



**CTIC Vocational Education & Training
Information Handbook
(International)**

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Welcome to Cass Training International College ("CTIC")

Here at Cass Training International College ("CTIC") 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 range of recognised courses across different disciplines.

Philosophy

The philosophy is to provide professionally based 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 - Main Campus

48 Lime Street, Sydney, NSW 2000

t: +61 2 9279 2400

ESOS Framework

CTIC is a Registered Training Organisation. It is registered by the Australian Skills Quality Authority (AQSA) under 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 2018 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.internationaleducation.gov.au

Registration

Cass Training International College is a Registered Training Organisation (RTO). RTOs are accredited through Australian Skills Quality Authority (ASQA) to issue qualifications. The qualifications are recognised nationally in post-compulsory education and training within Australia under the Standards for NVR Registered Training Organisations (SNR).

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 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 storage devices 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 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.

7. Students who are weak in mathematics will be provided with tutorial assistance to the level required for the course in which they are enrolled.

Enrolment Procedure

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. All successful applicants complete an orientation program the first day of the course to familiarise them with the College's services, facilities and procedures and will be provided with a copy of the Overseas Student Handbook.

The procedure is:

- Student fills in an application form and attaches:
 - copy of passport
 - IELTS results (if applicable)
 - other required supporting evidence
- Student sends application to CTIC for processing:
 - Email – admissions@casstraining.com.au
Ground Floor, 48 Lime Street
SYDNEY NSW 2000
- if the student meets entry requirements a Letter of Offer and Invoice is issued
- Student signs the Enrolment Agreement
- Payment for the course according to the invoice (1st instalment is paid in full) together with any textbooks or learner guides for the course if applicable.
- Confirmation of Enrolment (CoE) is issued by the College
- Student applies for a student visa
- Student starts the course.
- The balance of tuition fees must be paid on time as per your invoice. If fees are not received on time the student will be restricted from attending class, until fees are paid.

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 \$200 administration fee. Please complete a Variation to Enrolment Form.
- Withdrawal after enrolment - please complete a Termination Form.
- 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 2018, overseas students are enrolled only in full-time courses.
- As per the National Code 2018, 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 Department of Home Affairs, "Home affairs" 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.

Course Pre-requisites

A Year 10 or equivalent is required for Certificate I to IV and Year 12 for Diploma courses.

To qualify for mature-age entry students need to be 22 years or older at the time of enrolment.

Some courses may also have course pre-requisites.

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 recommending 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 Home Affairs assessment level for the country as well as the course guidelines. At present, countries are classified from Level 1 to Level 3. See Home Affairs website (<http://www.homeaffairs.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. This 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/Principal 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 term, usually 9 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 term 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 term will also be made clear to the student at the start of each term.

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 them 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 Home Affairs and cancellation of his or her visa, depending on the outcome of any appeals process.

At the end of each term, 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 term.

However, if the College identifies that a student is at risk of making unsatisfactory course progress before the end of the term, 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 the Department of Home Affairs 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 Home Affairs 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 Home Affairs Course Progress Policy

At the end of each term a review of results of students who have achieved one or more “Not 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 Home Affairs

The Overseas Student Support Officer will advise the Principal 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 Principal 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.

Accommodation and Living Expenses

Estimated living expenses for an international student are approximately \$A19,610 to \$A22,000 a year. This should cover food, accommodation, travel, entertainment and clothing.

Suggested Weekly Budget (figures are in Australian dollars)

- Accommodation \$200 to \$230 (for a room in a shared house or apartment)
- Food \$A100 to \$A120
- Public transport \$A50 to \$A100

Accommodation options:

- **Homestay**
 - Homestay provides an opportunity to stay with an Australian family and experience the Australian culture and lifestyle. If you need a homestay, we ask our students to fill out an accommodation form. We need at least four (4) weeks before the arrival date to arrange it.

- Minimum stay is four (4) weeks; for homestay fees please refer to our pricelist, fees usually include meals, laundry and your own room.
- **Hostel**
 - This type of accommodation is a popular option for international students, especially in the first months of arrival in Australia. A small furnished room is provided with access to a shared bathroom, laundry, lounge and recreational activities. Many hostels are privately run and as such come under the Rooming House Act. Please note, if a student signs a Registered lease, they are covered by the Residential Tenancies Act.
- **Apartment/flat rental**
 - This varies greatly in cost and conditions. For long term arrangements, it is strongly advised that the student is familiar with the area. For purposes of bond payment and moving arrangements the student must be available to sign agreements.

