



THE CENTRE OF EXCELLENCE

TOID: 3687 | CRICOS: 03512G

International Student Handbook

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WELCOME MESSAGE

Welcome to The Centre of Excellence (COE) and we congratulate you on your new journey with us. We pride ourselves in not only in fostering academic excellence but also in making our students' educational experiences satisfying, such that students will warmly remember their time at COE for the rest of their lives.

As an Institute, we are profoundly aware that education is an important part of a person's life for without education one cannot grow and, without growth, there is no sense of satisfaction in life. Therefore, COE encourages all students to excel in whatever challenges the Institute and life sets for them and we hope all COE students graduate with a deep sense of personal achievement.

This student information booklet is prepared to provide essential information about COE's academic programs and services, which can assist you in deciding the best suitable course. Additionally, different processes and procedures available in the booklet will help you understand more about your rights and responsibilities as a prospective or current learner at COE.

About COE

We're a modern institute, set in Melbourne city's education precinct located close to public transport. All of our campuses are in a beautiful location and are just a short walk to public transport, shops, cafés etc. We believe that our students must have the most experienced and professional faculty, the best facilities and the most comfortable environment to make learning a pleasure. Our students study with the aid of modern computer laboratories and all the campuses are fully wired for network access, providing students with Internet connections from any computer on campus.

We draw on our established relationships with industry and other stakeholders to ensure our courses are appropriate to the demands of our students and consistently meet their expectations. Quality is maintained in compliance with the VET Quality Framework and through our Continuous improvement system.

All trainers have relevant industry knowledge and experience and are professional, friendly, supportive and dynamic individuals!

We want to make you feel as comfortable as possible whilst you undertake your training, so we keep our class sizes small to ensure optimum learning environments. We ensure that all our students receive the in-depth learning and unlimited support they deserve.

Above all, we provide opportunities for our students to gain genuine skills required to forge successful careers. COE is an Australian Registered Training Organisation (RTO) and CRICOS approved Institute delivering Nationally Accredited courses listed below:

- General English (Elementary to Advanced – Each level- 12 weeks)
- SHB30416 Certificate III in Hairdressing
- SHB40216 Certificate IV in Hairdressing
- SHB50216 Diploma of Saloon Management
- SHB30115 Certificate III in Beauty Services
- SHB40115 Certificate IV in Beauty Services
- SHB50115 Diploma of Beauty Services
- CPC30620 Certificate III in Painting and Decorating
- CPC50210 Diploma of Building & Construction (Building)
- BSB50120 Diploma of Business
- BSB60120 Advanced Diploma of Business
- BSB80120 Graduate Diploma of Management (Learning)
- SIT30816 Certificate III in Commercial Cookery
- SIT40516 Certificate IV in Commercial Cookery
- SIT50416 Diploma of Hospitality Management
- RII60520 Advanced Diploma of Civil Construction Design
- BSB80120 Graduate Diploma of Management (Learning)

Details of each course can be found at Appendix B.

If there are any further enquiries, please feel free to contact COE via phone, email or visit our office via the address and details below:

College contact details

Melbourne CBD Campus:

Level 4, 406 Collins Street,
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Phone: +61 (03) 8638 8900

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Key Staff Contacts

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Hairdressing & Beauty Coordinator	Ms. Tamara Zito	+61 3 5222 1818
Student support officer	Ms. Hanae Takhashi Ms. Mehnaz Sharma Ms. Harmanjot Kaur Ms. Jacqui	studentsupport@coe.vic.edu.au jacqui@coe.vic.edu.au
Academic -Student Support officer	Mr. Rohit Mehta	rohit@coe.vic.edu.au
Personal/ welfare support	Ms. Hanae Takhashi	studentsupport@coe.vic.edu.au
Access to student records	Ms. Harmanjot Kaur	admin@coe.vic.edu.au
Emergency after-hours contact	Mr. Kapil Deb (0402016398)	kapil@coe.vic.edu.au

Courses we offer at The Centre of Excellence: Qualification content, core and elective units, entry requirement

General English (Elementary to Advanced – Each level- 12 weeks)

Entry Requirement – Please refer to 'Entry Requirement policy' and Individual course flyer on our website at www.coe.vic.edu.au

Course Duration - This course is offered full time over 68 weeks including holidays on a full-time basis. This includes 60 weeks of term time and 8 holiday weeks.

Course Structure - There are total of 5 levels from Elementary to Advanced Intermediate level and each level will be taught for 12 weeks to complete the respective level of qualification. The course units are indicated in the table below:

Level	Weeks
Elementary	12 weeks
Pre- Intermediate	12 weeks
Intermediate	12 weeks
Upper Intermediate	12 weeks
Advanced Intermediate	12 weeks

SHB30416 Certificate III in Hairdressing (CRICOS Code - 092420G)

Entry Requirement – Please refer to ‘Entry Requirement policy’ and Individual course flyer on our website at www.coe.vic.edu.au

Course Duration - This course is offered full time over 54 weeks including holidays on a full-time basis. This includes 54 weeks of term time and 5 holiday weeks.

Course Structure - There are total of 28 units to complete this course to acquire the SHB30416 Certificate III in Hairdressing qualification. This comprises 21 Core and 7 elective units of competency. The course units are indicated in the table below:

Unit Code	Unit Name	Core/Elective
BSBSUS201	Participate in environmentally sustainable work practices	Core
SHBHIND001	Maintain and organise tools, equipment and work areas	Core
SHBXIND001	Comply with organisational requirements within a personal services environment	Core
SHSHBXIND002	Communicate as part of a salon team	Core
BXCCS001	Conduct salon financial transactions	Core
SHBXWHS001	Apply safe hygiene, health and work practices	Core
SHBXCCS004	Recommend products and services	Elective
SIRRMER001	Produce visual merchandise displays	Elective
SHHBHAS001	Provide shampoo and basin services	Core
SHBHTRI001	Identify and treat hair and scalp conditions	Core
SHBXCCS002	Provide salon services to clients	Core
SHBHDES003	Create finished hair designs	Core
SHBHDES004	Create classic long hair up-styles	Elective
SHBHDES002	Braid hair	Elective
SHBHCLS002	Colour and lighten hair	Core
SHBHCLS003	Provide full and partial head highlighting treatments	Core
SHBHCLS004	Neutralise unwanted colours and tones	Core
SHBHCLS005	Provide on scalp full head and retouch bleach treatments	Core
SHBHIND003	Develop and expand a client base	Core
SHBHCUT001	Design haircut structures	Core
SHBHCUT002	Create one length or solid haircut structures	Core
SHBHCUT003	Create graduated haircut structures	Core
SHBHCUT004	Create layered haircut structures	Core
SHBHCUT005	Cut hair using over-comb techniques	Core
SHBHCUT006	Create combined haircut structures	Elective
SHBHCUT007	Create combined traditional and classic men's haircut structures	Elective
SHBHREF002	Straighten and relax hair with chemical treatments	Core
SHBHREF001	Curl and volumise hair with chemical treatments	Elective

SHB40216 Certificate IV in Hairdressing (CRICOS Code – 092421F)

Entry Requirement – Please refer to ‘Entry Requirement policy’ and Individual course flyer on our website at www.coe.vic.edu.au

Course Duration - This course is offered full time over 36 weeks including holidays on a full-time basis. This includes 33 weeks of term time and 3 holiday weeks.

Course Structure - There are total of 11 units to complete this course to acquire the SHB40216 Certificate IV in Hairdressing qualification. This comprises 2 Core and 9 elective units of competency. The course units are indicated in the table below:

Course Structure

Unit Code	Unit Name	Core/Elective
SHBHCLS006	Provide technical leadership to hairdressing teams	Core
SHBHCLS002	Research and use hairdressing trends to advance creative work	Core
SHBHCLS006	Solve complex colour problems	Elective
SHBHCLS007	Enhance hair designs using creative colouring and lightning techniques	Elective
SHBHCUT006	Create combined haircut structures	Elective
SHBHCUT008	Design and perform creative haircuts	Elective
SHBHDES004	Create Classic long hair up styles	Elective
SHBHDES006	Design and style long hair creatively	Elective
SHBHCLS003	Work as a session stylist	Elective
SHBHDES005	Select and apply hair extensions	Elective
SHBHREF003	Straighten and relax hair with protein treatments	Elective

SHB50216 Diploma of Salon Management (CRICOS Code – 092422E)

Entry Requirement – Please refer to ‘Entry Requirement policy’ and Individual course flyer on our website at www.coe.vic.edu.au

Course Duration - This course is offered full time over 58 weeks including holidays on a full-time basis. This includes 50 weeks of term time and 8 holiday weeks.

Course Structure - There are total of 10 units to complete this course to acquire the SHB50216 Diploma of Salon Management qualification. This comprises 7 Core and 3 elective units of competency. The course units are indicated in the table below:

Unit code	Unit title	Core/ Elective
BSBHRM417	Support human resources functions and processes	Core
BSBHRM525	Manage recruitment and on boarding	Core
BSBSUS511	Develop workplace policies and procedures for sustainability	Core
SHBXPSM001	Lead teams in a personal services environment	Core
SHBXPSM002	Manage treatment services and sales delivery	Core
SHBXPSM003	Promote a personal services business	Core
SHBXWHS004	Provide a safe work environment	Core
BSBESB401	Research and develop business plans	Elective
BSBESB404	Market new business ventures	Elective
BSBLDR522	Manage people performance	Elective

SHB30115 Certificate III in Beauty Services (CRICOS Code – 092423D)

Entry Requirement – Please refer to ‘Entry Requirement policy’ and Individual course flyer on our website at www.coe.vic.edu.au

Course Duration - This course is offered full time over 50 weeks including holidays on a full-time basis. This includes 46 weeks of term time and 4 holiday weeks.

Course Structure - There are total of 15 units to complete this course to acquire SHB30115 Certificate III in Beauty Services qualification. This comprises 11 Core and 4 elective units of competency. The course units are indicated in the table below:

Unit Code	Unit Name	Core/Elective
SHBBRES001	Research and apply beauty industry information	Core
SHBXCCS001	Conduct salon financial transactions	Core
SHBXCCS002	Provide salon services to clients	Core
SHBXIND001	Comply with organisational requirements within a personal services environment	Core
SHBXWHS001	Apply safe hygiene, health and work practices	Core
SHBBINF001	Maintain Infection	Elective
BSBSUS201	Participate in Environmentally sustainable work practices	Elective
SHBBCCS001	Advise on beauty products and services	Core
SHBBBOS001	Apply cosmetic tanning products	Core
SHBBFAS001	Provide lash and brow services	Core
SHBBHRS001	Provide waxing services	Core
SHBBSKS001	Pierce ear lobes	Elective
SHBBNLS001	Provide manicure and pedicure services	Core
SHBBMUP002	Design and apply make-up	Core
SHBBMUP003	Design and apply make-up for photography	Elective

SHB40115 Certificate IV in Beauty Therapy (CRICOS Code – 092424C)

Entry Requirement – Please refer to ‘Entry Requirement policy’ and Individual course flyer on our website at www.coe.vic.edu.au

Course Duration - This course is offered full time over 70 weeks including holidays on a full-time basis. This includes 63 weeks of term time and 7 holiday weeks.

Course Structure - There are total of 19 units to complete this course to acquire the SHB40115 Certificate IV in Beauty Therapy qualification. This comprises 13 Core and 6 elective units of competency. The course units are indicated in the table below:

Unit Code	Unit Name	Core/Elective
SHBBRES001	Research and apply beauty industry information	Core
SHBXCCS001	Conduct salon financial transactions	Core
SHBXCCS002	Provide salon services to clients	Core
SHBXIND001	Comply with organisational requirements within a personal services environment	Core
SHBXWHS001	Apply safe hygiene, health and work practices	Core
SHBBINF001	Maintain Infection Control	Elective
SHBBBOS001	Apply cosmetic tanning products	Core
SHBBFAS001	Provide lash and brow services	Core
SHBBHRS001	Provide waxing services	Core
SHBBSKS001	Pierce Ear Lobes	Elective
SHBBNLS001	Provide manicure and pedicure services	Core
SHBBMUP003	Design and apply make-up for photography	Elective
SHBBMUP002	Design and apply make-up	Core
SHBBMUP001	Apply eyelash extensions	Elective
SHBBBOS002	Provide body massages	Core
SHBBBOS003	Provide body treatments	Core
SHBBFAS002	Provide facial treatments and skin care recommendations	Core
SHBBBOS004	Provide aromatherapy massages	Elective
SHBBCCS002	Prepare personalised aromatic plant oil blends for beauty treatments	Elective

SHB50115 Diploma of Beauty Therapy (CRICOS Code – 092425B)

Entry Requirement – Please refer to ‘Entry Requirement policy’ and Individual course flyer on our website at www.coe.vic.edu.au

Course Duration - This course is offered full time over 100 weeks including holidays on a full-time basis. This includes 91 weeks of term time and 9 holiday weeks.

