



**CTIC Commerce
Student Handbook
(International)
2020**

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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

CTIC educates and empowers students and prepare them for life beyond school. We take a holistic approach to education making sure the learning is enjoyable and meaningful.

Profile

CTIC was established as a training college in 1990. All staff has 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
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

Staff

Principal Executive Officer (PEO)	Jindi Thind
General Manager	Richard Suchofsky
Academic Manager	Sid Bastola
Admissions Manager	Agne Ciurleviciute
Student Services (SSO)	Lorena Garcia, Pushpa Thind, Rohan Rajamanthri (Accounting), Mihye Kwon (Marketing), Natsumi Asai (Marketing), Mariana Barosso (Marketing) Andrea Fajardo (Marketing)
Trainers	Mohy Motawi, Uttam Dhakal, Saifuddin Kamran, Atif Ajaz, Mamun Khan, Sidduque Kabir, Sumina Thapaliya, Rafiq Khan

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 Registered Training Organisations (RTOs) 2015.

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.

All prospective students should be aware of the ESOS framework. For detailed description visit: <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

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.

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 Registered Training Organisations (RTOs) 2015. 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 AQF 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 General Manager 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.

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 contact 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 within 7 days this change has occurred.
- 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 <https://www.dec.nsw.gov.au>)
- For more information about visa conditions visit <https://www.homeaffairs.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 <https://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\$21,000 to A\$24,000 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 \$150 - \$200
- Public transport \$60 - \$100
- Entertainment \$50 - \$100

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.