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
- fee 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.

Attendance

College hours are from 8.30 am to 9.00 pm Monday to Friday although classes may be held outside these hours if necessary. You need to check your timetable for the times that your classes are scheduled to take place.

The number of weeks in your course will dictate the number of holiday breaks that you will have, if any. You will be advised of these breaks at the commencement of your course.

If you cannot attend College because you are sick you should see a Doctor and get a medical certificate from the Doctor which states the nature of the illness and also the dates which you are unable to attend College.

This certificate should be provided to the College for record purposes. You will be marked absent but the dates that you were sick and provided a medical certificate will be taken into consideration by Home Affairs if attendance falls below 80%. You should keep the original copy of any medical certificate as Home Affairs may wish to see it.

Attendance Letters

The College will provide a written Letter of Attendance for Home Affairs for visa renewal or other matters concerning a student's visa.

Agreement

In signing the Application for Enrolment form, you agree that:

1. you have read and understood the Terms and Conditions of Enrolment and the College information for the program applied for
2. you agree to abide by the Rules and Regulations of the College
3. you have the financial capacity to meet tuition fees, personal items and text materials required for your course, excursion fees where not included in the tuition fees, and agree to pay fees on or before the date they become due
4. you understand and accept that in the event of non-payment of fees and, after following the correct procedure of warning the student (you), the matter will be referred to Home Affairs and your enrolment may be cancelled
5. the information provided on the Application for Enrolment is correct to the best of your knowledge
6. you accept the college reserves the right to alter its courses as and when required.

Arrival

Students are required to be in attendance in plenty of time to commence lessons. The attendance roll will be marked during the first ten minutes of every lesson. Once again, you need to check your timetable for the scheduled times of your classes.

Absenteeism

Should it be necessary for students to be absent from College we require a telephone call to advise the College. A reason for such absence is required.

A Notification of Absence Form is to be completed for **all** leave. In accordance with workplace practice, a Doctor's Certificate is required for any absence of more than two day's duration. A Doctor's Certificate is also required for any absence on the day of a scheduled assessment. Leave forms do not suggest approval but are placed on file for reference purposes. However, leave of absence may be approved if there is a death in the family (and evidence is provided); the student is sick and has a medical certificate to cover the dates of requested leave; there is a family emergency or there is an exceptional compassionate circumstance that the student has no control over. In the latter case, supportive evidence is required.

If a student has been absent for more than five (5) consecutive days without approval, or if a student is not consistently attending their course, CASS Training will contact the student in writing, provide counselling to the student, and record this on the student's file.

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 CTIC 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.

Deferral, Cancellation and Exclusion –

- 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 Home Affairs of a change to the enrolment status until the Complaints 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 Home Affairs 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 Home Affairs for:

- 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.

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.

Non-payment of Fees

In the event that you have not paid your fees you need to make an appointment with the Principal 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 warning given 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 Student Services Manager. A course changing fee of \$200 will apply and students may have to pay the difference in fees.

Termination of Course

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 Home Affairs 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 Home Affairs 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 Principal or Principal Executive Officer.

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

Suspension of Study

Once a student has commenced their course, the College will only grant a suspension of study for compassionate and compelling circumstances. These reasons are as listed under the heading Deferment of Commencement Date above.

The period of suspension will not be included in attendance calculations.

The final decision for assessing and granting a suspension of studies lies with the College Principal or Principal Executive Officer.

Applications for deferment will be assessed on its merit by the Principal. All applications will be considered within ten (10) working days.

Change of Provider

Students on a student visa are not permitted to change their primary provider for the first six months of their primary (main) course if the course duration is equal to or exceeds six (6) months) and are not permitted to change their primary provider for the entire course duration if this duration is less than six (6) months) except where:

- a the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered,
- b the original registered provider has provided a written letter of release,
- c the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or per principal course, or,
- d 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
- e exceptional circumstances which will allow the college to release the student.