Course Structure - There are total of 25 units to complete this course to acquire the SHB50115 Diploma of Beauty Therapy qualification. This comprises 13 Core and 12 elective units of competency. The course units are indicated in the table below:

Unit Code	Unit Name	Core /Elective
SHBBRES001	Research and apply beauty industry information	Core
SHBXCCS001	Conduct salon financial transactions	Core
SHBXCCS002	Provide salon services to clients	Core
SHBXIND001	Comply with organisational requirements within a personal services environment	Core
SHBXWHS001	Apply safe hygiene, health and work practices	Core
SHBBINF001	Maintains infection control standards	Elective
SHBBFAS001	Provide lash and brow services	Core
SHBBHRS001	Provide waxing services	Core
SHBBHRS002	Provide Female Intimate Waxing Services	Elective
SHBBNLS001	Provide manicure and pedicure services	Core
SHBBMUP003	Design and apply make-up for photography	Elective
SHBBMUP002	Design and apply make-up	Core
SHBBBOS002	Provide body massages	Core
SHBBBOS003	Provide body treatments	Core
SHBBFAS002	Provide facial treatments and skin care recommendations	Core
SHBBBOS004	Provide aromatherapy massages	Elective
SHBBCCS002	Prepare personalised aromatic plant oil blends for beauty treatments	Elective
SHBBBOS005	Use Reflexology relaxation techniques in beauty treatments	Elective
SHBBSPA003	Provide Stone therapy massages	Elective
SHBBSPA004	Provide Indian Head massages for relaxation	Elective
SHBBSKS005	Provide Microdermabrasion Treatments	Elective
SHBBBOS006	Provide superficial Lymph massage Treatments	Elective
SHBBFAS003	Provide specialized facial treatments	Core
SHBBHRS004	Provide hair reduction treatments using electrical currents	Elective
SHBBSKS002	Provide diathermy treatments	Elective

CPC30620 Certificate III in Painting and Decorating (CRICOS Code – 103827M)

Entry Requirement – Please refer to ‘Entry Requirement policy’ and Individual course flyer on our website at www.coe.vic.edu.au

Course Duration - This course is offered full time over 96 weeks including holidays on a full-time basis. This includes 84 weeks of term time and 12 holiday weeks.

Course Structure - There are total of 29 units to complete this course to acquire the CPC30620 Certificate III in Painting and Decorating qualification. This comprises 26 Core and 3 elective units of competency. The course units are indicated in the table below:

Unit code	Unit title	Core/ Elective
CPCCWHS2001	Apply WHS requirements, policies and procedures in the construction industry	Core
CPCCOM1013	Plan and organise work	Core
CPCCOM1012	Work effectively and sustainably in the construction industry	Core
CPCCPD2011	Handle and store painting and decorating materials	Core
CPCCPD3026	Apply stains and clear timber finishes	Core
CPCCPD2012	Use painting and decorating tools and equipment	Core
CPCCPD3021	Prepare existing coated surface for painting	Core
CPCCPD3035	Prepare uncoated surfaces for painting	Core
CPCCPD3024	Apply paint by spray	Core
CPCCPD3030	Apply protective paint coating systems	Core
CPCCPD2013	Remove and replace doors and door and window components	Core
CPCCPD3022	Apply paint by brush and roller	Core
CPCCPD3027	Remove and apply wallpaper	Core
CPCCCM2008	Erect and dismantle restricted height scaffolding	Core
CPCCCM2012	Work safely at heights	Core
CPCCCM3001	Operate elevated work platforms up to 11 meters	Core
CPCCCM3005	Calculate costs of construction work	Core
CPCCOM1014	Conduct workplace communication	Core
CPCCOM1015	Carry out measurements and calculations	Core
CPCCOM2001	Read and interpret plans and specifications	Core
CPCCPB3026	Erect and maintain trestle and plank systems	Core
CPCCPD3023	Apply texture coat paint finishes by brush, roller and spray	Core
CPCCPD302	5 Match specific paint colours	Core
CPCCPD3028	Apply decorative paint finishes	Core
CPCCPD3031	Work safely with lead-painted surfaces in the painting industry	Core
CPCCPD3036	Work safely to encapsulate non-friable asbestos in the painting industry	Core
CPCCPD3029	Remove graffiti and apply anti-graffiti coatings	Elective
CPCCPD3034	Apply advanced decorative paint finishes	Elective
BSBTWK503	Manage meetings	Elective

CPC50210 Diploma of Building & Construction (Building) (CRICOS Code – 098609A)

Entry Requirement – Please refer to ‘Entry Requirement policy’ and Individual course flyer on our website at www.coe.vic.edu.au

Course Duration - This course is offered full time over 62 weeks including holidays on a full-time basis. This includes 57 weeks of term time and 5 holiday weeks.

Course Structure - There are total of 18 units to complete this course to acquire the CPC50210 Diploma of Building & Construction (Building) qualification. This comprises 13 Core and 5 elective units of competency. The course units are indicated in the table below:

Unit code	Unit title	Core/ Elective
CPCCBC4001A	Apply building codes and standards to the construction process for low rise building projects	Core
CPCCBC4003A	Select and prepare a construction contract	Core
CPCCBC4004A	Identify and produce estimated costs for building and construction projects	Core
CPCCBC4010B	Apply structural principles to residential low rise constructions	Core
CPCCBC4013A	Prepare and evaluate tender documentation	Core
CPCCBC5001B	Apply building codes and standards to the construction process for medium rise building projects	Core
CPCCBC5002A	Monitor costing systems on medium rise building and construction projects	Core
CPCCBC5003A	Supervise the planning of on-site medium rise building or construction work	Core
CPCCBC5004A	Supervise and apply quality standards to the selection of building and construction materials	Core
CPCCBC5005A	Select and manage building and construction contractors	Core
CPCCBC5006B	Apply site surveys and set-out procedures to medium rise building projects	Core
CPCCBC5010B	Manage construction work	Core
CPCCBC5018A	Apply structural principles to the construction of medium rise buildings	Core
BSBPMG513	Manage project quality	Elective
BSBPMG517	Manage project risk	Elective
BSBWHS503	Contribute to the systematic management of WHS risk	Elective
BSBR501	Manage risk	Elective
BSBCUS501	Manage Quality Customer Service	Elective

BSB50120 Diploma of Business (CRICOS Code – 110227K)

Entry Requirement – Please refer to ‘Entry Requirement policy’ and Individual course flyer on our website at www.coe.vic.edu.au

Course Duration - This course is offered full time over 54 weeks including holidays on a full-time basis. This includes 48 weeks of term time and 6 holiday weeks.

Course Structure - There are total of 12 units to complete this course to acquire the BSB50210 Diploma of Business qualification. This comprises 5 Core and 7 elective units of competency. The course units are indicated in the table below:

Unit code	Unit title	Core/ Elective
BSBCRT511	Develop critical thinking in others	C
BSBFIN501	Manage budgets and financial plans	C
BSBOPS501	Manage business resources	C
BSBSUS511	Develop workplace policies and procedures for sustainability	C
BSBXCM501	Lead communication in the workplace	C
BSBOPS504	Manage business risk	E
BSBPMG530	Manage project scope	E
BSBTWK503	Manage meetings	E
BSBLDR522	Manage people performance	E
BSBTWK501	Lead diversity and inclusion	E
BSBOPS505	Manage organisational customer service	E
BSBPMG534	Manage project human resources	E

BSB60120 Advanced Diploma of Business (CRICOS Code – 110228J)

Entry Requirement – Please refer to ‘Entry Requirement policy’ and Individual course flyer on our website at www.coe.vic.edu.au

Course Duration - This course is offered full time over 54 weeks including holidays on a full-time basis. This includes 48 weeks of term time and 6 holiday weeks.

Course Structure - There are total of 10 units of competency to acquire the BSB60210 Advanced Diploma of Business qualification. This comprises of 5 core units and 5 elective units. The course units are indicated in the table below:

Unit code	Unit title	Core/ Elective
BSBCRT611	Apply critical thinking for complex problem solving	C
BSBFIN601	Manage organisational finances	C
BSBOPS601	Develop and implement business plans	C
BSBSUS601	Lead corporate social responsibility	C
BSBTEC601	Review organisational digital strategy	C
BSBLDR601	Lead and manage organisational change (Group A)	E
BSBINS601	Manage knowledge and information (Group A)	E
BSBWHS521	Ensure a safe workplace for a work area (Group A)	E
BSBPMG633	Provide leadership for the program	E
BSBPMG635	Implement program governance	E

BSB80120 Graduate Diploma of Management (Learning) (CRICOS Code – 109138K)

Entry Requirement – Please refer to ‘Entry Requirement policy’ and Individual course flyer on our website at www.coe.vic.edu.au

Course Duration - This course is offered full time over 54 weeks including holidays on a full-time basis. This includes 48 weeks of term time and 6 holiday weeks.

Course Structure - There are total of 8 units of competency to acquire the BSB80120 Graduate Diploma of Management (Learning) qualification. This comprises of 3 core units and 5 elective units. The course units are indicated in the table below:

Unit code	Unit title	Core/ Elective
BSBHRM613	Contribute to the development of learning and development strategies	C
BSBLDR811	Lead strategic transformation	C
TAELED803	Implement improved learning practice	C
BSBHRM611	Contribute to organisational performance development	E
BSBLDR812	Develop and cultivate collaborative partnerships and relationships	E
BSBOPS601	Develop and implement business plans	E
BSBST801	Lead innovative thinking and practice	E
PSPMGT006	Develop a Business Case	E

SIT30816 Certificate III in Commercial Cookery (CRICOS Code – 105564B)

Entry Requirement – Please refer to ‘Entry Requirement policy’ and Individual course flyer on our website at www.coe.vic.edu.au

Course Duration - This course is offered full time over 52 weeks including holidays on a full-time basis. This includes 43 weeks of term time and 9 holiday weeks.

Course Structure - There are total of 25 units of competency to acquire the SIT30816 Certificate III in Commercial Cookery qualification. This comprises of 21 core units and 4 elective units. The course units are indicated in the table below:

Unit Code	Unit Name	Core/ Elective
SITHIND002	Source and use information on the hospitality industry	Elective
BSBSUS211	Participate in sustainable work practices	Core
SITXWHS001	Participate in safe work practices	Core
SITXWHS002	Identify hazards, assess and control safety risks	Elective
SITXINV002	Maintain the quality of perishable items*	Core
SITXINV001	Receive and store stock	Elective
SITXFSA001	Use hygienic practices for food safety	Core
SITXFSA002	Participate in safe food handling practices	Core
SITXHRM001	Coach others in job skills	Core
BSBTWK201	Work effectively with others	Core
SITHCCC001	Use food preparation equipment*	Core
SITHCCC005	Prepare dishes using basic methods of cookery*	Core
SITHCCC018	Prepare food to meet special dietary requirements*	Core
SITHKOP001	Clean kitchen premises and equipment*	Core
SITHCCC007	Prepare stocks, sauces and soups*	Core
SITHCCC012	Prepare poultry dishes*	Core
SITHCCC013	Prepare seafood dishes*	Core
SITHCCC006	Prepare appetisers and salads*	Core
SITHCCC008	Prepare vegetable, fruit, egg and farinaceous dishes*	Core
SITHCCC014	Prepare meat dishes*	Core
SITHCCC019	Produce cakes, pastries and breads*	Core
SITHPAT006	Produce desserts*	Core
SITHKOP004	Develop menus for special dietary requirements	Elective
SITHKOP002	Plan and cost basic menus	Core
SITHCCC020	Work effectively as a cook (Work place based Training)* ^	Core
	*Prerequisite unit is: SITXFSA101 Use hygienic practices for food safety ^Work based unit Note: Work effectively as a cook is a work based unit.	

SIT40516 Certificate IV in Commercial Cookery (CRICOS Code – 105565A)

Entry Requirement – Please refer to ‘Entry Requirement policy’ and Individual course flyer on our website at www.coe.vic.edu.au

Course Duration - This course is offered full time over 78 weeks including holidays on a full-time basis. This includes 65 weeks of term time and 13 holiday weeks.

Course Structure - There are total of 33 units of competency to acquire the SIT40516 Certificate IV in Commercial Cookery qualification. This comprises of 26 core units and 7 elective units. The course units are indicated in the table below:

Unit Code	Unit Name	Core/ Elective
BSBTWK201	Work effectively with others	Elective
SITXWHS0001	Participate in safe work practices	Elective
SITXWHS002	Identify hazards, assess and control safety risks	Elective
SITXINV002	Maintain the quality of perishable items*	Core
SITXINV001	Receive and store stock	Elective
SITXFSA002	Participate in safe food handling practices	Core
SITXFSA001	Use hygienic practices for food safety	Core
SITXHRM001	Coach others in job skills	Core
SITHCCC001	Use food preparation equipment	Core
SITHCCC005	Prepare dishes using basic methods of cookery*	Core
SITHCCC018	Prepare food to meet special dietary requirements*	Core
SITHCCC007	Prepare stocks, sauces and soups*	Core
SITHCCC012	Prepare poultry dishes*	Core
SITHCCC013	Prepare seafood dishes*	Core
SITHCCC006	Prepare appetisers and salads*	Core
SITHCCC008	Prepare vegetable, fruit, egg and farinaceous dishes*	Core
SITHCCC014	Prepare meat dishes*	Core
SITHCCC019	Produce cakes, pastries and breads*	Core
SITHPAT006	Produce desserts*	Core
SITHKOP004	Develop menus for special dietary requirements	Core
SITHKOP002	Plan and cost basic menus	Core
SITHCCC020	Work effectively as a cook*^	Core
BSBTWK501	Lead diversity and inclusion	Core
BSBSUS411	Implement and monitor environmentally sustainable work practices	Core
SITXFIN003	Manage finances within a budget	Core
SITXHRM003	Lead and manage people	Core
SITXWHS003	Implement and monitor work health and safety practices	Core
SITXCCS007	Enhance customer service experiences	Elective
BSBTEC301	Design and produce business documents	Elective
SITXHRM002	Roster staff	Elective
SITXCOM005	Manage conflict	Core
SITXMGTO01	Monitor work operations	Core
SITHKOP005	Coordinate cooking operations	Core
*Prerequisite unit is SITXFSA101 Use hygienic practices for food safety		
^Work based unit		

Note: SITHCCC020 Work effectively as a cook is a work based unit.

