



**English
PPre-Enrolment
Inforrmation
Handbook 2023**

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Welcome to Cass Training International College (“CTIC”)

At Cass Training International College, CTIC, we strive to provide the perfect blend of education, opportunities and lifestyle for our students. Dynamic and experienced teachers, modern campuses, superior educational programs and our commitment to quality come together for an ideal and supportive learning environment.

Sydney Campus

CTIC has brought our experience and supportive approach to education to our new CTIC Sydney Campus. The College operates from premises next to Darling Harbour, King Street Wharf and just a short stroll from newly built Barangaroo precinct, and few minutes from the Sydney CBD.

Sydney is one of the most exciting, multi-cultural and beautiful cities in the world with a magnificent harbour. It is surrounded by iconic beaches, national parks and wine regions and for city lovers; there is great food, shopping and plenty of festivals.

Our Sydney campus is conveniently located a short walk from Wynyard station and is serviced by trains and buses to all corners of Sydney.

Profile

In August 2008, Cass Training was approved by NEAS as an ELT College to deliver English Courses to overseas students. The College expanded further with the setup of an additional campus at North Sydney in December 2008 with English being the main focus. In November 2010 the campus was relocated to the city CBD.

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

Vision

To become a nationally recognised prestigious educational institution through provision of quality, sincere and reputable educational programs for our students. Our aim is to improve each individual student’s skills to be their gateway to success in further education or employment

Address and Contact Details

VET & ELICOS College

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

Abbreviations used in this handbook:

ESOS	Education Services for Overseas Students Act 2000
OSHC	Overseas Student Health Cover
RTO	Registered Training Organisation
TPS	Tuition Protection Scheme
eCoE	Electronic Confirmation of Enrolment
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:

ELICOS - Courses offered and pricing

CRICOS CODE	COURSE NAME	DURATION	TUITION FEE (A\$)
068574M	General English (Elementary to Advanced)	4 – 60	\$360/week
068744J	IELTS Preparation (Intermediate to Advanced)	4 – 20	\$360/week
068743K	English for Academic Purposes (Intermediate to Advanced)	2 – 12	\$360/week
070883B	Real English (Advanced)	1 – 12	\$360/week
093859A	Cambridge English: First (FCE)	1 – 12	\$360/week
093858B	Cambridge English: Advanced	1 – 12	\$360/week
Administration and other costs:			
Application Fee (includes: process of application form, E-CoE, Letter of Offer & receipts, final testamurs and attendance certificate on completion of studies);		\$300 (Non refundable)	
Material Fee		\$10 per week (min \$60, max \$400)	
Issuance of replacement qualification or statement of attainment		\$100 per qualification/ statement of attainment	
Withdrawal Fee		\$350	
Change of Break Fee		\$200	
Change of Session Fee		\$100	
Cambridge Test Fee		\$365	
Note: All fees are subject to variation and may change without notice.			

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

ESOS Framework

CTIC is a Registered Training Organisation. It is registered by the Australia Skills Quality Authority (ASQA) and proud member of NEAS.

It is also registered on CRICOS (Commonwealth Register of Institutions and Courses for Overseas Students). Training Organisations who appear on the CRICOS Register are governed by the ESOS (Education Services for Overseas Students) framework which consists of a number of pieces of legislation including the ESOS Act 2000 and the National Code of Practice 2018 for Registration Authorities and Providers of Education and Training to Overseas Students. These laws are in place to protect overseas students and to uphold high quality standards of education within Australian Education Institutions. For further information please refer to <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 and Training (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.

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 Operations 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;
- 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 you will be informed of all assessment procedures as well as results from those assessments. You 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. 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
- Students must attend a minimum of 80% of all scheduled contact hours for each term
- Students 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 who obtain work rights on their visa (Student Visa – 500) 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 dependents 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 Worldcare Allianz (for policy information please see www.allianz.com.au)

- Worldcare can take up to 4 weeks to process applications and send student AHM 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. AHM will reimburse your money provided you produce the receipt.