A student will be allowed to change provider

- a provided a letter from another registered provider confirming that a valid enrolment offer has been made, and, .
- b request must be made in writing
- c genuine proven difficulty with the course
- d new course deemed to be in the best interest of the student's future career

CTIC will consider each request and provide a written response to the student.

A letter of release, if granted, will be issued at no cost to the student and will advise the student of the need to contact Home Affairs to seek advice on whether a new student visa is required.

If a letter of release is not provided, the student will be given reasons in writing for refusing the request and will be informed of his or her right to appeal the decision in accordance with the relevant standard for Complaints and appeals.

The College will maintain records of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student's file.

Course Duration

The duration of a course is set down in the College's Letter of Offer sent to each new student. Students are required to complete their course within this time limit.

Students are regularly assessed in accordance with the course guidelines.

Students who qualify for the award of Certificate or Diploma before the course finishes, must pay the full cost of tuition for the advertised length of that course. Students can only complete their course a maximum of four weeks before the finish date on their CoE. In this case, students will be offered additional appropriate education for the full period of their enrolment.

All students should attend classes and complete the assessment activities for all units required for a particular qualification. Information for each course will be given to students at the commencement of that course.

Dates and units will be explained to students, including information on the purchase of the necessary learner guides or workbooks to complete the course.

Course Materials

Students will be advised of the cost of any textbooks and learner guides prior to the commencement of their course.

Students should bring their own pens, notebooks and files for keeping notes within lessons.

Courses

All course details are provided in the College brochures and flyers. Courses offered are:

- Vocational Education and Training courses in Business Administration.

College Facilities

CTIC has been designed to provide training for career success in a professional learning environment that is both challenging and motivating. All courses are offered to Australian and International students. In line with Home Affairs requirements, all International students are required to study full-time for 20 hours per week and are required to be 18 years and above.

Facilities include:

- Computer labs
- Counselling services
- Microwave ovens, fridges, vending machines
- Misc Equipment
- TV, video, whiteboards and Data projectors

Computers and software at the College are licensed and usage is restricted. The import or export of any software, images or information is forbidden unless at the direction of the College's IT staff.

The importation or downloading of offensive material, pornography or provocative items, or software containing viruses, is a disciplinary matter that will be referred to the College Board which may impose sanctions or dismissal from the College.

General rules are:

- you may not use the computer room unless your trainer is present
- you are not permitted to download any non academic files from the internet
- you must not adjust any of the computer default settings
- you must not play computer games on College IT equipment
- you must not open and take part in 'chat' programmes
- you must not bring any food or drink into the computer room
- you must keep the room and equipment tidy and clean
- be considerate of others
- report all breakages/malfunctions/unauthorised use/tampering
- do not try to fix any equipment – refer to IT staff

Forms

Request/Advice Forms

Request/Advice Forms are to be completed for any request made or advice given to or to advise, the Office, any member of staff or any student of any information, which needs to be known, or information, which needs to be received. This can include but is not limited to the following:

- Extension of due date of Competencies Results Form
- Request for an additional assessment or to reduce assessment items
- Request to peruse or make use of old exams in the cupboard
- Request to extend library loans or manual loans
- Request for additional training to maintain industry knowledge
- Advise additional training hours needed for students
- Advise marks for a student/students after Competency Results Sheet has been handed in.

Customer Complaint Form

This form is to be completed to advise of any complaints, which need action. Any complaint received is treated in confidence, and dealt with on an individual basis. No repercussions will occur as a result of any dissatisfaction.

Student Notification of Absence Form

A Notification of Absence Form is to be completed for **all** leave including full or half days. Sick leave of two days duration requires a Doctor's certificate. Leave forms do not suggest approval but are placed on file for reference purposes.

Suggestion Form

This form is to be used if you would like to make a suggestion as to how procedures could be carried out in a better way or if you consider a change or changes may be beneficial to the College.

Recognition of Prior Learning/Recognition of Current Competency

This form is to be used if you would like to apply for recognition of prior learning or recognition of current competency. Evidence by way of a Certificate or Transcript which outlines the competencies for which Recognition of Prior Learning is sought, is to be provided. A certified copy is to be attached to the application.