SIT50416 Diploma of Hospitality Management (CRICOS Code – 105566M)

Entry Requirement – Please refer to ‘Entry Requirement policy’ and Individual course flyer on our website at www.coe.vic.edu.au

Course Duration - This course is offered full time over 102 weeks including holidays on a full-time basis. This includes 87 weeks of term time and 15 holiday weeks.

Course Structure - There are total of 28 units of competency to acquire the SIT50416 Diploma of Hospitality Management qualification. This comprises of 13 core units and 15 elective units. The course units are indicated in the table below:

Unit Code	Unit Name	Core/ Elective
BSBTWK501	Lead diversity and inclusion	Core
SITXCCS007	Enhance customer service experiences	Core
SITXCOM005	Manage conflict	Core
SITXHRM002	Roster staff	Core
SITXHRM003	Lead and manage people	Core
SITXMGTO01	Monitor work operations	Core
SITXWHS003	Implement and monitor work health and safety practices	Core
SITHCCC020	Work effectively as a cook*^	Elective
SITHCCC001	Use food preparation equipment *	Elective
SITHCCC005	Prepare dishes using basic methods of cookery *	Elective
SITHCCC018	Prepare food to meet special dietary requirements *	Elective
SITHCCC006	Prepare appetisers and salads *	Elective
SITHCCC007	Prepare stocks, sauces and soups *	Elective
SITHCCC008	Prepare vegetable, fruit, egg and farinaceous dishes *	Elective
SITHCCC012	Prepare poultry dishes *	Elective
SITHCCC013	Prepare seafood dishes *	Elective
SITHCCC014	Prepare meat dishes *	Elective
SITXINV002	Maintain the quality of perishable items*	Elective
SITXINV001	Receive and store stock	Elective
SITXFSA001	Use hygienic practices for food safety	Elective
SITXFSA002	Participate in safe food handling practices	Elective
BSBTWK503	Manage meetings	Elective
SITXMGTO02	Establish and conduct business relationships	Core
SITXFIN003	Manage finances within a budget	Core
SITXFIN004	Prepare and monitor budgets	Core
SITXGLC001	Research and comply with regulatory requirements	Core
SITXCCS008	Develop and manage quality customer service practices	Core
BSBOPS502	Manage business operational plan	Core
*Prerequisite unit is		

SITXFSA001 Use hygienic practices for food safety

^Work based unit

Note: SITHCCC020 Work effectively as a cook is a work based unit.

RII60520 Advanced Diploma of Civil Construction Design (CRICOS Code – 106516B)

Entry Requirement – Please refer to ‘Entry Requirement policy’ and Individual course flyer on our website at www.coe.vic.edu.au

Course Duration - Total duration for this qualification is 94 weeks which includes 80 weeks of classroom training (including all learning activities (written assessments, Projects etc.) and Assessment and with 14 weeks of break period.

Course Structure - There are total of 12 units of competency to acquire the RII60520 Advanced Diploma of Civil Construction Design qualification. This comprises of 5 core units and 7 elective units. The course units are indicated in the table below:

Unit code	Unit title	Core/ Elective
BSBPMG632	Manage program risk	Core
BSBTWK502	Manage team effectiveness	Core
BSBWHS616	Apply safe design principles to control WHS risks	Core
RIICWD601E	Manage civil works design processes	Core
RIIQUA601E	Establish and maintain a quality system	Core
BSBPMG530	Manage project scope	Elective
BSBPMG534	Manage project human resources	Elective
RIICWD509E	Prepare detailed design of urban roads	Elective
RIICWD534E	Prepare detailed design of civil steel structures	Elective
RIICWD533E	Prepare detailed design of civil concrete structures	Elective
CPCCBC4003	Select, prepare and administer a construction contract	Elective
CPCCBC5010	Manage construction work	Elective

Applying for a course

Pre-enrolment

Students must read this Student handbook in full. Students are encouraged to contact The Centre of Excellence at studentsupport@coe.edu.au or Ph: +61 (03) 8638 8900 if you are unsure about any information included in this handbook or have any questions. If you have an Education agent, they may also be able to assist you with any enquiry.

Students are also encouraged to undertake research on living and studying in Australia prior to submitting an application.

Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in assisting with international student applications and applying for visas. Most speak both English and the local language, so this makes the application process a lot simpler and generally hassle free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge.

Migration Agents

A migration agent can assist you in submitting your visa application and communicate with DHA on your behalf, but please note that you do not need to use a migration agent to lodge any kind of visa application.

Please Note: Although able to assist in completing education and visa applications, Education agents are not licensed to provide migration advice.

Access & equity

The Centre of Excellence staff treats all students fairly, equally and without discrimination. All staff activities and practice is guided by our Code of Conduct. The Centre of Excellence provides access and equity to candidates with special learning needs.

As special needs extend to more than identified physical or learning difficulties, our trainers also consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or non-English speaking background.

The Centre of Excellence trainers take special needs into consideration from the planning stage onwards and adopt particular delivery and assessment methods as appropriate.

Enrolment Process

To apply for a course please follow the steps outlined below:

1. Read this handbook in full.
2. Contact the Admissions Officer/ your agent (if any) with any questions and seek clarification on any area relating to your course and enrolment
3. Complete the enrolment form.
4. Sign the enrolment form to declare that you understand all of the information provided and agree to the terms and conditions.
5. Complete the Pre training review form.

6. Return the Enrolment form and Pre training review along with supporting documentation to The Centre of Excellence at Level 4, 406 Collins Street, Melbourne Victoria Australia 3000 or e-mail to studentsupport@coe.edu.au.
7. The Centre of Excellence will assess your application and notify you of the outcome within 5 working days.
8. If your application is unsuccessful or incomplete The Centre of Excellence will inform you in writing including reasons why the application was unsuccessful or indicate further documentation/ information to be provided.
9. If your application is successful, an Offer letter and Enrolment agreement will be sent to you.
10. Read the Offer letter and Enrolment agreement carefully and seek clarification on any area by contacting The Centre of Excellence.
11. If you wish to accept the offer and understand all the relevant information provided, complete and sign the Written agreement to declare that you understand and accept all of the information provided and agree to the terms and conditions of the offer.
12. Return the Written agreement along with supporting documentation to The Centre of Excellence at Level 4, 406 Collins Street, Melbourne Victoria Australia 3000 or e-mail studentsupport@coe.edu.au
13. Pay the relevant fees indicated in the Enrolment agreement.
14. Once the completed and signed Enrolment agreement and payment of fees have been received by The Centre of Excellence a Confirmation of Enrolment (COE) will be forwarded to you along with information on the course start date.
15. Students will use this e-CoE to secure a student visa.

Individual learning needs

Prior to applying to undertake a course, students are encouraged to think about their individual learning needs. Students should then consider all the information provided in this handbook and decide whether the course, training and assessment methods and support mechanisms are appropriate for addressing their individual learning needs. Learning needs can mean different things to different people. Some examples of individual learning needs may relate to/ be the result of:

- Intellectual, psychological, physical or medical conditions or have vision or hearing impairments.
- Family or personal commitments that impact study
- Poor experiences encountered when undertaking previous studies at or since leaving school
- Why you want to undertake the intended course e.g. to access further study or employment opportunities
- The amount of time you have available to study per week or the duration of time you have to complete a course e.g. 1 year.
- Preferred learning style/ s. Some people learn best through reading, listening or watching, some through working independently as opposed to in groups with others. Some people learn best when completing practical activities and/ or learning on the job. Some people learn best when undertaking a variety of learning methods identified above.
- Existing knowledge, skills and experience relevant to their intended course of study

Prior to submitting an enrolment application all students should read this handbook in full. Particular attention should be paid to the sections that outline how The Centre of Excellence and the specific course in which you are interested could address your learning needs. E.g. Read the section on the type of academic support that is available to support students who have problems understanding the terminology in a subject and/ or with homework.

Course information pages provide details on e.g. course aims, course durations and course demands per week, types of learning and assessment methodologies, further study and employment opportunities on successful course completion. Students should think about whether the course and support mechanisms address their learning needs.

Students should note that course delivery and assessment methodologies, duration and many other aspects of a course can be amended (where feasible) to address individual learning needs.

Students should consider whether the support mechanisms outlined in this handbook are appropriate for supporting their individual learning needs. E.g. sometimes being provided access to modified training materials address specific needs or being provided extra time to complete a task allows students to appropriately address the assessment requirements.

During enrolment students will be asked to identify any individual learning needs that require support during their course. It is recommended that students provide The Centre of Excellence full details that will enable us to identify whether we can appropriately address your individual needs and if so how this can be achieved.

The Centre of Excellence encourage students to contact them and discuss any specific learning needs they may have and if/ how these can be supported during their studies.

Recognition of Prior Learning (RPL)

All candidates are provided with the opportunity to have their prior learning and experience assessed and gain recognition for this. This experience may have been gained from employment, previous formal training undertaken or life experiences. The RPL process will match a student's experience to the requirements in a unit of competency and assess if recognition can be granted.

Students may apply for RPL by submitting evidence of competency against the unit of competency performance criteria, knowledge and skills requirements. The RPL application form is available on request from the Training Coordinator.

Credit Transfer

The Centre of Excellence recognises qualifications and statements of attainment issued by other Australian Registered Training Organisations (RTO's). Candidates who have successfully completed whole units of competency contained within one of our courses with another Australian RTO can apply for credit transfer. Credit Transfer applications are processed free of charge.

Both processes allow the candidate to reduce the time and study load associated with achieving a qualification. Students may apply for Credit Transfer by submitting a Credit Transfer application form along with original certificates/ statements of attainment to the Admissions Officer. The CT/RPL application form is available on request from the Admissions Officer.

Further information on the RPL/ CT process can be accessed by contacting the Academic Coordinator.

**** Please note that RPL and CT applications can only be considered for whole units of competency.**

Unique Student Identifier

From the 1st January 2015, it is a regulatory requirement that every person undertaking a nationally accredited course at any RTO must secure a Unique Student Identifier (USI).

The Centre of Excellence collects Unique Student Identifier (USI) data from each enrolled student to ensure compliance with this requirement.

Students are requested to supply their USI at enrolment. Students may instruct The Centre of Excellence to collect the USI on their behalf by completing the relevant section on the enrolment form.

Students may source a USI from the following website www.usi.gov.au if they do not already have one at enrolment. Instructions on this website are to be followed. Evidence of identification will be requested during this process.

Certificates and statements of attainment cannot be issued unless a USI has been sourced and verified (unless an exemption applies under the Student Identifiers Act 2014).

Where an exemption described above applies, the RTO informs the student prior to 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.

Privacy notice and use of personal information

The Centre of Excellence treats all student personal information confidentially and will not disclose any details to a third party without the student's prior written consent. **

**Except where required through its commitment to comply with the National Vocational Education and Training Regulator Act 2011 and ESOS Act 2000 and supply student data to the National VET Regulator (ASQA), National Centre for Vocational Education Research (NCVER), Department of Education, Department of Home Affairs (DHA) and other regulatory bodies or to a court of Law. ** Personal information may also be disclosed to relevant bodies for the verification of your previous qualifications.

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector. We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact Student support officer using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

At any time, you may contact The Centre of Excellence to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Orientation program

Our orientation program covers the information listed below and will be conducted in the first week of your course. It is essential that you attend the orientation program otherwise you may miss out on information that affects your study, your visa or your enjoyment of your stay in Australia.

The purpose of the orientation session is to fully inform new students of most aspects of life at The Centre of Excellence Pty Ltd and to provide an introduction to studying in Melbourne, Geelong's and Adelaide's costs of living, transportation, facilities, banking and accommodation. In addition College staff will be introduced, a tour of The Centre of Excellence Pty Ltd and the local area will take place and an opportunity to ask questions will be given.

Orientation program agenda

- Fees and fee refunds
- English skills and study
- Assessment - Academic Plagiarism/ Cheating/ Collusion
- Recognition of prior learning / credit transfer
- College key Staff members
- First point of contact
- Student visa conditions
- Working and your student visa
- Health insurance
- Student safety information
- Banking and tax file numbers
- Transport and travel to campus
- Communication (e.g. internet and mobile phones)
- Complaints and appeals
- Refund policy
- Student code of behaviour
- Attendance requirements
- Course progress requirements
- Completion of the course in the normal amount of time as per CoE
- Keeping address and contact details up-to-date
- Welfare and support services for students
- Legal services for students

- Emergency and health services for students
- USI
- College facilities and resources
- Certificates and Statement of attainment

Student orientation self-assessment

After your orientation program please go through the list below and make sure that you can check off each item as having been done and understood. If there are any items that you cannot check off then you must contact the Student Support Officer so that these matters can be properly explained to you

Have you:

- ☐ A copy of the International Student Handbook
- ☐ Checked your enrolment status and make any amendments of information necessary
- ☐ Obtained the names and contact details of key administrative personnel in the College
- ☐ Acquired course textbooks and any other materials necessary
- ☐ Obtained the address and contact details of relevant Campus where you are going to study
- ☐ Understood the terms "cheating" and "plagiarism" as they pertain to College study
- ☐ Understood the process of applying USI
- ☐ Familiarised yourself with the key welfare and support services of the College
- ☐ Understood the type of assessment you will receive in your course
- ☐ Understood the criteria, weighting, and submission dates of the assessments you have been set
- ☐ Understood the nature of the feedback you are likely to receive from teachers
- ☐ Understood the grading system of assessment tasks at The Centre of Excellence Pty Ltd
- ☐ Appreciated the need for balance between academic and social experiences at The Centre of Excellence Pty Ltd
- ☐ Understood the number of contact hours you have per week
- ☐ Located the toilets in the College
- ☐ Located the emergency exits in the College
- ☐ Familiarised yourself with the public transport timetable
- ☐ Established a meeting point and time to catch up with friends
- ☐ Understood the Colleges attendance requirements
- ☐ Understood the Colleges academic progress requirements
- ☐ Understood the work permit requirements
- ☐ Understood work-based training and assessment requirements (if any)

Send all documents to the relevant addresses

Training facilities

The Centre of Excellence Pty Ltd offers training at a central location close to transport, retail shopping, entertainment and other colleges and universities. Check out the locations at Google Maps

Address: 126 Yarra Street, Geelong VIC 3220.