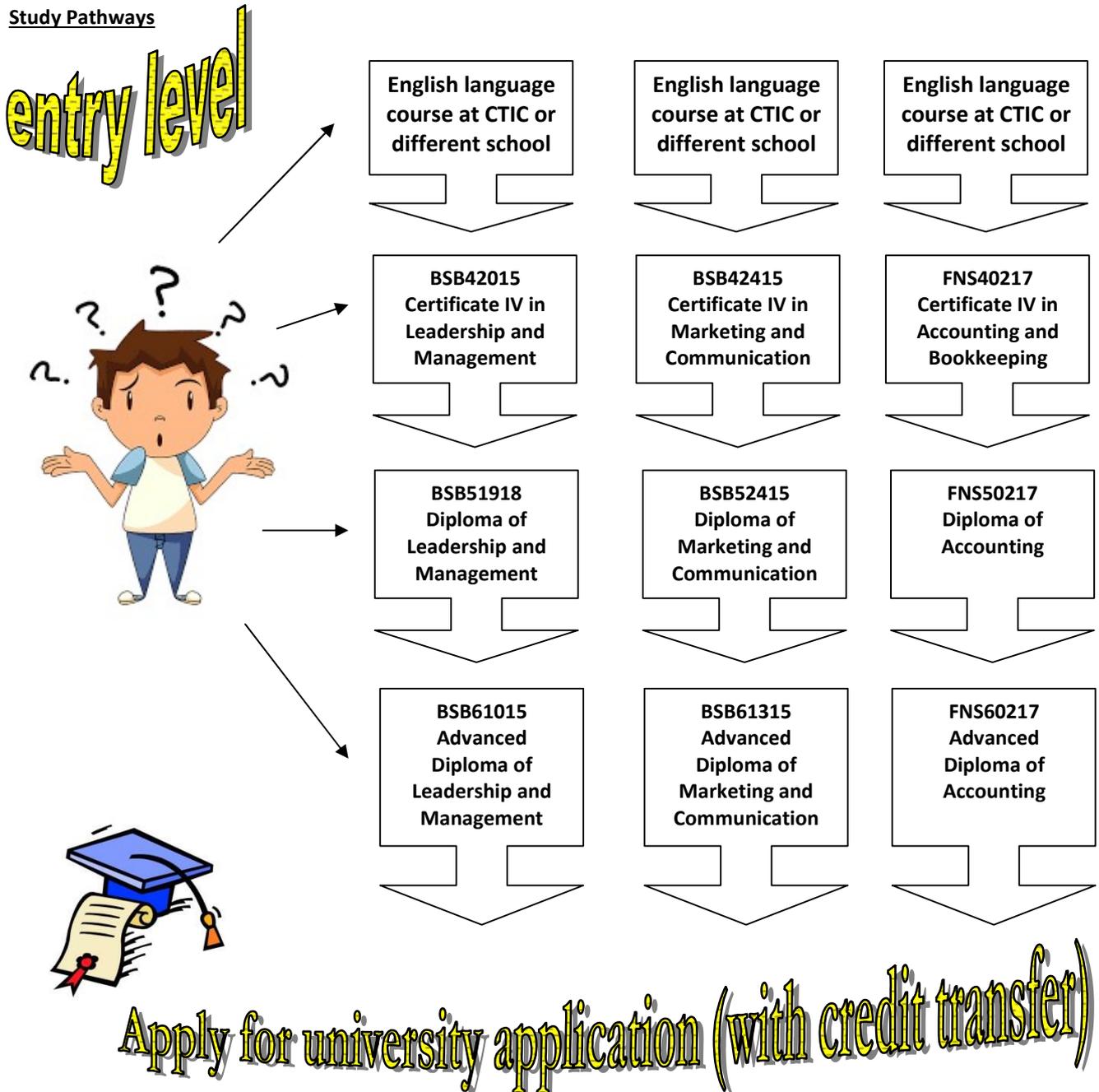
Financial Status

Financial requirements are determined by Department of Home Affairs.

Students with School Aged Dependents

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>)

Study Pathways



2020 ACADEMIC CALENDAR

	Start	Finish	Holiday Start	Holiday Finish
Term 1	6 January	8 March	9 March	5 April
Term 2	6 April	7 June	8 June	5 July
Term 3	6 July	6 September	7 September	4 October
Term 4	5 October	6 December	7 December	3 January 2021

NSW Public holidays: New Year's Day – Wed 1 January, Australia Day Holiday – Mon 27 January, Good Friday – Fri 10 April, Easter Monday – Mon 13 April, ANZAC Day – Sat 25 April, Queen's b 'day – Mon 8 June, Labour Day – Mon 5 October, Christmas Day – Fri 25 December, Boxing Day – Mon 28 December

2021 ACADEMIC CALENDAR

	Start	Finish	Holiday Start	Holiday Finish
Term 1	4 January	7 March	8 March	4 April
Term 2	5 April	6 June	7 June	4 July
Term 3	5 July	5 September	6 September	3 October
Term 4	4 October	5 December	6 December	9 January 2022

NSW Public holidays: New Year's Day – Fri 1 January, Australia Day Holiday – Tue 26 January, Good Friday – Fri 2 April, Easter Monday – Mon 5 April, ANZAC Day – Mon 26 April, Queen's b 'day – Mon 14 June, Labour Day – Mon 4 October, Christmas Day public holiday – Mon 27 December, Boxing Day public holiday – Tue 28 December

2022 ACADEMIC CALENDAR

	Start	Finish	Holiday Start	Holiday Finish
Term 1	10 January	13 March	14 March	10 April
Term 2	11 April	12 June	13 June	10 July
Term 3	11 July	11 September	12 September	9 October
Term 4	10 October	11 December	12 December	8 January 2023

NSW Public holidays: New Year's Day public holiday – Mon 3 January, Australia Day Holiday – Wed 26 January, Good Friday – Fri 15 April, Easter Monday – Mon 18 April, ANZAC Day – Mon 25 April, Queen's b 'day – Mon 13 June, Labour Day – Mon 3 October, Christmas Day public holiday – Mon 26 December, Boxing Day public holiday – Tue 27 December

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.

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

The College will ensure that it has access to the staff, facilities, equipment, training and assessment materials required to provide the training &/or assessment services within its scope of registration and scale of operations, to accommodate client numbers, client needs, delivery methods and assessment.

Learners' Needs

CTIC endeavours to identify, assess and provide learning support to its clients for all qualification currently on its scope of registration. This will include negotiating, adjusting and planning appropriate learning and assessment strategies to meet the needs of individual learners.

Considering the College's target group it is fundamental that the any learning needs related to the following areas are identified prior to enrolment, explained and planned at orientation, and implemented during the learning period.

The Learner Needs Form will be used to record the needs of all students who will be interviewed prior to commencement of their studies. This form will also be used if it becomes apparent after commencement of studies that there are particular individual learner needs requirements. The assessment will try to identify issues relating to:

- Literacy and numeracy levels
- Physical ability
- Intellectual ability
- Religious beliefs
- Computer skills

The College will ensure that it has access to the staff, facilities, equipment, training and assessment materials required to provide the training &/or assessment services within its scope of registration and scale of operations, to accommodate client numbers, client needs, delivery methods and assessment.

Unique Student Identifier (USI)

All students enrolled at CTIC will be registered for a Unique Student Identifier (USI). No student will be issued with any AQF certification documentation unless they hold a USI or have an exemption.