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

Request to Sit Missed Assessment Form

This form is to be completed for students who have missed a scheduled assessment. If an assessment has been missed a reason must be supplied and approval given by the Board of Studies. No student will be allowed to sit a missed assessment without Board approval. A late Assessment submission fee of \$50.00 applies for all assessments submitted more than five days after the due date.

Recognition of Prior Learning/Current Competency

CTIC has a policy of mutual recognition. All AQF qualifications and Statements of Attainment issued by any other RTO are recognised.

Application can be made for recognition of modules/competencies satisfactorily completed with another institution. Recognition of Prior Learning (RPL) refers to recognition of competencies currently held regardless of how, when or where the learning occurred. Competencies may be attained in a number of ways including formal, or informal training, education, work experience or general life experience. In order to grant RPL, the assessor must be confident that the candidate is currently competent as against the endorsed industry or enterprise competency standards or outcomes specified in accredited courses.

The relevant Certificate/Transcript for competencies which have been recognised needs to be provided.

If Recognition of Prior Learning is granted before a visa grant, the College must indicate the actual net course duration (as reduced by RPL) in the Electronic Confirmation of Enrolment (eCoE) issued for that student for the course. This means your course may be shortened and this will affect your visa.

If RPL is granted after a visa is granted, the College must report the change of course duration via PRISMS. In such cases, the College must remind students that it is a condition of their visa that they are enrolled in full-time study.

RPL procedures ensure that each application is considered according to accreditation guidelines.

The cost of lodging an application for RPL is \$250 payable before or at the same time as submitting your portfolio of evidence.

You will be advised of the result in writing. You cannot apply for RPL after the course has commenced.

You 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 you to assist you with preparing your evidence. Further fees are based on a per hour basis at \$60.00 an hour

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:

- Inform the Principal of your wish to apply for RPL and request an application form;
- Complete application form and return to the Principal;
- An assessor will contact you within two (2) weeks regarding portfolio requirements;
- Assessment of your portfolio by qualified assessors;
- Post assessment report and guidance sent to you within four (4) weeks of receiving your portfolio;
- Enrolment in course and advice on timetable

If you are dissatisfied with the result of the RPL assessment you may appeal to have a second assessor appointed by the College to review your 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 you or obtained by your agent.

On completion of the RPL process your portfolio of evidence will be returned to you. 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.

Assessments and Reports

All students will be:

- given adequate notice of the assessment task and dates
- given the opportunity to discuss the assessment requirements beforehand
- advised on the type and nature of the assessment and the expected outcome
- provided with appropriate equipment
- provided with appropriate feedback after the assessment
- given two opportunities to prove competency, depending on reasons for extension and evidence to support the student request for extension. All students seeking an extension of assessment due date must meet with the Unit Manager who will make this decision
- On conclusion of an assessment activity, after marking and student feedback, trainers will record the assessment results
- all student records (including assessments) must be kept for the specified period of time in a secure location, and only appropriate staff members or the student can have access to the records

Students will be advised of the results of an assessment by way of the learning portal "Whiteboard".

Students who feel that the assessment has not been fair have the right of appeal.

If students are sick and miss the assessment, a medical certificate must be given to the trainer in order to gain an extension, or an appointment must be made with the Principal to discuss compassionate or compelling reasons why the student should be granted an extension.

The system for testing all subjects is competency based and vocationally oriented. Assessments are a combination of practical, theory, oral, role-plays, observation, assignments, demonstrations etc. The number of assessments for each competency varies depending on the number of hours and type of competency. A Statement of Attainment will be issued upon successful completion of the competencies in the course.

Students are allowed two attempts at any assessment item if either of the following has taken place:

- An exam/assessment has been attempted and the student has received a NYC (not yet competent) as an overall grade for the competency. The student is allowed another attempt.
- If the student does not have a Doctor's Certificate or a valid reason for missing a scheduled assessment then the student must apply in writing to the College's Board of Studies using the form Request to Sit Missed Assessment Form. No student will be granted permission to sit a missed assessment without the Board's approval.
- If a student has missed the exam/assessment for a valid reason, e.g. Doctor's appointment which is supported by a certificate, approval must be sought from the Board of Studies on the appropriate form.

If the student has missed an exam/assessment for no valid reason that attempt becomes forfeited. If the student has still received a NYC (Not Yet Competent) after the second attempt the student is liable to pay an administration fee of \$50.00 for each attempt thereafter, together with the costs of supervision.