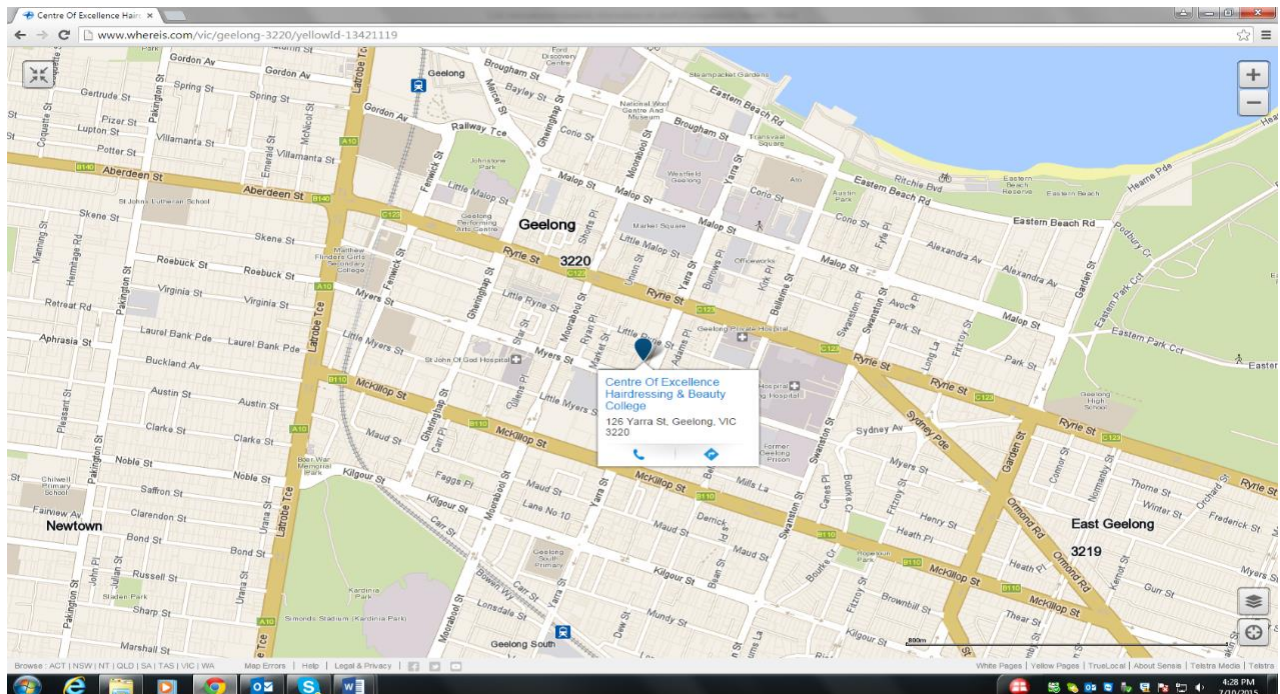
The Centre of Excellence Pty Ltd is located in Geelong CBD close to transport, retail shopping, entertainment and other colleges and universities.

College facilities include modern well equipped classrooms, internet facilities with printing and photo copying facilities.

Students will be given complete information about the location of facilities and travel between the facilities (including a guided trip between all facilities) during the orientation program run by the College.

Map: The Centre of Excellence Pty Ltd

The Centre of Excellence Pty Ltd and Geelong CBD



Public Transport

The Centre of Excellence Pty Ltd is located at 126 Yarra Street Geelong.

Catch any of the V-line trains, to South Geelong train station and walk down the Yarra Street for about 5-10 minutes. A few minutes' walk away is Bus Stops on Ryrie Street, Yarra Street and to Geelong's cosmopolitan suburbs.

Retail

The Centre of Excellence Pty Ltd is located at the heart of the Geelong and its magnificent retail, cultural, dining and business districts.

As well as all the local retail, entertainment and dining facilities in CBD.

Address: Level 4, 406 Collins Street VIC 3000.

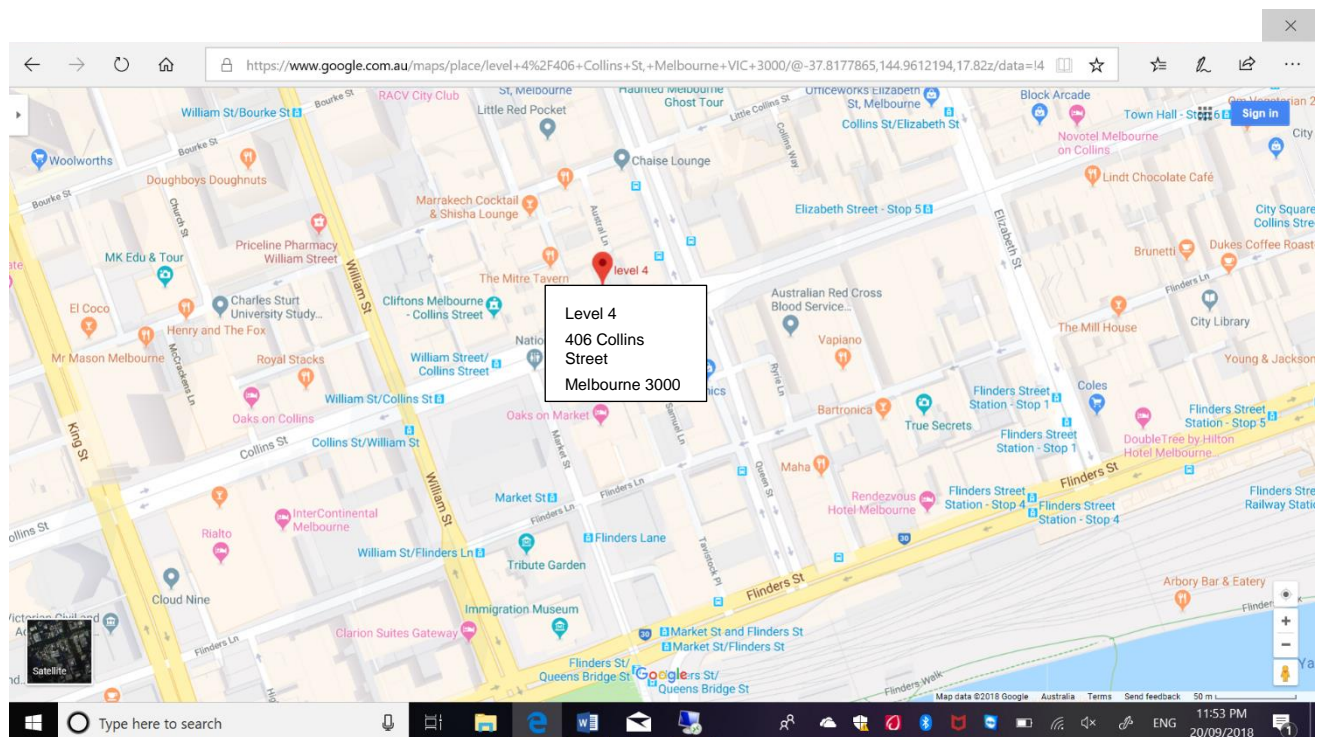
The Centre of Excellence Pty Ltd is located in Melbourne CBD close to transport, retail shopping, entertainment and other colleges and universities.

College facilities include modern well equipped classrooms, internet facilities with printing and photo copying facilities.

Students will be given complete information about the location of facilities and travel between the facilities (including a guided trip between all facilities) during the orientation program run by the College.

Map: The Centre of Excellence Pty Ltd

The Centre of Excellence Pty Ltd - Melbourne CBD campus.



Address: 8 Roseneath Street, North Geelong VIC 3215

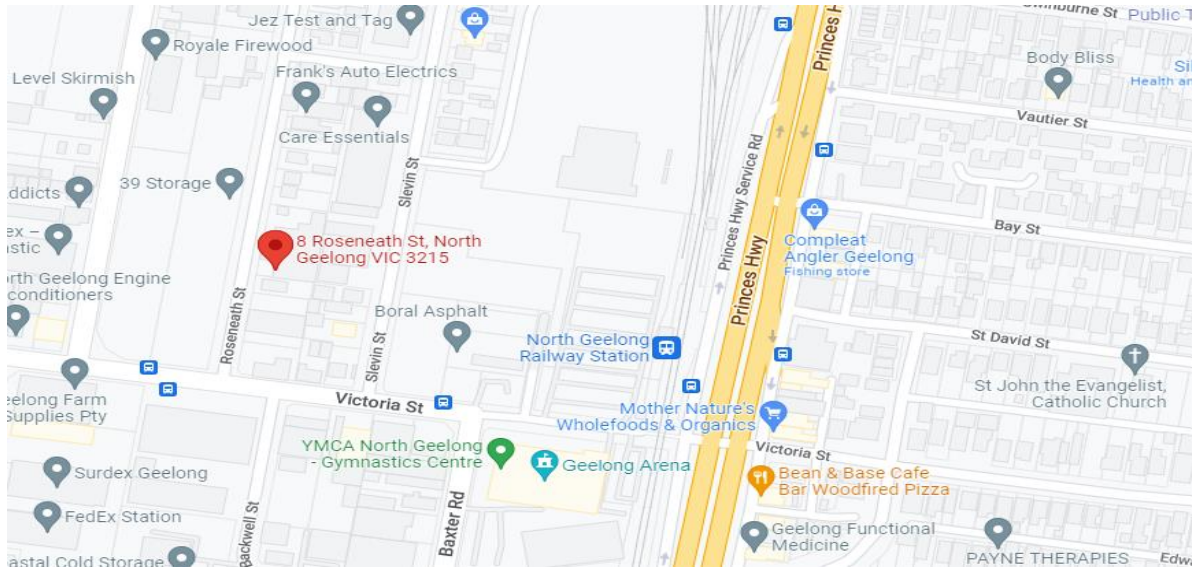
The Centre of Excellence Pty Ltd is located in North Geelong is close to transport, retail shopping, entertainment and other colleges and universities.

College facilities include modern well equipped classrooms, internet facilities with printing and photo copying facilities and a computer laboratory.

Students will be given complete information about the location of facilities and travel between the facilities (including a guided trip between all facilities) during the orientation program run by the College.

Map: The Centre of Excellence Pty Ltd

The Centre of Excellence Pty Ltd North Geelong Campus.



Address: Level 2, 38 Currie Street, Adelaide SA 5000.

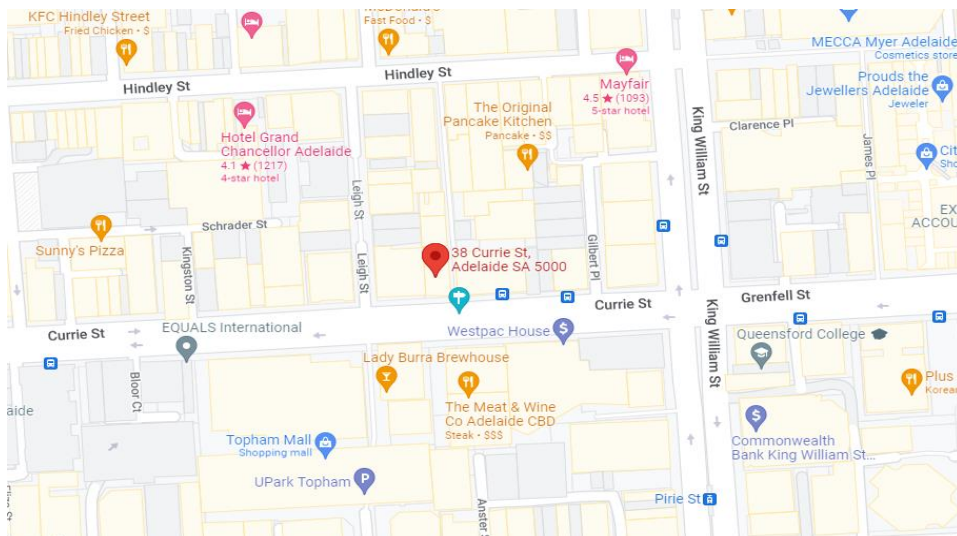
The Centre of Excellence Pty Ltd is located in Adelaide CBD is close to transport, retail shopping, entertainment and other colleges and universities.

College facilities include modern well equipped classrooms, internet facilities with printing and photo copying facilities.

Students will be given complete information about the location of facilities and travel between the facilities (including a guided trip between all facilities) during the orientation program run by the College.

Map: The Centre of Excellence Pty Ltd

The Centre of Excellence Pty Ltd - Adelaide CBD campus.



Information for Students

Training Guarantee

The Centre of Excellence will take all reasonable steps to ensure we provide a course to a student/s once it has been confirmed. In the unlikely event of The Centre of Excellence being unable to fulfil its commitment to provide a course at the agreed date it will offer the student a full refund or re-schedule the course. The Centre of Excellence provides support to students to enable successful completion of their course within agreed timeframes. By enrolling, students are not guaranteed to successfully complete the course. Satisfactory performance must be demonstrated for all assessment tasks to be deemed competent and awarded a qualification.