Students might seek exemption if they have a genuine personal objection to being assigned a USI and will be able to [apply for an exemption to the Student Identifiers Registrar](#).

If students are covered by an exemption to this rule, CTIC will notify the student before either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

Exemptions are provided for an individual where the individual is an offshore international student studying outside of Australia. This means that international students who are enrolled with an Australian training organisation but are not in Australia while undertaking their training do not require a USI in order to receive a Vocational Education and Training (VET) qualification or statement of attainment.

New enrolments will sign, as part of the application form, an agreement/request that the CTIC obtain a USI on their behalf where they do not already have one. Admissions staff will check each student individually to ascertain whether or not they currently have a USI by using the LMS lookup function. Those that do not have a USI will have an application for one submitted using the LMS web services function.

Students have two options for creating a USI: It can be created by the student themselves, or we can do it for you. Instruction for each option is as follows:

1. Student self registers for a USI:
 - a. Go to <http://www.usi.gov.au/create-your-USI/Pages/default.aspx> and create your USI.
 - b. Once created, go to <https://portal.usi.gov.au/student> and ensure your details are up to date and choose the option to share your USI with your school.

2. CTIC registers USI for the student:
 - a. Give CTIC permission to register USI for you by signing the appropriate form

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.

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 Academic Manager of your wish to apply for RPL and request an application form;
2. Complete application form and return to the Academic Manager;
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.

Attendance

College hours are from 8.30am to 9.30pm Monday to Friday and 9:00am – 5:00pm Saturday to Sunday, 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.

All course participants are required to attend a minimum of 20 contact hours per week to meet their student visa requirements and to gain maximum benefit from the classes. Students are required to attend all scheduled face-to-face training sessions each week. At the commencement of each session, your trainer will provide a “sign-on” attendance sheet that must be initialled on arrival and departure.

The College has an e-learning platform which allows students to study 30% (6 hours) of their course load each week online.

Should you be unable to attend classes for reasons such as illness, serious family problems, and others, you are required to contact CTIC and explain your situation.

A medical certificate from a registered general practitioner is required if you are sick and this will be recorded on the attendance records. Students must provide a copy of their medical certificate upon return to class and keep the original for future records.

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.

Acceptable Absences

The College may accept absences for the following reasons,

- Sickness – if supported by a medical certificate from a registered medical practitioner.
- Compassionate circumstances – illness or death of an immediate family member (this must be approved by the College in advance), natural disaster, political upheaval etc.
- Religious reasons – this must be approved by the College in advance

Not acceptable reasons for absence

- Employment related issues
- Unavailability of desired subjects at the College at a particular time
- Transport or accommodation problems

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 Academic Manager 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 9 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 Student Services Officer to discuss reasons for failure to progress. Responsibility for creating the Counsellor appointment rests with the student. The Academic Manager 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 Academic Manager 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 Student Services 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 Academic Manager 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.

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 Academic Manager who will make this decision
- On conclusion of an assessment activity, after marking and student feedback, trainers will record the assessment results

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 Student Services Officer, Academic Manager or delegated officer in order to gain an extension, or an appointment must be made with the Academic Manager 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 Qualification will be issued upon successful completion of all units of competencies in the course. A Statement of Attainment will be issued if not deemed competent in all units of competencies in a qualification.

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 NC (Not Competent) as an overall grade for the competency. The student is allowed another attempt.
- If a student has missed the exam/assessment then the student must meet Academic Manager. No student will be granted permission to submit the missed assessment without the Academic Manager’s approval.

If the student has missed an exam/assessment for no valid reason that attempt becomes forfeited. If the student has still received a NC (Not Competent) after the second attempt the student is liable to pay an administration fee of \$250.00 for each attempt thereafter.

If the student knows in advance that they will miss a scheduled exam/assessment for a valid reason and have obtained written permission from Academic Manager in advance no attempt will be allowed late submission without a penalty. A Request/Advice Form may be used to obtain this permission.

All Assessments/Assignments/Final Exams must be completed by the end of the term in which they are delivered.

Plagiarism

Students are strictly not allowed to take and use the ideas and/or expressions and/or wording of another person or organisation and passing them off as one’s own by failing to give appropriate acknowledgement. This includes material from any source such as staff, students, texts, resources and the internet, whether published or unpublished.