No student will be allowed to sit missed assessments or re-assessments unsupervised.

If the student knows in advance that they will miss a scheduled exam/assessment for a valid reason and have obtained written permission from the relevant teacher/facilitator in advance no attempt will be forfeited. A Request/Advice Form may be used to obtain this permission.

In the event that any student has, for any reason, missed an assessment the following procedure is to be followed:

- a) Trainers are to submit the missed assessment to the Office Manager with the name of the student written in pencil on the assessment paper.
- b) The missed assessment paper will be placed in the "Missed Assessment Tray".
- c) The student's name is to be added to the "Missed Assessment List" in the tray.
- d) All missed assessments will be sat as soon as possible after the assessment was missed.
- e) On the day when the student is required to sit the missed assessment, the student is required to produce a Doctor's Certificate or other appropriate document, which indicates the reason for such absence.
- f) Should a student not attend to undertake the missed assessment/s then that competency will be noted as "Incomplete", which will result in the student not being deemed competent in that competency.
- g) If a student needs to undertake a re-sit of an assessment, this will occur as soon as possible after they have received advice that they have been deemed Not Yet Competent.
- h) In the event that an appeal has been lodged in relation to an assessment, the College will arrange for the assessment to be re-marked. There is no guarantee that a student will be awarded a higher mark based on the appeal.
- i) In the event that an appeal has been lodged in relation to an assessment, the College will arrange for the assessment to be re-marked. There will be a fee of \$25 for re-marking by a different trainer. There is no guarantee that a student will be awarded a higher mark based on the appeal.

Penalties apply for late submission of assignments without a valid reason.

ALL ASSESSMENTS/ASSIGNMENTS/FINAL EXAMS MUST BE COMPLETED BY THE END OF THE TIMETABLE TERM IN WHICH THEY ARE DELIVERED.

Please note students are not allowed a second attempt if they have passed the competency on the first attempt. Any student requiring a second attempt cannot receive better than a pass grade.

Work Deadlines

Students are expected to complete all set tasks. Students must meet all work preparation and work completion deadlines as they will be expected to in the workplace. If there are problems with deadlines please approach your facilitator. If not satisfied, please make an appointment to speak to one of the Principals. Facilitators have the authority to impose a penalty if deemed necessary.

All assignments must be submitted on line by the due date at which time the Whiteboard will issue an email form of receipt. This procedure is designed to protect the student.

Non Completion of Course of Study within Nominated Time

Should a student fail a unit or a number of units and wish to repeat those units by course work in order to complete a course of study, the minimum of one term's fees or a rate determined by the amount of work outstanding, is payable. These will be advised and agreed to prior to enrolment in such failed units.

If a student has enrolled at CTIC for the purpose of undertaking units to complete a course of study, then the student can attend the College part-time in accordance with the timetable prepared by CASS Training.

If a student has failed a unit or units or the unit/s has/have been deemed incomplete there is no charge for the student to resit or attempt the assessment tasks (without attending timetabled classes) as set by the College. However, approval needs to be sought from the College's Board of Studies. Missed assessments or re-assessments can only be resubmitted within a time limit of 2 weeks from the scheduled completion date of the course unit.

Notification of Changes to Course Details

If a student wishes to change their enrolment details after commencing studies, or if the student wishes to alter the duration of their course after commencing studies, the request for change must first be made to the Student Counsellor, and the request made in writing on Form "Variation to Enrolment".

CTIC will then notify such changes to the Department of Home Affairs, as required by that Department.

If a student should fail to meet their visa conditions relating to attendance or academic performance under the *Migration Act 1958*, the Student Counsellor will advise the student of such non-compliance in writing and will counsel the student in an attempt to remedy the situation. CTIC is obliged to report such non-compliance to the Department of Immigration and Cultural Affairs if the student consistently fails to meet the conditions.

Complaints/ Appeals

ASSESSMENT COMPLAINTS/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 complaint 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 complaint within twenty four (24) hours. The action taken may require discussion, a written report, interview or discussion with your trainer. Most complaints 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 complaints 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 COMPLAINTS/APEALS

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 complaint and submit it by forwarding it to the College. You will receive a reply to your complaint within twenty four (24) hours. The action taken may require investigation, discussion, a written report, or interview. Most complaints 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, complaint 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 complaints 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.