The Centre of Excellence implements an effective policy and procedure to ensure that it delivers current AQF training package and accredited courses. This policy and procedure ensures new training package and accredited courses will be implemented within 12 months of their introduction and that students are fully informed of the process and subsequent arrangements.

If for any reason The Centre of Excellence has to make any changes to the services that we agreed to provide the student pre-enrolment, we will notify the student as soon as possible in writing. The nature of the change/ s along with reason/s will be provided. Students will be notified of the changes and impact on them as soon as practicably possible.

The Centre of Excellence is responsible for complying with the requirements of the VET Quality Framework when delivering Australian Qualification Framework (AQF) courses to students. When delivering Australian Qualification Framework courses to students, The Centre of Excellence will implement considered decisions and actions to ensure that it complies with the requirements of the VET Quality Framework.

Course assessment

A number of approaches to course assessment are used by College staff. Assessment approaches may include: observation of performance in class, workshops or laboratories; case studies; projects; assignments; presentations; role plays; written tests and exams; work experience or work on clients.

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.

Students are entitled to a maximum of three assessment attempts for each unit.

If after three assessment attempts students competence is “not yet competent” they will be required to repeat the unit and pay any fees associated with repeating the unit.

Not attending for an assessment will be counted as one assessment attempt for each occurrence unless:

- a) the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or
- b) the student can provide independent evidence of exceptional compassionate circumstances beyond the students control, such as serious illness or death of a close family member to explain the non-attendance at the assessment

Course delivery

A number of approaches to course delivery are used by College staff. Course delivery approaches may include teacher led classroom delivery; workshops; seminars; tutorials and supervised study. During class time students will be expected to participate by, for example, answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role playing situations.

Credit transfer

Credit transfer applies to situation where students have completed units identical to those they are currently enrolled for at another provider. Credit will be granted in accordance with the Credit Transfer procedure. To apply for credit transfer students must complete the credit transfer application form and attach copies of verified documents to support the application. There is no reduction in tuition fees if Credit Transfer is applied for or granted.

Course Fees

Detailed information of course fees are available on individual course flyer and also on our website www.coe.vic.edu.au. Please note that the student course fees are subject to change and are correct at the time of printing or/and publishing.

Pathways

Graduates of The Centre of Excellence Pty Ltd may seek credits to the relevant degree programs in Australian Universities. The Centre of Excellence Pty Ltd has no special arrangements with any Australian University and there is no guaranteed entry into University programs. As a general rule students with high marks will have the best chance of being accepted by a University.

Qualifications to be issued

Students completing all assessment requirements for a qualification will be awarded a Certificate corresponding to the completed course. Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating which modules or units of competency they have completed. It is a requirement for every student to have a Unique Student Identifier (USI) number to receive certificate/statement of attainment.

Recognition of prior learning (RPL)

Recognition of Prior Learning (RPL) is a process designed to recognise previous formal or informal learning, work and life experiences that the student may have had to the extent that they are relevant to the course outcomes. The RPL process allows students to receive recognition under these circumstances and therefore enable them to focus more on areas they need to achieve competencies in order to gain their qualifications. Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is that you can prove that you **currently** have the required competencies in the unit applied for. An RPL application may only be made after enrolment and payment of fees and must be made using The Centre of Excellence Pty Ltd RPL application form that will be available during orientation. RPL in a unit will only be granted after students have completed the institute assessment requirements for that unit. Students must attach verified copies of all relevant documents to the RPL application form. There is a fee charged for each RPL application made based on the number of units applied for. The fee is listed in the fee schedule section of the Student Prospectus and is non-refundable irrespective of the outcome of the RPL application. There is also a pro-rata reduction in tuition fees if RPL is applied for and granted. RPL can only be assessed after a student has commenced their course. It is recommended that students seek advice from The Centre of Excellence Pty Ltd before commencing an RPL application.

Refund arrangements

If a visa is refused by the Australian Government

Where a prospective student is refused an initial student visa by the Australian Government a full refund of course fees will be made. In order to receive the refund, students will have to provide authenticated evidence of the student visa refusal to The Centre of Excellence Pty Ltd and attach this to a completed refund application form which is available from The Centre of Excellence Pty Ltd and can be sent by post, fax or email. The refund application must be used to apply for refunds and any correspondence must be addressed to the CEO of the College.

If The Centre of Excellence Pty Ltd defaults on delivery of qualifications

In the unlikely event that The Centre of Excellence Pty Ltd is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on

which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by The Centre of Excellence Pty Ltd at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If The Centre of Excellence Pty Ltd is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme (TAS) provided by ITECA will place you in a suitable alternative course at no extra cost to you. Finally, if ITECA cannot place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager. In the case of provider default there is no requirement for a student to lodge a refund application form as The Centre of Excellence Pty Ltd will initiate payment of the refund.

If a student defaults on their written agreement

If students want to withdraw from their course after fees have been paid then refunds will be made in accordance with the written agreement that the student signs with the College. The written agreement will be sent to students who are accepted into a course and will not take effect until it is signed and dated by the applicant and received by the College.

Refund conditions

Refund applications must be made in writing to the College. The student refund application form, available from the College, must be used as the written application. The Centre of Excellence Pty Ltd will accept requests by phone, mail, fax or email to have the student refund application form sent to them. Refunds will be made within

28 days of receipt of a written application and will include a statement explaining how the refund was calculated.

Visa refused	100% refund of course fees
Withdrawal notified in writing and received by The Centre of Excellence Pty Ltd 4 weeks prior to semester commencement	75% refund of course fees
Withdrawal notified in writing and received by The Centre of Excellence Pty Ltd less than 4 weeks prior to semester commencement	70% refund of course fees
Withdrawal notified in writing and received by The Centre of Excellence Pty Ltd less than 20 days prior to semester commencement and before the commencement date	60% refund of course fees
Withdrawals notified in writing and received by The Centre of Excellence Pty Ltd on the commencement date or after the semester commences	No refund of current semester* course fees.
Student breach of visa conditions, and suspension or cancellation of enrolment by the College	No refund of current semester* course fees.
Withdrawal from study for the following semester - current students	Refund of unused tuition fees (of the following term/s)** (Notification of Withdrawal from Studies form must be received 2 weeks prior to following semester commencement by Student Administration)

- ***Semester** duration equal to 24 weeks or 6 months of study period (ie: 2 x Term study periods)
- ****Term** duration equal to 12 weeks or 3 month of study period (term is equivalent to ½ semester)

Please note Refunds granted in these circumstances may incur an education **agent's fee where applicable**

In the unlikely event that The Centre of Excellence Pty Ltd is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 28 days of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by The Centre of Excellence Pty Ltd at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If The Centre of Excellence Pty Ltd is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme (TAS) ITECA will place you in a suitable alternative course at no extra cost to you. Finally, if ITECA cannot place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.

Fees not listed in the refund section are not refundable.

Prior to a student enrolling fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.

Full details of refund arrangements and conditions are on the Written Agreement that the student and The Centre of Excellence Pty Ltd will sign once an application has been received, accepted by The Centre of Excellence Pty Ltd and an offer made to the student. There is no obligation on the student or The Centre of Excellence Pty Ltd until the Written Agreement is signed by all parties, funds have been cleared by The Centre of Excellence Pty Ltd bank and an official receipt is issued by the College.

The written Agreement and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Student orientation

Orientation is conducted on the first week of your course. Its purpose is to fully inform new students of most aspects of life at The Centre of Excellence Pty Ltd and to provide an introduction to studying, Melbourne's and Geelong's costs of living, transportation, facilities, banking and accommodation. In addition College staff will be introduced, a tour of The Centre of Excellence Pty Ltd and the local area will take place and an opportunity to ask questions will be given. It is essential that you attend the orientation program otherwise you may miss out on information that affects your study, your visa or your enjoyment of your stay in Australia.

Student support, welfare and behavior

Access and equity policy

The Centre of Excellence Pty Ltd Code of Practice includes an access and equity policy. This document is available on request. It is the responsibility of all staff to ensure the requirements of the access and equity policy are met at all times.

Complaints and appeals procedure

The Centre of Excellence Pty Ltd has a complaints and appeals procedure to provide students with a fair and equitable process for resolving any complaints or appeals they may have. The complaints and appeals procedure includes a requirement that an independent mediator will be appointed at no expense to the student if the student is dissatisfied with the process undertaken by the College. The Centre of Excellence Pty Ltd will make no charge to the student for its complaints and appeals process or referral to the independent mediator. If you have a complaint or appeal you should take the following steps:

- Contact The Centre of Excellence Pty Ltd Student support officer to obtain a copy of the complaints and appeals procedure and the application form
- Complete the application form and lodge it with the Student support officer
- Follow up with the Student support officer

Helpful contacts

Fire, ambulance and police emergency	Phone 000
Translating and Interpreting Service	Phone 131 450
Life Line 24 hour Counselling, Advice and Referral Services	Phone 131 114
Victoria Police Centre	110 Mercer Street, Geelong, VIC 3220 Ph: 52253100 Victorian Police Centre. World Trade Centre-637 Flinders St. Docklands. Melbourne. 3008 Ph: 03 9247 6666
South Australian Police Centre	26 Hindley St, Adelaide SA 5000 Contact number: (08) 7322 4600
Doctor	Geelong City: Geelong City Medical-255 Ryrie St. Ph:52221666 Myers St Family Medical Practice-148 Myers St. Ph:52295192 Melbourne CBD: Collins Street Medical Centre 7/267 Collins St, Melbourne VIC 3000 Ph: (03) 8575 6900 Adelaide Campus: City Clinic 160 Grote St, Adelaide SA 5000 Ph: (08) 8241 1199
Dentist	Geelong Dental Centre-118-120 Ryrie St. Ph:52295142 Geelong Dental Group-199-203 Moorabool St. Ph:52218452 Melbourne: Dentist Melbourne Clinic 302/620 Bourke St, Melbourne VIC 3000

	<p>Ph: (03) 9998 2636</p> <p>Adelaide: Currie Street Dental Clinic 96 Currie St, Adelaide SA 5000 Ph: (08) 8231 5509</p>
Community health centre	<p>Barwon Health Geelong Ph:1300715673 Servicing; Corio, Belmont, Newcomb, Torquay, Anglesea.</p> <p>Uniting Communities - Streetlink Youth Health Service 43 Franklin St, Adelaide SA 5000 (08) 8202 5950 Operation Hours: 9:00 AM – 5:00 PM (Mon-Fri)</p>
Counsellors	<p>Headspace Yarra St. Ph: 52226690 Ages 12-25 Wendy Schembri. 36 Shannon Ave. Geelong West. 3218 Ph:0401 972 603. Individual, Couples and Group Counselling</p> <p>Adelaide Counselling Practice 213 Greenhill Rd, Eastwood SA 5063 (08) 8237 0509 Operation Hours: 9:00 AM – 9:00 PM (Mon-Sun)</p>
Legal assistance	<p>Geelong Vic. Legal Aid 199 Moorabool St. Ph:52265666</p> <p>Barwon Community Legal Service. 73 Pakington St. Geelong West 3218. Ph:130043059</p> <p>Legal Services Commission of South Australia 159 Gawler Pl, Adelaide SA 5000 Operation Hours: 9:00 AM – 4:30 PM (Mon-Fri)</p> <p>Victorian Legal Aid Melbourne: Level 9, 570 Bourke St, Melbourne VIC 3000 Phone 1300 792 387</p>
Pharmacies	<p>Geelong Day and Night Pharmacy. 255 Ryrie St. Ph:52299612 Soul Pattison Pharmacy. 148 Myers St. Ph: 52239500- 11pm</p> <p>Central Station Pharmacy Pty Ltd 4/52-54 Hindley St, Adelaide SA 5000 Ph: (08) 8231 8834 Operation Hours: 8:00 AM – 5:30 PM</p> <p>Chemist Warehouse Melbourne - Bourke & King Street Part Ground Floor, 601 Bourke St, Melbourne VIC 3000 (03) 9670 2222 Operation Hours: 8:00 AM – 7:00 PM</p>

Physiotherapist	<p>Geelong physiotherapists</p> <p>Geelong Clinic-42 Bellarine St. Ph:5224 2223</p> <p>St John of God Hospital-80 Myers St. Ph:5224 2223</p> <p>Tweak Physio: 245 Currie St, Adelaide SA 5000 Ph: (08) 8221 6800</p>
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Religious institutions	<p>Anglican- St Paul's Anglican. 171-177 Latrobe Terrace. Geelong. Ph:52295698</p> <p>Catholic-St Marys-150 Yarra St. Geelong. 3220 Ph:52221977</p> <p>Islamic-Geelong Mosque 45-47 Bostock Avenue. Manifold Heights.</p> <p>Hindu-5/4 Shaft Ct, Hoppers Crossing VIC 3029 PH: 0411 611 031</p> <p>Buddhists-Drol Kar Buddhist Centre. 625 Nortons Rd, Paraparap VIC 3240 (03) 5266 1788</p> <p>Evangelical –Gateway Church Geelong 175 Moolap Station Road, Moolap VIC 3221 Ph:(03) 5223 2987</p> <p>Adelaide Mosque: 30 Little Gilbert St, Adelaide SA 5000 Contact: (08) 8231 6443</p> <p>BAPS Shri Swaminarayan Mandir (Temple) - Adelaide 54/68 George St, Green Fields SA 5107 Contact: (08) 8281 2277</p>
Study in Australia	Study in Australia
Youth Central	Youth Central link
Study Geelong	Study Geelong
Study Melbourne	https://www.studymelbourne.vic.gov.au/
Study Adelaide	https://studyadelaide.com/?utm_source=google-my-business
Local Accommodation options	<p>Geelong:</p> <p>Ryrie Hall Accommodation: 123-125 Ryrie Street Geelong 3220. Phone: +61 425 792 653. Email- ryriehall@bigpond.com.</p> <p>Geelong Student accommodation: 4 North Valley Road, Highton Geelong 3216. Phone: +61 3 5272 1288.</p> <p>For accommodation options in Melbourne CBD, please contact studentsupport@coe.edu.au</p> <p>Melbourne:</p>