Avoiding and detecting:

- Upon the submission of all assessment tasks, students are required to sign an Assessment Cover Sheet that includes a declaration of the authenticity of the work.
- Cass Training will take the necessary steps to detect plagiarism and cheating including using specific tools design to detect plagiarism and cheating.

- All staff are required to identify and investigate any possibility of plagiarism, cheating or collusion.
- A staff member who suspects that plagiarism, cheating or collusion may have occurred should first source evidence (through identification of the source) to support their allegation.

Responding to incidents:

- A student found to have plagiarised, cheated or colluded will be given an opportunity to respond to the allegations.
- A written communication will be sent to the student outlining the issues.
- Students found to have plagiarised, cheated or colluded will be required to re-do the assessment in full.
- If the student is found on a further occasion to have plagiarised, cheated or colluded, they will again be required to re-do the assessment in full. However, in the event of any further instances the student's enrolment will be cancelled.

A record of the student's involvement in alleged plagiarism, cheating or collusion will be retained while still enrolled in any course and training and assessment staff will have access to this information when considering any subsequent allegations of 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 Academic Manager
5. Should a student still not be satisfied, they can appeal to the Academic Manager and request an interview. If appropriate, the Academic Manager 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 Academic Manager 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 Academic Manager 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 Academic Manager 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-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 Student Services 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 |

Non-payment of Fees

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

Deferral, Cancellation and Exclusion Policy

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

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

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.

Overseas Student Transfers

Providers are restricted from enrolling transferring students prior to the student completing six months of their 'principal course of study'. This policy details the procedures for assessing applications to transfer within this period. Students who have studied longer than this period can apply as normal and no letter of release need to be sighted or produced.

This policy is to ensure that the Cass Training International College (CTIC) does not enrol any transferring international student prior to the completion of six months of their principal course of study being completed unless that student has a valid letter of release agreeing to such a transfer.

The principal course of study in the package of courses is the highest course enrolled. If a student has not completed six months at the highest course enrolled, the student will not be granted a letter of release, except under compassionate or exceptional circumstances as determined by the General Manager. Also CTIC will not provide a release letter when there is an outstanding amount still owed in course fees, admin/other fees or that it is suspected that they are seeking transfer only to avoid being reported to Department of Home Affairs (DoHA) for failure to meet academic progress or attendance.

The General Manager will make the final decision as to whether to **refuse** a letter of release for any student. The College will provide the reasons in writing for refusing the request and will inform the student of his/her right to appeal (National Code Standard 10). CTIC will not finalise the student's refusal status in PRISMS until the appeal finds in favour of the College, or the overseas student has chosen not to access the complaints and appeals processes within the 20 working day period, or the overseas student withdraws from the process.

However if the request for transfer in the restricted period is detrimental to the student, CTIC may make an exemption and provide a letter of release. Any letter of release granted will indicate the name of the registered provider student is transferring to. It will be issued at no cost to the student and we shall advise the student of the need to contact DoHA to seek advice on whether a new student visa is required.

Student must apply for a letter of release using the **Withdrawal Request Form**. The Admin Manager or Student Services Officer will consider and respond to applications for a letter of release within 10 working days of their lodgement.

Procedure for assessing students wishing to transfer into the CTIC

The College will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:

- The releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered;
- The releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider;
- The releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
- Any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change

In the event that CTIC knowingly enrolls a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study, documentary evidence of at least one of the four conditions listed above must be obtained and placed in the transferring student's file.

The College will not seek to enrol a student who has not yet completed six months of their principal course of study with another registered provider unless the requirements of the National Code 2018 are met and then only in accordance with this procedure.

- An application is received from a student who is on-shore and who has indicated that they are currently studying at another institution. If they are under 18, CTIC will automatically refuse the application.
- Upon receiving signed application form the College will issue a valid Letter of Offer or Conditional Letter of Offer to the prospective student.

- Prospective student submit the Letter of Offer or Conditional Letter of Offer to the current RTO from he/she would like to transfer out. The RTO will assess the application for letter of release and make decision whether to issue letter of release or not. Note if they are in receipt of a government scholarship, they should provide a written support from the government agreeing to the change which will stand in lieu of any letter of release.
- If a letter of release or a government document is received and the student has no outstanding fees to be paid to the prior institution or other outstanding matters of concern, the application proceeds as for all off-shore applicants.
- If no satisfactory letter of release is obtained from such students, the application process is halted and the student informed that they are unable to transfer at this time. They are welcome to re-activate their application when the 6 month period of the principal course has been passed.

