



**CTIC Commerce
Pre-Enrolment
Information Handbook
(International)**

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Welcome to Cass Training International College (“CTIC”)

Here at 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 as a training college in 1990. All staff have an industry background appropriate to the area of training in which they are engaged.

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

Campus

Address: Ground Floor, 48 Lime Street Sydney, NSW 2000, Australia
Phone: +61 2 9279 2400, 9279 2899

Facilities

Facilities include a number of 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.

Abbreviations used in this handbook:

DET	Department of Education and Training (Federal Government)
TSS	Training Services NSW
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 Confirmation 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:

VET - Courses offered:

CRICOS CODE	NATIONAL COURSE CODE	COURSE NAME	COURSE DURATION (WEEKS)
087025E	BSB40515	Certificate IV in Business Administration	32
087288D	BSB50415	Diploma of Business Administration	32
091258J	FNS40615	Certificate IV in Accounting	45
091259G	FNS50215	Diploma of Accounting	42
091260D	FNS60215	Advanced Diploma of Accounting	63
093531C	BSB42415	Certificate IV in Marketing and Communication	45
093532B	BSB52415	Diploma of Marketing and Communication	46
093529G	BSB42015	Certificate IV in Leadership and Management	45
093530D	BSB51915	Diploma of Leadership and Management	46

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 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 <https://internationaleducation.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 (DET) 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 DEPARTMENT OF HOME AFFAIRS, 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 <https://internationaleducation.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 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 (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 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.
- Students 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.dec.nsw.gov.au/)

For more information about visa conditions visit <http://www.border.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 Allianz can take up to 4 weeks to process applications and send student Allianz 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.

Accommodation and living expenses

Estimated living expenses for an international student are approximately A\$19,830 to A\$22,000 a year. This covers food, accommodation, travel, entertainment and clothing.

Suggested Weekly Budget (figures are in Australian dollars)

- Accommodation \$200 to \$300 (for a room in a shared house or apartment)
- Food \$A100 to \$A120
- Public transport \$A60 to \$A100

English Entry Requirements

Students 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.

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

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

Financial requirements are determined by Department of Home Affairs

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\$9,000 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 (RPL)

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 prior to 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 Diploma or Certificate students requiring Recognition of Prior Learning.
8. A non-refundable application fee of AUD\$250 is payable to all persons seeking Recognition of Current Competency. Further fees are based on a per hour basis at \$60 per hour with a minimum charge \$750 per unit.

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 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 DET 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 the Secretary of DET 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 Department of Home Affairs for:

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

You may lodge an appeal within 20 working 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.

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
3. 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.
4. Appeal to Director of Studies
5. 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.
6. Appeal to Independent Body
7. 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.
8. Guarantee of Service
9. 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/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
2. 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.
3. Investigation and Appeal to Staff Meeting
4. 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.
5. Formal Presentation of Case
6. The appellant of a complaint, complaint or appeal will be given the opportunity to formally present his/her case.
7. The appellant will be provided with a written statement of the appeal, outcomes, including reasons for the decision.
8. Appeal to Independent Body
9. 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.
10. Guarantee of Service
11. 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.

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 Student Services 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 NSW 1300 888 529
- Commonwealth Ombudsman 1300 362 072

Change of Course

If a student decides to change the course, the student must complete a Variation to Enrolment form (Form No CASS QA VTE001) (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.

Withdrawal from Courses

If a student decides to withdraw his/her studies or return to his/her country, he/she must complete a Withdrawal Request Form (CASS-QA-CCE) which is obtainable from the Student Services Officer.

Deferment of Commencement Date

The College will report to Department of 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 Department of 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 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 <http://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.

All Fees and Charges

Students must refer to current schedule of fees for information on Tuition and Non tuition fees on the following website:
www.ctic.com.au

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 it should be noted that in all refunds a deduction equivalent to the Application/Enrolment Fee of AUD \$300 will be made.
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 from 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), a refund of the portion of tuition fees which you have paid but for which tuition has not yet been received will be paid. Proof of refusal letter must be provided no later than 4 weeks after refusal date, otherwise normal cancellation fees maybe charged. 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.
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.
 - b. An administration charge of \$AUD350 will apply for withdrawals after course commencement.
 - c. Commencement of the course is defined as the course start date in the first application form submitted by the student or agent and not subsequent changes to the starting date.
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 <http://www.tps.gov.au> for more information on the TPS
14. 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
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. Cancellation or enrolment
 - a. The College reserves the right to cancel a student enrolment 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 Department of Home Affairs
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

Entry Requirements

International students must:

- Be at least 18 years of age and must have completed at least the equivalent of Year 12.
- Have an IELTS score of 5.5 or equivalent (test results must be no more than 3 years old).

Some courses may also have course pre-requisites.

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 any one or more terms.

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 study period will also be made clear to the student at the start of each study period.

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 Department of Home Affairs 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 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 term), 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 DET 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 DEPARTMENT OF HOME AFFAIRS.

The Student Services 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:

- Student Services 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 a Compulsory 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, including workplace regulation and expectations within the Australian economy.

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.

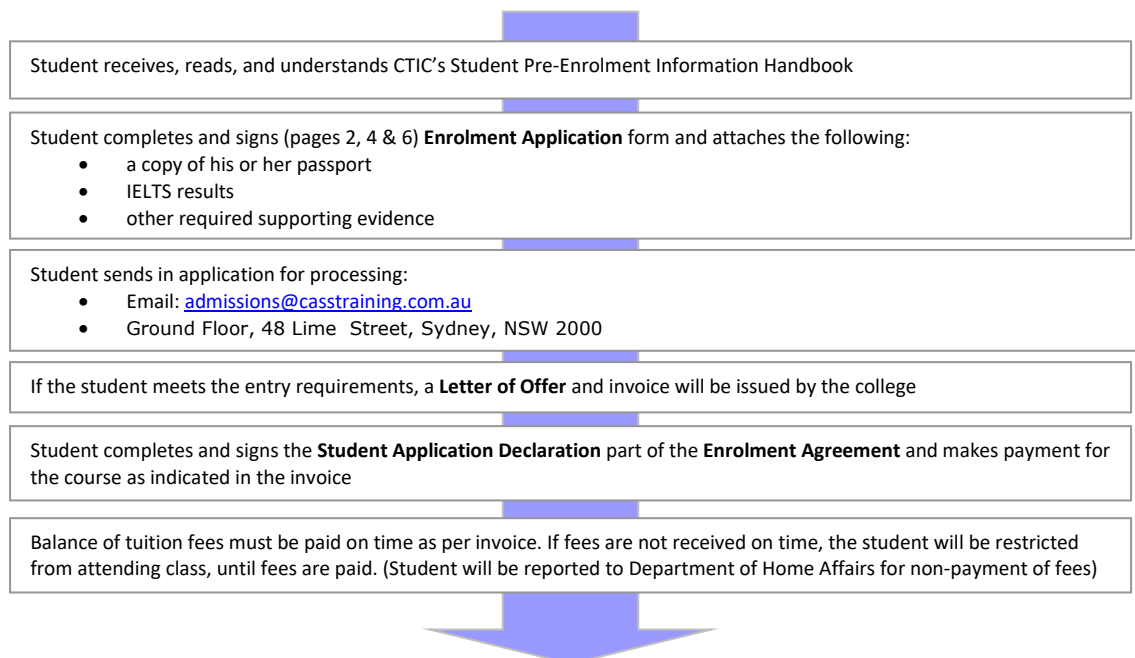
Orientation and Induction

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 Withdrawal Form CASS-QA-CCE.
- 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 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.