	<p>Student Living on A'Beckett - Student Accommodation Melbourne 106-116 A'Beckett St, Melbourne VIC 3000 Contact: (03) 9328 8449 Website: https://www.unilodge.com.au/student-accommodation-melbourne/abeckett</p> <p>Adelaide: UniLodge on Waymouth - Student Accommodation Adelaide 304 Waymouth St, Adelaide SA 5000 Ph: (08) 8211 9999 https://www.unilodge.com.au/student-accommodation-adelaide/waymouth</p>
External appeals body (see complaints and appeals information)	<p>Overseas Students Ombudsman Website: www.oso.gov.au Phone: 1300 362 072</p>
Language, Literacy and Numeracy	<p>The Reading and Writing Hotline is a free service that clients may contact if they are experiencing reading and writing issues. The service will help you access support close to where you live.</p> <p>Call: 1300 655 506 to access the service.</p> <p>Alternatively, clients may contact their local TAFE or community organisation.</p>
Consumer Affairs	<p>Victoria Consumer Affairs Victoria provides direct services to the public including advice, information and referral in consumer and residential tenancy matters.</p> <p>Consumer Affairs Helpline: 1300 55 81 81 email: rtba@justice.vic.gov.au 2/452 Flinders St Melbourne 3000</p> <p>Consumer & Business Services (South Australia) Customer Service Centre, Level 4/95 Grenfell St, Adelaide SA 5000 13 18 82 https://www.cbs.sa.gov.au/ Operation hours: 9:00 AM – 4:00 PM</p>
Alcohol and Drugs	<p>Eastern Drug and Alcohol Service (EDAS) is a service providing free and confidential drug and alcohol counselling, education and support to adults and young people in the Eastern Metropolitan Region.</p> <p>Phone: 1300 650 705</p>

WHE Health Information Line	<p>A free service for women offering information, one-to-one from a trained nurse/women's health worker on a broad range of issues relating to women's health - physical, mental, emotional or any other aspect.</p> <p>Phone: 1800 069 967 Monday-Friday, 9.00am-1.00pm Counselling Program Women's Health East has a short to medium term low-cost counselling program, with female counsellors.</p>
Reach Out	<p>Website designed for young people. Information and resources to assist with self help or help for others.</p> <p>http://au.reachout.com</p>
Headspace Australia	<p>Australia's National Youth Mental Health Foundation.</p> <p>www.headspace.org.au</p>

Relevant legislation

A range of legislation is applicable to all staff and students. Information on relevant legislation can be found at the following websites.

Occupational Health & Safety	<p>Victoria: WorkSafe Victoria</p> <p>South Australia: https://www.safework.sa.gov.au</p>
Equal opportunity	<p>Victoria: Victorian Equal Opportunity & Human Rights Commission South Australia: https://www.equalopportunity.sa.gov.au/</p>
RTO & CRICOS registration	ASQA
Educational services for overseas students	Australian Education International
Department of Home Affairs	https://www.homeaffairs.gov.au/
Education and Training reform Act	<p>Department of Education and Early Childhood Development Education and Training Reform Act 2006 Education and Training Reform Regulations 2007</p>

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the web sites indicated, or contact the CEO if you require further information.

There may be additional, course-specific, legislation that is relevant. Information about this legislation will be communicated during the course.

In the first two weeks of your enrolment at The Centre of Excellence Pty Ltd the Student support officer will conduct an interview with you to ascertain if there are any academic or non-academic welfare issues affecting your capacity to settle in Australia and succeed at your studies. If you do have academic or non-academic welfare issues then assistance will be provided and the Student support officer will maintain regular contact with you until you have settle in and resolved your problems. There is no additional charge for this service.

The Academic Coordinator, Student Support Officer, Teachers and Administrator are available to provide advice and assistance to you at no charge from the College.

Students requiring special or intensive assistance must contact Student Support Officer who may deal with the problem or may refer students to external welfare and support services if required. The Centre of Excellence Pty Ltd will not charge for welfare and support services it supplies or for referring students to external welfare and support services.

Students will have to pay any fees charged by external welfare and support services that they use. Some fees may be partly met by your overseas student health cover

Use the following guide to assist in identifying who you should contact in the College:

Issue	Who to contact	What will happen	Contact details
Academic problems Course progress problems Study problems Attendance problems English language problems Assessment problems Homework problems Course Credit	Teacher Academic Coordinator	You will be given help Listening to the problem, assistance to find a solution, referral to someone with special skills to assist you. Study program Extra tuition Reassessment Intervention strategy	studentsupport@coe.edu.au
Student records Attendance records Course progress records	Teacher Academic Coordinator Administration Officer	You will be given help Your records will be made available to you and the details explained Any errors or omissions will be corrected	studentsupport@coe.edu.au

Housing Transport Personal issues Harassment Money problems Loneliness Family problems Orientation program Notice of intention to report	Student support officer	You will be given advice and help Assistance will be provided Details of people to contact for assistance will be provided Referral to external services may be suggested and arranged	studentsupport@coe.edu.au
Fees and refunds Access to your own records	Administration Officer	You will be given help Your fee records will be provided and explained Any errors will be corrected Payment plans will be discussed Payment options will be discussed Your records will be made available to you and the details explained Any errors or omissions will be corrected	studentsupport@coe.edu.au
For visa matters	Department of Home Affairs	You will receive official government department advice	<ul style="list-style-type: none"> • https://www.homeaffairs.gov.au/ • Phone 131 881 in Australia • Contact the Immigration office in your country.
For your ESOS rights and responsibilities	Department of Education and Training (DET)	You will receive official government department advice	<ul style="list-style-type: none"> • ESOS Helpline +61 2 6240 5069 https://internationaleducation.gov.au

The Centre of Excellence Code of Conduct

The Centre of Excellence practices are directed by our Code of conduct. The code of conduct is guide to ensure we consistently provide the highest possible quality services to all our stakeholders and ensure we act in manner that respects their rights.

Management

The Centre of Excellence ensures that:

- the provision of high quality training and assessment is its principal purpose
- all decisions will be informed by appropriate stakeholders to ensure that high quality training & assessment is consistently provided
- we adopt appropriate governance arrangements to guide the implementation of its strategic and business plans
- appropriate financial management and student fee protection arrangements are consistently implemented
- suitably qualified staff contribute to informed decision making in management, academic and support services
- all staff are aware of their responsibilities to The Centre of Excellence and students
- it employs a fair and equitable systematic approach to recruitment, induction and professional development of its staff
- a safe learning environment is provided both on and off site to facilitate student learning
- it maintains appropriate insurances
- it will inform the National VET Regulator any significant changes to the control, senior management and scope of registration.
- it provides the National VET Regulator with the required data in soft and hard copy when requested. (free of charge).
- it will fully cooperate with all National VET Regulator during audits
- courses delivered are current and in accordance with training package requirements
- it will implement new training packages/ accredited courses within 12 months of their introduction
- it communicates all appropriate information relating to academic and support services to students in a timely manner

Administration management

The Centre of Excellence ensures that:

- AVETMISS & academic results records are stored electronically for a period of 30 years
- original copies of assessments for students are stored for a period of 6 months from the date the student completes their course
- enrolment and administrative documents relating to the student undertaking their course are stored for a period of one year from the date a student completes their course
- records relating to the delivery of training to students are stored for at least 6 months post course completion
- all non-participation records relating to the delivery of training to are stored for a period of 7 years from the date the student ceased their studies.
- personal records are treated as confidential and stored on and off site
- it maintains appropriate systems to record and store student details relating to attainment, attendance AVETMISS details and related correspondence
- it adopts an AVETMISS compliant student management system
- staff and students are to be able to access their own records at no cost.
- statements of attainment and certificates are awarded to students who successfully complete courses
- statements of attainment and certificates are provided in a timely manner
- statements of attainment and certificates contain the required information
- it employs unique student identifiers where required

Training & assessment

The Centre of Excellence ensures that:

- all learning and assessment materials are their own or permission obtained from publishers for use
- courses are delivered in accordance with AQF training package requirements or those prescribed for non-accredited courses.
- learning and assessment strategies are employed for each course in accordance with regulatory requirements

- suitable learning and support resources are employed to guide staff and students
- the opportunity for recognition of prior learning and credit transfer are provided to students
- all accredited courses provided are in accordance with its scope of registration
- appropriate academic and personal support services are provided to students
- language, literacy and numeracy needs are assessed and accommodated where appropriate
- course delivery is no longer than 8 hours per day
- all course learning and assessment material is systematically validated internally and externally
- all learning and assessment strategies are systematically validated internally and externally
- course and The Centre of Excellence information is provided to students pre-enrolment and at orientation
- appropriate learning and assessment facilities are provided to facilitate achievement
- learning and assessment facilities comply with appropriate legislation

Staff

The Centre of Excellence ensures that training and assessment staff:

- possess relevant current vocational experience for the course/s they deliver
- hold appropriate vocational qualifications
- possess a TAE40116 Certificate IV in Training and Assessment or equivalent
- engage in professional development activities relevant to their teaching
- follow The Centre of Excellence policies and procedures when training and assessing
- treat all students in a fair and equitable manner
- treat students in a non-discriminatory manner
- are fully informed of their roles and responsibilities

Marketing & enrolment

The Centre of Excellence ensures that it:

- provides appropriate pre enrolment information to students to enable them to make an informed choice of course
- does not provide false or misleading information about The Centre of Excellence or its courses
- performs marketing activities with integrity and accuracy
- identifies all AQF accredited and non-accredited courses in all its materials
- identifies The Centre of Excellence name and The Centre of Excellence number on all its materials
- only places students in courses appropriate to their needs
- systematically reviews its marketing materials to ensure currency and accuracy
- employs a systematic, fair and equitable approach to enrolling students

Student support services

The Centre of Excellence ensures that:

All students will be supplied information pre enrolment on the following:

- course information
- enrolment process/ requirements
- course fees
- assessment arrangements
- recognition of prior learning/ credit transfer
- qualifications issued
- academic support
- personal support
- literacy and numeracy requirements
- staff contacts
- facilities and equipment
- course withdrawal/ cancellation fees and terms
- complaints and appeals policy and procedure

In addition students will be provided access to appropriate academic and personal support services during their course

Student code of Conduct

The Student Code of conduct requires the following rights and expectation to be respected and adhered to at all times.

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to work in a safe, clean, orderly and cooperative environment
- The right to have personal property (including computer files and student work) and the Registered Training Organisation property protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the complaints and Appeals Procedure)
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions
- The right to be treated with politeness and courteously at all times
- The expectation that students will not engage in cheating or plagiarism
- The expectation that students will submit work when required.
- The expectation that students will maintain consistent participation by attending all required classes and assessments.
- The expectation that students will at all times meet the requirements, terms and conditions in the student agreement including payment of fees.
- The expectation that students will attend all required classes and assessment to as part of the requirement to progress through the course satisfactorily and complete the course in within the time frame notified on the Confirmation of Enrolment (CoE).
- The expectation that students “at risk” of not meeting course progress requirements will participate in all aspects of the intervention strategy developed by The Centre of Excellence Pty Ltd in consultation with the student.

For non-compliance with the Code of Conduct the following procedure for discipline will be followed:

- A member of the Registered Training Organisation staff will contact students in the first instance and arrange a counselling meeting to discuss the issue or behaviour & to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student’s personal file. (Step 1)
- Where there is a second breach of the Student Code of Behaviour, students will be invited for a personal interview with the Academic Coordinator to discuss the breaches further. This meeting and its outcomes will be documented, signed by all parties and included on the student’s personal file. (Step 2)
- Should a third breach of the Student Code of Behaviour occur after the stage 2 meeting, the student will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on the student’s personal file. (Step 3)
- After the three steps in the discipline procedure have been followed, and breaches of the Code of Behaviour still continue, training services will be withdrawn and the student will be sent a student deferral, suspension or cancellation warning letter.
- Failure to attend scheduled meetings may result in The Centre of Excellence Pty Ltd deciding to defer, suspend or cancel a student’s enrolment
- If The Centre of Excellence Pty Ltd intends suspending or cancelling the student’s enrolment where it is not at the student’s request, the student must be informed they have 20 working days to appeal to the College. If the appeal is not upheld or the student withdraws from the appeal process then The Centre of Excellence Pty Ltd must report the student to DET and DEPARTMENT via PRISMS. The suspension or cancelling of the student’s enrolment cannot take effect until the appeal process is completed unless there are extenuating circumstances relating the student’s welfare.

- Suspension or cancellation of your enrolment has to be reported to DEPARTMENT and may affect the status of your VISA.
- At any stage of this procedure students are able to access The Centre of Excellence Pty Ltd complaints and appeals procedure to settle any disputes that may arise.

Academic Conduct

Students are also required to adhere to The Centre of Excellence Code of conduct. If a student is found to have acted in a way that The Centre of Excellence deems to be misconduct, it may impact their successful completion of the course.