Procedure for assessing applications wishing to transfer out of the CTIC

Students must apply for a letter of release using the *Withdrawal Request Form*. The General Manager or delegated officer will consider and respond to applications for a letter of release within 10 working days of their lodgement.

A letter of release will normally be granted in the following situations:

1. CTIC fails to deliver the course as outlined in the Letter of Offer; or
2. The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the College; or
3. The student can demonstrate they are experiencing threat to physical or mental health or safety by remaining at CTIC and can demonstrate clearly how this will be alleviated through a transfer; or
4. There is evidence of compassionate or compelling circumstances; or
5. There is evidence that the overseas student's reasonable expectations about their current course are not being met; or
6. It has been agreed by CTIC that student would be better placed in a course that is not available at **Cass Training International College**; or
7. An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student; or
8. There is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives.

A letter of release will normally **not** be granted in the following situations:

- Student fees are in arrears;
- The proposed transfer will jeopardise the student's progression through a package of courses;
- The student has unsatisfactory academic progress;
- The student has unsatisfactory attendance;
- The student's progress is likely to be academically disadvantaged;
- The College is concerned that the student's application to transfer is a consequence of the adverse influence of another party;
- The student cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made.

If a letter of release is refused, reasons for the refusal will be documented in writing and the student will be informed of their rights of appeal using CTIC Complaints and Appeals Procedure.

A copy of the student's letter of release application; notes recording the assessment of the application and a copy of the response letter outlining the decision made in relation to the request for release that was sent to the student by the College is placed into 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 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.

Course Fees

Full fees must be received before your course commences and will be held by the CTIC in accordance with the ESOS Act. At all times, fees must be paid for at least **one term in advance**, please refer to your detailed payment schedule in your Letter of Offer. Please note that there will be a 2% (Visa, MasterCard) and 4% (AMEX) surcharge for card payment to the College.

Late Payment Penalty

A late payment penalty will apply if the tuition fee is overdue.

- \$110 per week for each week tuition fee is overdue
- Should fees remain overdue for more than 14 days CTIC will inform the student in writing of its intention to report for non-payment of fees to DoHA via PRISMS.

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 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. An administration charge of AUD\$100 is incurred to change course sessions.
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 whilst **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. An administration charge of AUD\$300 will apply if Application/Enrolment Fees are waived due to special conditions/offers.
 - c. If a visa application is rejected for a student applying for enrolment whilst **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 whilst **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.
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 the 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. In the unlikely event that CTIC is unable to provide a refund or place the student in an alternative course offered by CTIC, Tuition Protected Scheme (TPS) administered by the Commonwealth will place the student in a suitable alternative course at no extra cost to the student
 - e. Finally if in the event the Commonwealth managed Tuition Protection Scheme (TPS) cannot place the student in a suitable alternative course, or this is not possible the student will be eligible for a refund as calculated by the TPS Fund Manager. Please refer to www.aei.gov.au for more information on the TPS.
14. Payment of Refunds
- a. CTIC undertakes to effect payment for refunds within 28 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. Disenrollment
- a. The College reserves the right to disenrol a student for breaching the Rules of the College. Should this occur, fees for the current semester would be retained by (or due to) the College.

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.

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.

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 Student Services Officer/s 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. Where possible they will be helped at College but outside assistance can be arranged. Information about professional counselling is on the Notice Board.

Forms

Request/Advice Forms are to be completed for any request made or advice given to or to advice, the College, any member of staff or any student of any information, which needs to be known, or information, which needs to be received. Please come to see our Student Services Officers and they will provide you with a relevant form based on your request.

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.

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.

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.

Qualifications and Statements of Attainment

Students are entitled to receive a Qualification or Statement of Attainment on successful demonstration of all or some of the relevant units of competency.

Students who complete any course for which they are enrolled will receive the full Qualification detailing each unit of competency achieved.

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

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.

Working while studying

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

Work Placements

There is no work placement attached to any course.

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.

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 of class. 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.

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.