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

Accommodation and living expenses

Estimated living expenses for an international student are approximately A\$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 \$190 - \$300 (for a room in a shared house or apartment)

Food \$150 - \$200

Public transport \$60 - \$100

Entertainment \$50 - \$100

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

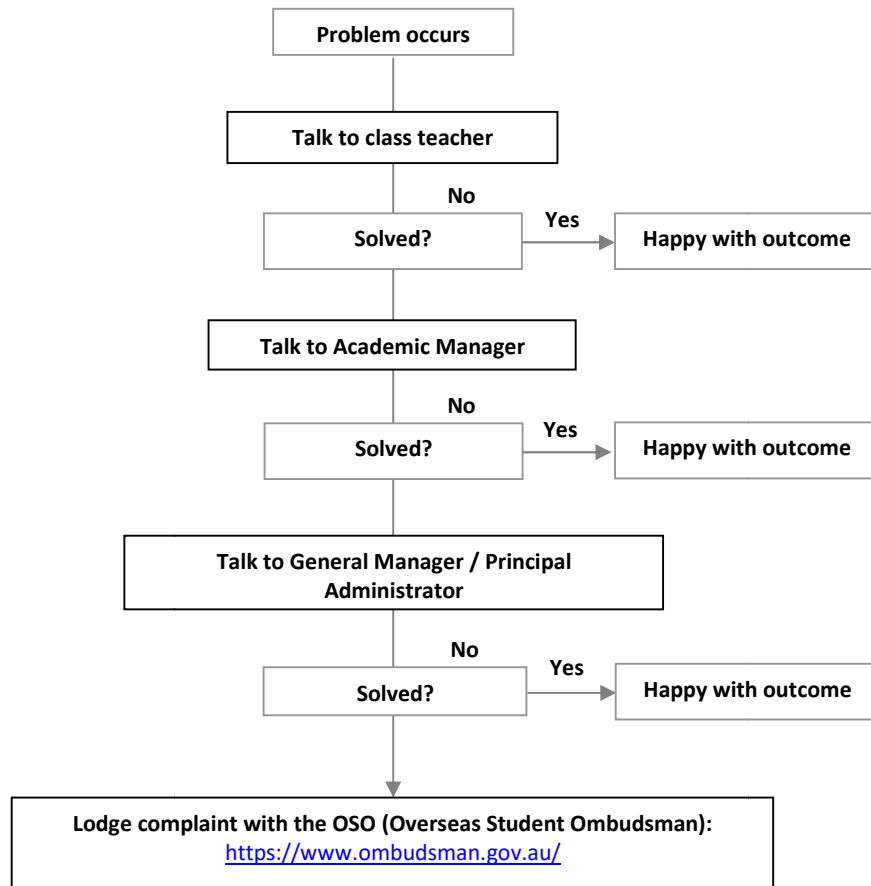
Financial requirements are determined by Department of Home Affairs

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.

Complaints and Appeals Procedure

If you have a problem at CTIC please follow these steps. You can bring an assistant, friend or support person to help you.



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 Operations Manager or Principal Executive Officer.

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

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.

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 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), 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. Please note that the refund does not apply where the Australian Government has cancelled a visa as a result of a breach of visa conditions or rejected a renewal of a visa.
9. Refund – Withdrawals Prior to Course Commencement
 - a. If a student withdraws from a course 10 weeks before the course start date a full refund is given (excluding the non-refundable Application/Enrolment Fee).
 - b. Students must give written notice of their intention to withdraw from a course a minimum of 28 calendar days prior to the course commencement date. Within this period, tuition fees will be refunded less a cancellation fee of 25% of the total tuition fees already paid.
 - c. Tuition fees for students who withdraw from their course less than 28 days prior to the course commencement date will only be refunded 50% of the total course tuition fees already paid.
 10. Refund – Withdrawals after Course Commencement
 - a. Accepted students who subsequently withdraw after course commencement will not have their tuition fees refunded except under exceptional circumstances.
 - 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 <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.
 - e. The statement will be written in clear, plain English, detailing:
 - The circumstance for refund
 - How the calculations will be made
 - The timelines for processing refunds
 - The student's rights to pursue other legal action.
15. Fees Paid to Third Party/ Agent
- a. CTIC will not authorise the transfer of fees or payment of refunds to other institutions or any student's bank account other than the applicant's.
 - b. Fees paid by the student to a third party/person or education agent, who retains any portion of the payment for acting on the student's behalf or charges any additional fees, will not be refunded by CTIC, except the portion of prepaid tuition fees paid by the student to the Approved Education Agent.
16. Complaints Relating to Refunds
- a. If students have any complaints in relation to refund claims, they may take up the matter using CTIC's Complaints and Appeals Procedures.
 - b. The availability of CTIC's Complaints and Appeals Processes, does not remove the right of the student to take action under Australia's consumer protection laws (<http://www.accc.gov.au/consumers/consumer-rights-guarantees>).
17. Other
- a. If a student completes the course early, the full tuition fees and additional fees must be paid before a certificate can be issued.
 - b. If a student extends their course, they will be required to pay additional fees before the commencement of the extended course.
 - c. If a student changes courses after commencement of the course in which they were originally enrolled, they will be required to pay the fees that apply to such a course at that time
18. Disenrolment
- a. The College reserves the right to disenrol a student for breaching the Rules of the College. Should this occur, fees for the current semester would be retained by (or due to) the College.