As outlined in the Code of Conduct students are expected to approach learning and assessment activities in an ethical manner. At The Centre of Excellence, our students almost always conduct themselves with integrity and do not engage in cheating, plagiarism or collusion. Cheating, plagiarism and collusion can occur over confusion about what the definitions of each actually are. The following information is intended to provide guidance and prevent their occurrence.

Cheating

Actions that are defined as cheating during assessment:

- Referring to unauthorized information, phones and other electronic devices during a closed book assessment
- Gaining assistance from an unauthorised person during the assessment process
- Providing assistance to another person in an assessment (where this is not permitted)
- Falsifying documentation submitted to gain an unfair advantage e.g. in applications for Recognition of Prior Learning and or Credit Transfer
- Other people providing false Third party reports for assessment purposes

Cheating in any form during assessments will result in the student's assessment submission being invalidated.

Plagiarism

Plagiarism is the submission of somebody else's work as your own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If a student fails to identify the original source of some or all of the submission this also constitutes plagiarism.

If a Student copies another Student's work and passes this off as their own then this is also a form of plagiarism and cheating.

During assessment students will read about ideas and gather information from many sources. When you use these ideas in assignments you must identify who produced them and in what publications they were found. If you do not do this you are plagiarising. If students are including other people's work in submissions e.g. passages from books or websites, then reference should be made to the source.

For further information on what constitutes plagiarism please refer to: <http://www.plagiarism.org/> or contact the Academic Coordinator at studentsupport@coe.vic.edu.au

Submitting plagiarised work during assessments will result in the student's assessment submission being invalidated.

Collusion

Collusion is the presentation by a student of an assignment as his or her own which is in fact the result in whole or in part of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism can occur in group work.

Unauthorised collusion during assessments will result in the student's assessment submission being invalidated.

Cheating and/or plagiarism and/or collusion during assessments will be treated as a breach of the Code of Conduct and is deemed to be 'Academic Misconduct' and may lead to the student being removed from the course and their student visa being cancelled. No refund is available to the student in such circumstances.

All students have access to the Code of conduct and Academic Misconduct Policy and Procedure. The Code of conduct is printed in the Student prospectus and student Handbook and a copy of the Academic misconduct policy and procedure is available on request by contacting the Academic Coordinator at any time.

If you have been found to have cheated or plagiarised, there are penalties and processes that are followed. You may be penalised by any of the following ways as:

- be reprimanded
- be required to repeat the assessment or complete a new assessment task
- fail all or part of the assessment
- be suspended from studies
- have your enrolment cancelled

Complaints and Appeals

If student's have an issue with any aspect of their training course, they should bring this to the attention of their trainer or another The Centre of Excellence staff member. The Centre of Excellence staff will attempt to resolve this in an informal manner to the student's satisfaction.

If the student is not satisfied with the outcome of the informal complaint, they may lodge a formal complaint by completing the formal complaints and appeals form contained in appendix one of this handbook. This will be dealt with in accordance with the complaints and appeals policy, also located in appendix one of this handbook.

Students have the right to appeal the outcome of a complaint or the outcome of assessment decisions if they are dissatisfied and feel they have been dealt with unfairly. This can be done by completing the complaints and appeals form located in appendix one of this handbook. The appeal will be dealt with in accordance with the complaints and appeals policy and procedure located in appendix one of this handbook.

If submitting a formal complaint or appeal form students must provide reasons and supporting evidence justifying their grounds for the complaint or appeal.

If the student is still dissatisfied by the outcome of an internal appeal they have the right to the external complaints or appeals process.

An external party to The Centre of Excellence will review the case to identify if The Centre of Excellence has followed the correct process as stated in the complaints and appeals policy in handling the complaint or appeal. The external party does not review the outcome of the complaint or appeal.

Students' have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process. The cost of this will be borne by the student.

The availability of The Centre of Excellence Complaints and appeals process does not remove students right to protection under Australia's consumer protection laws.

Student feedback

To ensure we continually improve our training services and facilities The Centre of Excellence encourages students to give us feedback in an informal and formal way. Please approach any member of staff with informal feedback and we would appreciate if you could please take a few minutes at the end of your course to complete the training evaluation form.

If you wish to complain about any aspect of your training and assessment with us please approach a member of staff with informal complaints or formally by accessing the Complaints and Appeals process. Further information on the Complaints and Appeals policy and procedure is contained within this handbook.

Certificates, Record of results and Statements of attainment

The Centre of Excellence is responsible for complying with the requirements of the Australian Qualification Framework (AQF) to issue eligible students a Certificate and Record of results or a Statement of attainment.

The Centre of Excellence will issue students a Certificate and Record of results or a Statement of attainment in accordance with its scope of registration. All Certificates, Record of results and Statements of Attainment will meet the requirements of the Australian Quality Framework (AQF). Certificates, Record of results and Statements of Attainment will only be issued to students once all course related fees due to The Centre of Excellence have been fully paid by the student.

Upon successful completion of all the units of competency in their course of study, students will be issued a Certificate and Record of results. A student who successfully completes some but not all of the units of competency in their course of study will be issued a Statement of attainment indicating the units they have successfully completed.

Students who successfully complete a qualification with The Centre of Excellence may be able to access job opportunities. However, students should note that successfully completing a course at The Centre of Excellence does not guarantee that they will gain employment in a job role/ industry.

Visa requirements

The Department of Immigration and Border Protection publishes a full list of mandatory and discretionary student visa requirements on their web site. Follow the <https://www.homeaffairs.gov.au/Trav> link for details.

Change of address

Upon arriving in Australia you are required to advise The Centre of Excellence Pty Ltd of your residential address and telephone number and of any subsequent changes to your residential address. This is extremely important. Under Section 20 of the Education Services for Overseas Students (ESOS) Act 2000 The Centre of Excellence Pty Ltd is obliged to serve a notice at your last known address if you breach a student visa condition relating to behaviour: or academic progress. The Centre of Excellence Pty Ltd may also send warning notices to you which are aimed at helping prevent breaches of your visa conditions. It is your responsibility and in your own interests to ensure that you always update your address details at The Centre of Excellence Pty Ltd to ensure you receive important information about your course, fees and possible breaches of your student visa.

Additional information on student visa issues is available on the <https://www.homeaffairs.gov.au/> web site.

Student initiated deferral or suspension of enrolment

Students may initiate a request to defer commencement of studies or suspend their studies on the grounds of compassionate or compelling circumstances. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to The Centre of Excellence Pty Ltd using the student deferral, suspension or cancellation application form or in writing by email, fax or post. Full details and documentary evidence of the compassionate or compelling circumstances must be included with the application for it to be considered.

If approved, The Centre of Excellence Pty Ltd will report your deferral of commencement or suspension of studies to DEPARTMENT which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DEPARTMENT office or phone the DEPARTMENT helpline 131 881.

Student cancellation of enrolment

Cancellation of enrolment will trigger the refund arrangements in the Written Agreement between The Centre of Excellence Pty Ltd and the student. Students who cancel their enrolment and think they are due for a refund must also apply for a refund. Refund applications must be made in writing to The Centre of Excellence Pty Ltd. The student refund application form, available from the College, may be used as the written application. Written applications for refunds will also be accepted by mail or by email. Refunds will be made within 28 days of receipt of a written application and will include a statement explaining how the refund was calculated.

The Centre of Excellence Pty Ltd will report your cancellation of studies to DEPARTMENT which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DEPARTMENT office or phone the DEPARTMENT helpline 131 881.

College initiated suspension or cancellation of enrolment

The Centre of Excellence Pty Ltd may decide to suspend or cancel a student's enrolment on its own initiative as a response to breaching the student code of behaviour through misbehaviour, a poor academic record or poor attendance by the student. If The Centre of Excellence Pty Ltd is intending to initiate a suspension or cancellation of enrolment a warning letter will be sent to the student's currently notified address and the student will have 20 working days from the date of the warning letter to complain or appeal against The Centre of Excellence Pty Ltd suspension or cancellation. The Centre of Excellence Pty Ltd will report any suspension or cancellation to Department which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local Immigration office or phone the Department helpline 131 881

College deferral of commencement

The Centre of Excellence Pty Ltd may also decide to defer the commencement of a course. If The Centre of Excellence Pty Ltd defers the commencement of a course the provider default conditions in the Written Agreement between The Centre of Excellence Pty Ltd and the student will be triggered and The Centre of Excellence Pty Ltd will be obliged to repay all course money within 14 days of the date of deferral unless alternative arrangements can be made which are acceptable to students.

If approved, The Centre of Excellence Pty Ltd will report its deferral of commencement to Department which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local Immigration office or phone the Department helpline 131 881.

Department of Immigration and Border Protection

According to the Department of Home Affairs you must provide evidence that satisfies the assessment factors applicable to you to be granted a student visa. Assessment factors include your financial ability, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application". Additional information on student visa issues is available on <https://www.homeaffairs.gov.au/> Website and the [Study in Australia](#) Website.

Full time study and participation

Australian law requires International students to study at a full time study load. A full-time study load is normally a minimum of 20 hours per week for 40 weeks each calendar year or continuous 12-month period. Students must also be studying at least one unit that is not by distance or online learning in each study period. A study period is one term of study at the College.

The Centre of Excellence Pty Ltd has initiated the DET / Department Course Progress Policy and Procedures for students undertaking vocational courses. And The Centre of Excellence Pty Ltd has initiated the Attendance Policy for ELICOS course. Students undertaking vocational courses will have their attendance monitored because poor attendance means that students will not progress through the course at the required rate. For students who have unsatisfactory academic progress The Centre of Excellence Pty Ltd is required to review your involvement, counsel you, implement an intervention strategy and, if unsatisfactory progress persists, report you to Department. The report to Department may affect the status of your visa or lead to the cancellation of your visa.

Overseas student health cover

Overseas student health cover (OSHC) is insurance that provides cover on the costs for medical and hospital care which international students may need while in Australia. OSHC will also pay for most prescription drugs and emergency ambulance transport.

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation - commonly referred to as health funds before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia. You can find out more about purchasing OSHC at the [Department of Health and Aging](#)

Satisfactory progress

If you do not have satisfactory academic progress you will be reported to Department which will lead to cancellation of your visa. Unsatisfactory academic progress is defined in the ESOS legislation as failing more than 50% of units in any two consecutive study periods. If this occurs The Centre of Excellence Pty Ltd will report you to Immigration. A study period is one term of study.

The Centre of Excellence Pty Ltd will monitor your academic progress, identify students who are "at risk" of breaching this requirement and act to assist student who are "at risk" through meetings, counselling sessions and other strategies.

Being "at risk" of not meeting satisfactory course progress requirements occurs when a student:

- fails more than 50% of units in a study period; or
- fails two or more core units in a study period; or
- fails a prerequisite unit in a study period; or
- fails two consecutive assessments (or one if there is only two) of a prerequisite unit in a study period; or

- during a study period falls behind the trainers expected progress and is reported by the trainer to the Academic Coordinator
- is unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by the Academic Coordinator in accordance with The Centre of Excellence Pty Ltd Completion within the expected duration procedure; or
- is absent for 5 consecutive days or in any other way has an attendance record that is detrimentally affecting the students capacity to complete the assessment requirements for a unit.. Prior approval or a medical certificate from a registered medical practitioner does not remove the “at risk” status as prolonged absences for any reason place a student at risk of failure and is reported to the Academic Coordinator.

Failing a unit means being assessed as “Not Yet Competent” for a completed unit

In order to have the best chance of maintaining satisfactory progress you must:

- Attend all theory and practical classes and pay attention to the work and activities undertaken in class
- Study the theory and practice the skills that are taught in class
- Ensure that you are present for all assessment activities scheduled by the teachers
- Make an appointment with the student contact officer if you are having any difficulties with your studies

School-aged dependents

There are requirements for compulsory school attendance for children or dependents of international students. In Victoria it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools and religious schools. People over the age of 16 can continue to attend school until they have completed year 12. Dependents of persons holding a student visa may be required to pay full fees in any school, college or university that they enrol in whilst in Australia. School fees vary depending on the school. Details about the Victorian public school system are available at <http://www.study.vic.gov.au/Intstu/default.htm>.

Intending students with dependents should budget for school fees, living costs and health insurance in their calculations. If you are intending that your dependents will attend a private school in Victoria you will have to contact the specific school to obtain information of fees. Information on private school in Australia is available at <http://www.independentschools.vic.edu.au/>

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

- It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
- Children who have their fifth birthday before 1st April of that calendar year are eligible to start school
- You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
- The Australian Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are payable by international students at all State schools unless you:
 - Are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS);
 - Hold a higher institution or approved non-government scholarship. These scholarships must be approved by the State government for the dependants to be exempt from school fees.
- You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.
- When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
- You should also take into consideration the distance from the school to your education institution, the suburb in which you intend to live and the method of transport you plan to use.

Student transfer

Under the ESOS Framework, The Centre of Excellence Pty Ltd cannot enrol students seeking to transfer from another college before that student has completed 6 months of their principal course of study except in some circumstances. If you want to transfer before completing 6 months of your principal course, you need to ask The Centre of Excellence Pty Ltd for a letter of release. The six months is calculated as six calendar month from the first day of your principal course. Your principal course is usually the final course of study you will undertake. For example, if you are studying ELICOS followed by a Diploma program, the Diploma program is your principal course. If you are considering requesting a transfer before completing 6 months of your principal course of study please contact The Centre of Excellence Pty Ltd administration for a copy of the transfer procedure and the application form

Letters of release will be issued to eligible students free of charge.

