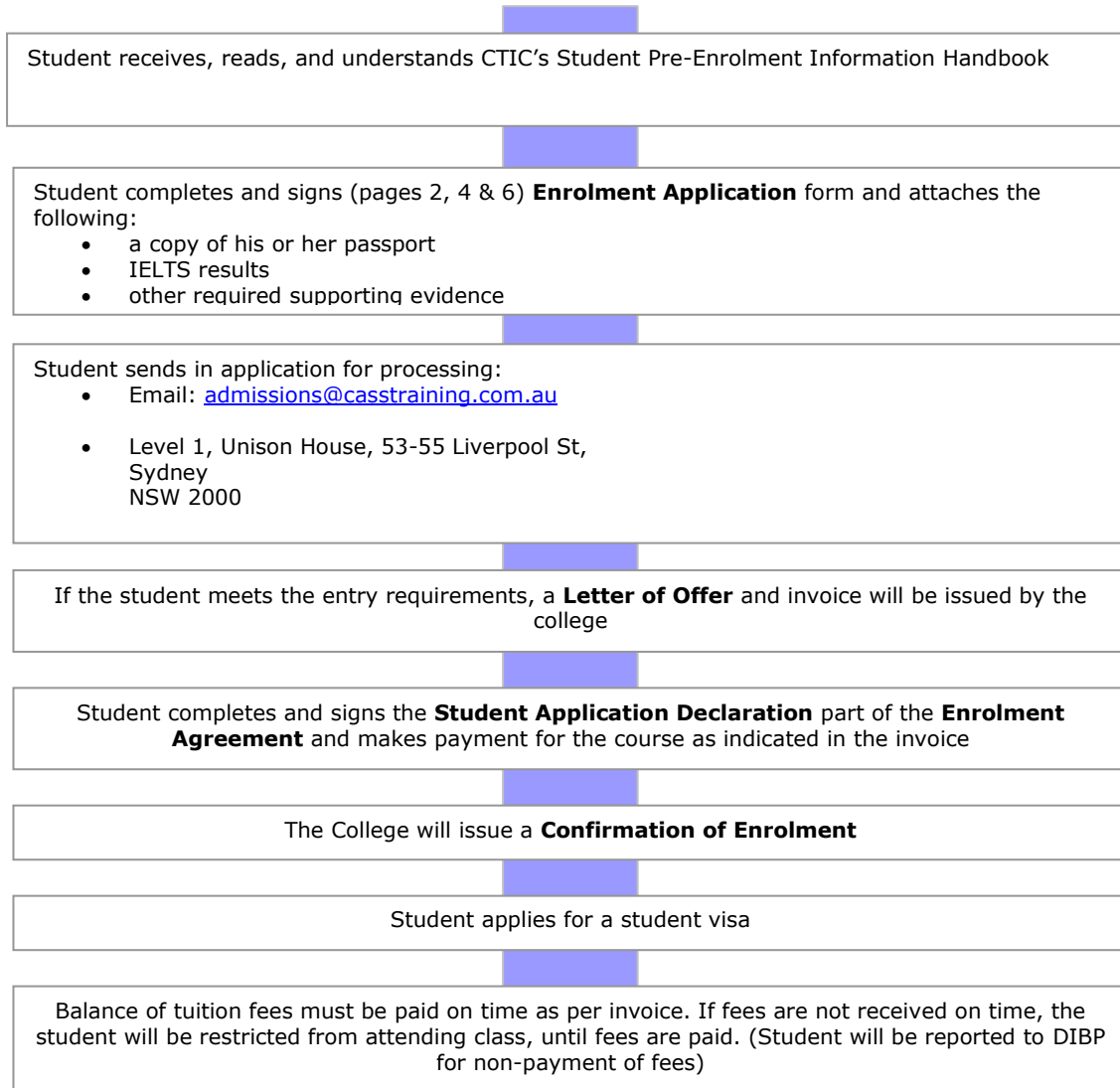
An orientation and induction session will be held on the first day of each course commencement. The following matters will be covered:

- completion of all forms including address notification and change of address
- appeals and complaints
- attendance
- changing courses
- class timetable
- documents – photos for ID and copies of passport pages
- leave – medical and other leave
- explanation of basic requirements
- OH&S procedures, evacuation procedures, fire exits
- payments
- payments for books and copying charges
- student handbook
- tour of College
- use of the internet



This will make every student's entry to the College comfortable and all students will have a good understanding of how to undertake their studies at the College as well as students' rights and obligations.

Enrolment Process



Conditions of Enrolment



- Students have read and understood the information detailing course content and vocational outcomes from the CTIC website and the Pre-Enrolment Information Handbook.
- Students are accepted under the condition that the College reserves the right of admission. Enrolling students will agree to sign a 'Student Code of Conduct'.
- Courses run depending on the number of students enrolled. The College reserves the right to cancel a course or vary the time of a course if there are insufficient number of students enrolled or for any other unforeseen circumstances.
- Students are responsible for the safe keeping of their personal belongings at the College premises. The College will not be responsible in case of any loss or damage.
- Students understand that fees are reviewed annually and that they will be subject to the current rates published for each semester.
- All courses and timetables are subject to change with a minimum of four (4) weeks' notice to students.
- Change of course will incur a AUD\$200 administration fee. Please complete a Variation to Enrolment Form CASS QA VTE001.
- Withdrawal from course after enrolment - please complete a Termination Form CASS QA TF01.
- Students authorise the College to obtain information about them from educational and other institutions they have attended.
- Students consent that their personal information may be made available to Cass Training International College staff members for use in the normal course of their work in assisting students or running the College.
- Students agree to abide by the rules, regulations and timetables of the College as fixed and determined by the Management.
- The College reserves the right to expel students for a serious breach of discipline.
- Students acknowledge that they have sufficient funds and agree to pay all fees as they fall due.
- Students must inform the College of any change to their contact details (telephone number, address etc).
- Students understand that the information provided in their application may be made available to Australian authorities in connection with their visa as per the National Code and Australian legislation.
- Students authorise the College to obtain information about them from Australian Government Authorities.
- Students have read and fully understood the conditions of their student visa and agreed to abide by them.
- As per the National Code 2007, overseas students are enrolled only in full-time courses.



CASS TRAINING
International College

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- As per the National Code 2007, if a student encounters exceptional circumstances at any time in the course (eg, death in the family), it remains open to the student to defer his/her current studies.
- Under DIBP requirements, students are not permitted to undertake work components as part of the study, unless the work-based training is necessary in order to obtain the course qualification. Under such circumstances where a work-based training is essential for any part of the course, the College will already have work-based training included in the registered duration of the course on CRICOS.