Useful Telephone Numbers

- | | |
|--|--------------|
| • Anti Discrimination Board | 02 9268 5544 |
| • CTIC Main Campus | 02 9279 2400 |
| • Department of Home Affairs | 131 881 |
| • Department of Industrial Relations | 02 131 628 |
| • Domestic Violence Line (24 hours) | 1800 656 463 |
| • Health Services Australia (Medical Examination) | 02 8396 0600 |
| • Human Rights and Equal Opportunity Commission | 02 9284 9600 |
| • International Directory Service | 1225 |
| • Legal Aid Commission of NSW | 02 9219 5000 |
| • Lifeline Counselling Service (Telephone Counselling) | 131 114 |
| • Office of Protective Commissioner | 02 9265 3131 |
| • Ombudsman | 02 9286 1000 |
| • OSHC (Allianz) | 13 67 42 |
| • OSHC Emergency Help line | 1800 814 781 |
| • Police, Ambulance, Fire Brigade | 000 |
| • Telephone Directory | 12455 |
| • Translating and Interpreting Service (24 hours) | 131 450 |

About Australia

Australia has six States (New South Wales, Victoria, Queensland, Western Australia, South Australia, and Tasmania) and two important Territories, which are the, Australian Capital Territory and the Northern Territory. Australia has people from all the different countries in the world. Since 1945, over six million people have come to Australia, looking for a new home. You will learn a lot about Australia in your class. Please don't be shy – if you have a question about Australia, please ask your teacher.

Living in Sydney

When you first arrive in Australia, money from other countries can be changed at the bureau de change. These are near airports, banks and hotels. Travellers cheques are easier to use if already in Australian dollars, however, banks will cash travellers cheques in almost any currency. Big hotels and some shops, will take travellers cheques.

Banks

Opening a local bank account is easy for overseas visitors if you open it inside six weeks of arriving in Australia. Give your address and passport to the bank and they'll open the account and send you an Automatic Teller Machine (ATM) card. If you open a bank account after six weeks, you need to give the bank more identification (I.D.), such as a passport, a birth certificate or an international driving licence with photo.

Sydney Transport

If you travel in Sydney, the Blue Mountains, Central Coast, Hunter or the Illawarra, your best ticket is an Opal card. Opal is a smartcard that you load value onto and pay as you go for use across all modes of transport. For information on buses, ferries and trains go to the website at: <http://www.transportnsw.info/>

- Bus – www.sydneybuses.info
- Ferry – All ferries depart from Circular Quay. For more information, visit the website at: <http://www.transportnsw.info/tickets/ferry>
- Train – Trains run from around 5am to midnight. For more information visit the website at: www.cityrail.info

Accommodation

Students can rent accommodation through a real-estate agent. Rental accommodation is advertised in local newspapers and websites (www.gumtree.com.au, www.realestate.com.au or www.domain.com.au). You might need: your passport, 4 weeks bond, and a guarantor. Average rent per week near the city is \$250 (rent only). For more information visit the website at: www.fairtrading.com.au (the renting guide).

Food

Sydney has food from almost every country in the world, including of course China, India, Japan, Thailand, Spain, Germany, France, Italy, Turkey, and Brazil etc. Lunch or dinner will cost from \$10 to \$20.

Driver's License

To drive a car in Australia, you must have a driver's license and the car must be registered with the government. If you have a driver's license from another country, in English or with an official translation, you are allowed to drive for your first three months after arrival. After that if you want to drive, you must take a driving test. There are strict laws about driving and drinking in Australia.

Consulate-General Addresses

Consulate General of the Arab Republic of Egypt 6/33 York St, Sydney, NSW 2000 (02) 9290 1822
Consulate-General of Brazil 45 Clarence St, Sydney, NSW 2000 (02) 9267 4414
Consulate-General of the People's Republic of China 39 Dunblane St, Camperdown, NSW 2050 (02) 8595 8002
Consulate General of France St Martins Tower, 31 Market St, Sydney, NSW 2000 (02) 9268 2400
Consulate-General of the Federal Republic of Germany 100 William St, Sydney, NSW 2000 (02) 8302 4900
Consulate-General of the Republic of Indonesia 236-238 Maroubra Rd, Maroubra NSW 2035 0467 227 487
Consulate General of India 265 Castlereagh St, Sydney, NSW 2000 (02) 9223 2702
Consulate-General of Japan, Sydney 1 O'Connell St, Sydney, NSW 2000 (02) 9250 1000
Consulate-General of the Republic of Korea Level 10/44 Market St, Sydney, NSW 2000, Phone: (02) 9210 0200
Consulate-General of Mongolia 23 Alfred Rd, Forest Lodge NSW 2037 nigel@aumnbc.com.au
Consulate General Of Nepal 9 Napier St, North Sydney, NSW 2060
(For more information please visit Consulates in Australia <http://protocol.dfat.gov.au/Consulate/list.rails>)

General Information

CTIC prides itself on having a friendly and helpful atmosphere and in assisting each other. Please feel as 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.