Fees, Charges and Refund Policy (Non-Australian Residents)

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 it should be noted that in all refunds a deduction equivalent to the Application/Enrolment Fee of AUD \$300 will be made.

1. Other fees and charges apply as listed in the Pre-Enrolment Student Handbook under the Non-Tuition Fees and Charges segment.
2. Refunds Application Process – All Requests for refund to be made in writing to the Registrar using the Application for Refund Form
3. Non-Refundable Fees – Application/Enrolment Fees, accommodation booking fees, airport pick-up fees and textbook fees are non-refundable
4. An administration charge of AUD\$200 is incurred to vary an application
5. 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.australia.gov.au/Consumer_Protection).
6. 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 or refused a visa due to fraudulent documentation, information or criminal activity or a breach of visa conditions.
7. 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
8. 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
9. 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.
10. 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
11. 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 28 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 CTIC is unable to provide a refund or to place the student in an alternative course Tuition Protected Scheme (TPS) administered by the Commonwealth will place students 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
12. Payment of Refunds
- a. CTIC undertakes to effect payment for refunds within 28 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
13. 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
14. 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.australia.gov.au/Consumer_Protection).
15. 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
16. Cancellation of enrolment
- a. The College reserves the right to cancel a student's enrolment(s) for breaching the Rules of the College. Should this occur, fees for the current semester would be retained by (or due to) the College.

Student Responsibilities

You are required to:

- Arrive promptly to all class sessions
- Participate in all class lessons
- Speak English at all times
- Respect the culture of other nationalities
- Be well-prepared to participate – ensure that you have pens, paper etc with you
- Follow your trainer's instructions
- Leave your classroom tidy
- Attend all assessment sessions

You are not to:

- Leave mobile telephones turned on during class, it disturbs other students
- Eat or drink in any of the classrooms
- Smoke in the building. The College has a 'non-smoking' policy. You must go outside the building if you wish to smoke.
- Smoking and littering in front of the building is prohibited.

Fees

SERVICE PROVIDED	PRICE
Application/Enrolment Fee:	AUD\$300
Textbook/ Material Fee:	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	\$110 per week

Occupational Health and Safety

CTIC is required to maintain a safe working environment for all students and staff members.

The responsibility for safety does not lie solely with the College. Each individual has a responsibility to work and study safely and to follow the prescribed safety guidelines throughout the work or training. Any student who detects a safety problem should notify a staff member immediately so that the problem can be rectified.

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 OSHC Worldcare (for policy information please see www.oshcworldcare.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. Worldcare 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).

Evaluation/ Feedback

Students will be requested to complete an evaluation form at the completion of their studies. Your evaluation/feedback is of paramount importance and interest to us and assists the College in ensuring its courses remain relevant to your needs. It also assists your facilitators in designing lessons that will both interest you and assist you to achieve your career goals.

Library

Library Books may be borrowed. Please ask at the office if you wish to borrow any book. Books should be returned as soon as possible to allow other students the opportunity to borrow them. A record is kept of the person borrowing and the books borrowed.

Books which are lost or damaged will need to be replaced by the person who has borrowed the book/books.

Diplomas, Certificates and Statements

All Certificates for accredited courses bear the official logos of the Government body that licenses the College.

Students are entitled to receive:

- Diploma, Certificate or Statement of Attainment on successful demonstration of all or some of the relevant units of competency
- Student ID card, updated in accordance with fee payments
- Additional documents can be provided, charges may apply

Students who complete any course for which they are enrolled will receive the appropriate Certificate or Diploma detailing each unit of competency achieved.

Students who do not complete all units will be awarded a Statement of Attainment for the units completed.

Students in general are assessed in the vocational education sector for each unit addressed as:

C	Competent
NC	Not Competent

Security

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

Student ID Cards

Students should receive their student ID cards within one week of the College being provided with two (2) passport size photographs. ID cards may be used as proof of identity. Students are not entitled to transport concessions. Students must carry their ID cards at all times while on College premises for security reasons.