Education Agents

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

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

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.

International Students

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

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

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

Entry requirements for the course will depend on the Australian Department of Immigration and Border Protection (Department of Home Affairs) assessment level for the country as well as the course guidelines. At present, countries are classified from Level 1 to Level 3. See Department of Home Affairs website (<http://www.immi.gov.au>) for more details on assessment level requirements for your country.

English Assessment

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

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

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

Student Services

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

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

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

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.

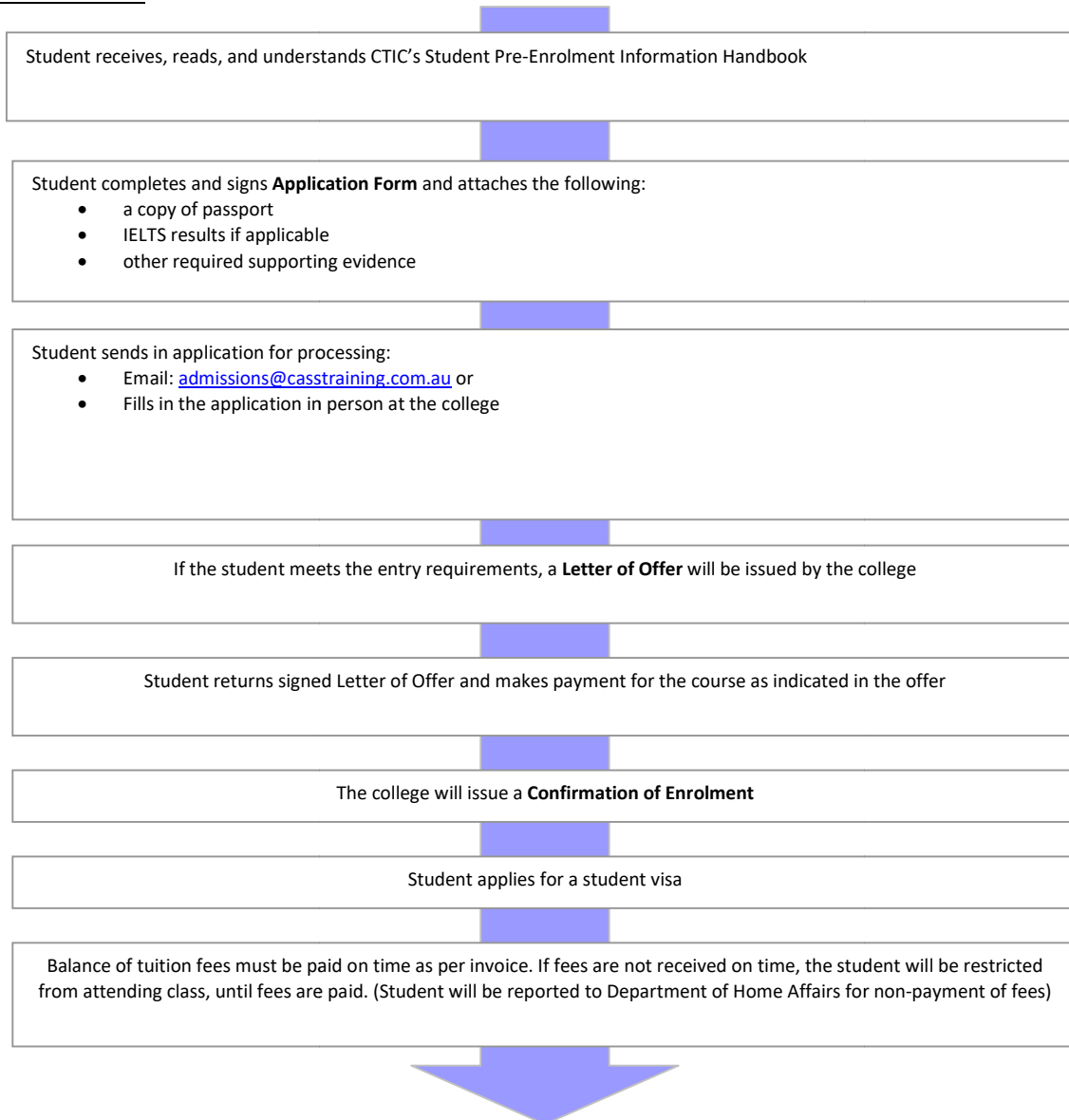
Orientation and Induction

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
- 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.