Copyright

The College's Copying Policy complies with the Copyright Act 1968 and discourages practices undermining the Act. Please note that Copyright owners are entitled to take legal action against any individual who infringes Copyright.

Out-of-Class Conduct

Should a student have any problem which needs to be discussed or worked through, an appointment will need to be made with the Overseas Student Contact Officer/Counsellor. This appointment can be made through the office. A Request/Advice Form will need to be completed and handed to the Office Manager so that an appointment can be made or for any particular request that cannot be handled by your Facilitator/s.

Students **must not** contact facilitators out of College hours or at their home.

Employment

Student visas allow a student to work up to 40 hours per fortnight during the study term and full time during College term breaks.

As a result, most student visa holders will no longer need to apply separately in Australia for permission to work.

In order to work in Australia you need to have a Tax File Number. You should apply for a Tax File Number online through <http://www.ato.gov.au>.

If you are given permission to work, there will be restrictions on the number of hours you are allowed to work in a fortnight.

Work Placements

There is no work placement attached to any course.

School-aged Dependants

School-aged dependants accompanying overseas students 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 <http://www.det.nsw.edu.au>).

Dress

All students are required to dress in a neat, clean and tidy manner at all times.

Discipline

Should any disciplinary problem arise with any student, his/her parents will be contacted and arrangements made for a discussion concerning the problem. Under the Quality Assurance system, any complaints should be documented on a Customer Complaint Form CASS QA CCF01.

Photocopying/ Binding

Students are permitted to use the photocopier at a cost of 20 cents per copy. Laminating is available at a cost of \$3 per A4 sheet.

Telephone Messages and Emergencies

Students are requested to avoid unnecessary telephone contact. The College will take messages of an urgent nature only. The telephone is not available for student use.

Mobile phones are not permitted to be used during College classes and should be switched off. During class time and should the need arise for a student to use one while attending College they are required to use it outside the building. Sending of text messages whilst in class will not be tolerated.

Breaks

A short break will be allowed to all students and this will usually occur between classes. There are snack machines and drink machines available. **No food or drink is to be consumed in the classrooms and computing rooms at any time or near College equipment whatsoever.**

Students **MUST NOT SIT ON THE FRONT STEPS OF THE BUILDING**

Please note that the College premises, and the building in which the College is located, are smoke free zones. Students are required to be ready for lessons promptly following both the morning tea break and lunch break.

Student Bags

Student bags can be stored under the desks and must not be left in walkways. No responsibility is taken for any items which may be left at the College. Please be conscious of the security of valuables and wallets. Do not leave any of these items in rooms which are unattended.

Timetables

Please check all timetables to ensure that you are correctly enrolled in the modules you expect to study. The College reserves the right to alter topics and timetables if necessary.

Toilets

These must be left in a clean and respectable fashion. Any abuse will be treated severely.

Visitors and Acquaintances

Please make arrangements to meet friends outside the building either at lunch or after College. They must not come into the College premises and loiter in the corridor.

Student Counselling

Students with personal or career problems that they wish to discuss may make an appointment to see the Student Support Officer. Where possible they will be helped at College but outside assistance can be arranged. The College will endeavour to assist students who require help in the learning process. Additional assessment activities can be provided and special conditions applied for students with special requirements or with a disability. Information kits are available from the office.

Useful Telephone Numbers

Anti Discrimination Board	02 9268 5544
Department of Industrial Relations	02 131 628
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

OSHC Emergency help line	1800 814 781
CTIC main office	02 9286 3295
Police, Ambulance, Fire Brigade	000
ALLIANZ (OSHC)	13 67 42
Department of Immigration and Citizenship	131 881
Health Services Australia (Medical Examination)	02 8396 0600
Telephone Directory	12455
International Directory Service	1225
Lifeline Counselling Service (Telephone Counselling)	131 114
Translating and Interpreting Service (24 hours)	131 450
Domestic Violence Line (24 hours)	1800 656 463

Acknowledgement

As an indication that you have read in its entirety and understood the contents of this document, you will be asked to sign an acknowledgement form (QA-ACK-01) to this effect.

General Information

CTIC prides itself on having a friendly and helpful atmosphere and in assisting each other. Please feel part of our College and ASK if you are unsure about something or you need assistance of any sort. Enjoy your course and we wish you every success.