Students do not need a letter of release if:

- they have completed more than 6 months of your principal course
- they are a government sponsored student, and their sponsor supports a transfer
- their current education provider or course has ceased to be registered or a sanction has been imposed that prevents your provider from continuing to deliver your principal course

Use of personal information

Information is collected during your enrolment in order to meet The Centre of Excellence Pty Ltd obligations under the ESOS Act and the National Code 2007; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Information collected about you during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances information collected during your enrolment can be disclosed without your consent where authorised or required by law.

It is a requirement of the Australian Quality Training Framework that students can access personal information held by The Centre of Excellence Pty Ltd and may request corrections to information that is incorrect or out of date. Apply to the Academic Coordinator using the Student records request form if you wish to view your own records. Once the request has been approved the Academic Coordinator will arrange a time for you to view your own records. You must view your records at The Centre of Excellence Pty Ltd and you cannot take records away from the College.

Working in Australia

Immigration laws allow students to work for a limited number of hours whilst studying on a student visa in Australia. Students can currently work 20 hours per week during The Centre of Excellence Pty Ltd study time and full-time during breaks. However, work is not always easy to find and under no circumstances can students rely on income earned in Australia to pay tuition fees. Students are not permitted to work if it interferes with their study.

Safety

Personal Safety

When you are out and about it is important to be alert and aware of your personal safety.

If you are going out at night remember:

- Think ahead - consider how you are going to get home - what about pre-booking a taxi or arranging transport with a friend or family member?
- Never hitch-hike.
- Make sure that you stay with your party and that someone knows where you are at all times.
- Make sure you have enough money to get home or to phone.

- Keep away from trouble - if you see any trouble or suspect that it might be about to start - move away from the scene if you can. The best thing you can do is to alert the police and keep away.
- Walk purposely and try to appear confident. Be wary of casual requests from strangers, like someone asking for a cigarette or change - they could have ulterior motives.
- Try not to carry your wallet in your back trouser pocket where it is vulnerable and in clear view.
- If you are socialising in a public place never leave your drink unattended. Read about Drink Spiking under 'Alcohol, Smoking and Drugs'.

If you are out and about:

- Be alert to your surroundings and the people around you, especially if you are alone or it is dark
- Whenever possible, travel with a friend or as part of a group
- Stay in well-lit areas as much as possible
- Walk confidently and at a steady pace
- Make eye contact with people when walking - let them know that you have noticed their presence
- Do not respond to conversation from strangers on the street or in a car - continue walking
- Be aware of your surroundings, and avoid using personal stereos or radios - you might not hear trouble approaching
- always keep your briefcase or bag in view and close to your body
- Be discrete with your cash or mobile phones
- When going to your car or home, have your keys in your hand and easily accessible
- Consider carrying a personal attack alarm
- If you do not have a mobile phone, make sure that you have a phone card or change to make a phone call, but remember - emergency 000 calls are free of charge.

(Source: Australian Federal Police)

Public Transport Safety

Travelling on public transport should be a safe and comfortable experience. Numerous security measures have been adopted to maximise the safety of travellers including: security officers, police, guards, help points, good lighting and security cameras. Most drivers also have two-way radios and can call for assistance.

Buses

Waiting for a bus:

- Avoid isolated bus stops
- Stand away from the curb until the bus arrives
- Don't open your purse or wallet while boarding the bus - have your money/pass already in hand
- At night, wait in well lit areas and near other people
- Check timetables to avoid long waits.
- Riding on the bus:
 - Sit as near to the bus driver as possible
 - Stay alert and be aware of the people around you
 - If someone bothers you, change seats and tell the driver
 - Keep your purse/packages close by your side. Keep your wallet inside a front coat pocket
 - Check your purse/wallet if someone is jostling, crowding or pushing you
 - If you see any suspicious activity, inform the driver

Trains

Many of the same safety tips when travelling by bus apply for trains. In addition:

- Most suburban trains have security cameras installed or emergency alarms that will activate the cameras

- Carriages nearest the drivers are always left open and lit
- Try not to become isolated. If you find yourself left in a carriage on your own or with only one other person you may feel more comfortable to move to another carriage with other people or closer to the driver.

Taxis

Travelling by taxi is generally quite a safe method of public transport. To increase your confidence when travelling by taxi, consider the following suggestions:

- Phone for a taxi in preference to hailing one on the street. A record is kept by taxi companies of all bookings made
- You are entitled to choose the taxi/taxi driver of your preference. If a driver makes you feel uncomfortable you are within your rights to select another taxi
- Sit wherever you feel most comfortable. This may mean travelling in the back seat of the taxi;
- Specify to the driver the route you wish to take to reach your destination. Speak up if the driver takes a different route to the one you have specified or are familiar with
- Take note of the Taxi Company and fleet number. This will help in identifying the taxi if required. If you are walking a friend to catch a taxi, consider letting the driver know that you have noted these details e.g., "Look after my friend, Mr/Ms Yellow Cab No.436"
- Stay alert to your surroundings and limit your conversation to general topics
- If you don't want your home address known, stop a few houses away from your destination
- If the driver harasses you when travelling in a taxi your options include:
- Ask the driver to stop. You may choose to make up an excuse to do so;
- Leave the taxi when it stops at a traffic sign or lights
- Call out to someone on the street to attract attention and seek assistance. This may also cause the driver to stop
- Read out the fleet number and advise the driver you will report him/her if they don't stop

Home Fire Safety

International students are increasingly appearing in statistics related to fire incidents and deaths in Australia. Sadly, most of these fires are preventable. You can take some simple steps to reduce the risk of fire in your accommodation.

Follow the fire safety tips below to help you reduce the chance of fire in your accommodation:

Smoke Alarms

When you are sleeping you cannot smell smoke. Smoke alarms save lives. They wake you and alert you to the danger from smoke and fire. You **MUST** have a smoke alarm where you live, it is the law. All homes must have a smoke alarm on each level. Landlords are legally responsible for installation of alarms in rental properties. Tenants are responsible for testing and maintaining alarms. If you live on campus there will be a smoke alarm in your room. If you live off campus in a house or flat there must be a smoke alarm outside your bedroom. Look after your smoke alarm: it can save your life.

- Test your smoke alarm monthly by pressing the test button.
- DON'T remove the battery
- DON'T take the smoke alarm down
- DON'T cover the smoke alarm
- Replace the battery in your smoke alarm yearly.
- Regularly vacuum over and around your smoke alarm to remove dust and debris to keep it clean.
- If there is no smoke alarm or it does not work report it to your landlord.

Electricity

- The safe use of electricity assists in preventing house fires. Improper use of power boards and double adaptors can lead to fires.
- A double adaptor or a power-board plugged into another double adaptor or power-board creates a danger of overloading the system. For safety, use a single extension cord rather than joining shorter cords. Leaving an extension cord coiled while in use or placing a cord under floor coverings can cause overheating.
- Be careful to keep electrical appliances away from water.

- A hair dryer takes time to cool down. For safety, allow this to happen on a inflammable surface before storing it.
- Computers, monitors and TVs can overheat and cause fires even when not in use.
- They should be turned off after each session. Good air circulation is necessary around TVs and videos. TVs should be turned off at the set, not only with the remote control.
- Light globes can become very hot.
- It is dangerous to cover a lamp with any type of fabric. To dim a lamp it is recommended that a lower wattage globe is used.

Heaters

It's nice to keep yourself warm in the cooler weather, but remember heaters are a major cause of house fires.

- Read and follow the operating instructions for your heater.
- All clothes and curtains should be at least one metre from the heater.
- Turn off all heaters before you leave your room or go to bed.
- Before you go to bed at night or leave your home, ensure heaters are turned off at their power source and fires are extinguished.

Candles, Oil Burners and Cigarettes

- Candles, oil burners and cigarettes can all be dangerous fire hazards.
- Do not smoke in bed.
- Dampen cigarette butts before putting them in the rubbish.
- Make sure your candles are on properly designed candle holders.
- Don't leave your room when a candle or oil burner is alight.
- Don't go to sleep when a candle or oil burner is alight.
- Do not put candles or oil burners near windows; be careful, curtains can catch fire easily.

Cooking

- Most house fires start in the kitchen.
- Prepare food only in the kitchen.
- Always stay in the kitchen while food is cooking.
- Hot oils and fats catch fire easily.
- DO NOT use water to put out an oil fire.
- Use a dry powder extinguisher, fire blanket or saucepan lid to extinguish,
- "If Safe To Do So".
- Turn off the cooking appliance before you leave the room or go to bed.

Plan Your Escape

In a Fire:

- Get down on the floor. Crawl to the door.
- Get out of your room.
- Close the door. This prevents smoke and fire from spreading
- Alert others.
- When outside stay out.
- Call 000.

(Source: Metropolitan Fire Brigade, Geelong. www.mfb.vic.gov.au)

Sun Safety

Australia has the highest rate of skin cancer in the world. In fact, one in every two Australians will be diagnosed with skin cancer at some point during their lifetime. The good news is, it can be prevented. By minimising your exposure to the sun's damaging ultraviolet radiation (UVR), you can protect your skin and prevent the development of skin cancer.

Sun Protection

Skin cancer and skin damage are caused by being exposed to the sun's harmful ultraviolet radiation (UVR). The key to preventing skin cancer is to protect your skin from the sun by practising sun safe behaviours.

There are **six simple steps** you can follow to reduce your risk of skin cancer and protect your skin:

1. Minimise your time in the sun between 10am and 3pm
2. Seek shade
3. Wear suitable clothing that provides good sun protection
4. Choose a broad brim, legionnaire-style or bucket-style hat that will protect your face, neck and ears
5. Wear UV protective sunglasses
6. Apply SPF 30+ broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun.

Beach Safety

Understanding the ocean is very important - the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself safe, or even rescue others, from danger. Recognising danger signs and awareness of surf conditions is an essential part of lifesaving.

Remember the F-L-A-G-S and Stay Safe

F Find the flags and swim between them - the red and yellow flags mark the safest place to swim at the beach.

L Look at the safety signs - they help you identify potential dangers and daily conditions at the beach.

A Ask a surf lifesaver for some good advice - surf conditions can change quickly so talk to a surf lifesaver or lifeguard before entering the water.

G Get a friend to swim with you - so you can look out for each other's safety and get help if needed. Children should always be supervised by an adult.

S Stick your hand up for help - if you get into trouble in the water, stay calm, and raise your arm to signal for help. Float with a current or rip - don't try and swim against it.

And remember

Never swim at unpatrolled beaches

Never swim at night

Never swim under the influence of alcohol

Never run and dive into the water

Never swim directly after a meal

Rips

A rip is a strong current running out to sea. Rips are the cause of most rescues performed at beaches. A rip usually occurs when a channel forms between the shore and a sandbar, and large waves have built up water which then returns to sea, causing a drag effect. **The larger the surf the stronger the rip.** Rips are dangerous as they can carry a weak or tired swimmer out into deep water.

Identifying a Rip

The following features will alert you to the presence of a rip:

- darker colour, indicating deeper water
- murky brown water caused by sand stirred up off the bottom
- smoother surface with much smaller waves, alongside white water (broken waves)
- waves breaking further out to sea on both sides of the rip
- debris floating out to sea
- a rippled look, when the water around is generally calm

Escaping From a Rip

If you are caught in a rip:

- Don't Panic - stay calm
- If you are a strong swimmer, swim at a 45 degree angle across the rip and in the same direction as the current until you reach the breaking wave zone, then return to shore

- If you are a weak or tired swimmer, float with the current, don't fight it. Swim parallel to the shore for about 30 - 40m until you reach the breaking wave zone, then swim back to shore or signal for help.
- Remember to stay calm and conserve your energy.

Negotiating the Surf

Before entering the surf, always make note of a landmark such as a building or headland that can be seen from the water and used as a guide for maintaining a fixed position. Also check the depth of any gutter and the height of any sandbank before diving under waves – this will help prevent spinal injury.

When going out through the surf, negotiate the shallows by a high hurdle type of stride until the breakers reach your waist or until your progress is slowed.

Waves of any size and force should not be fought against and should be negotiated by diving underneath, giving you time to reach the bottom and lie as flat as possible on the sand while the wave passes over.

Your hands can be dug into the sand in front at arm's length for stability and as a pull forward when ready to surface.

If the water is deep enough, bring your knees up under your body so you can get a good push off the bottom, like an uncoiling spring. This gives added force to your next dive. Repeat this process until in chest-deep water, then start swimming.

If a broken wave approaches when the water is not too deep, dive down and run or crawl along the bottom. In deep water, do not use extra energy trying to reach the bottom; instead duck-dive to just below the turbulence. Wait for the wash to pass and then push or kick to the surface (off the bottom, if possible).

Stick to your predetermined path on the swim out.

Check your position by occasionally raising your head for a quick look when swimming on top of a swell. (Source: Surf Lifesaving Australia).

Bush & Outback Safety:

Australia has many extraordinary and beautiful places to explore. If you are going on a trip, travel with other people, make sure someone knows where you are at all times and stay on a road or a walking track.

Be prepared if you plan some time in our bushland. Plan your hike. Always tell someone where you are going and what time you expect to return. Let them know when you return safely.

- Check the weather forecast and be prepared for unexpected changes in weather.
- Check the length and degree of difficulty of your planned walk. Consider using a local guide when taking long or difficult walks.
- When walking or exploring outdoors drink plenty of water (allow at least one litre of water per hour of walking). Wear sturdy shoes and socks, a hat, sunscreen lotion, comfortable clothing and insect repellent. Other handy items for long bushwalks include food, warm clothing, first aid supplies, a torch and a map.
- **Never walk alone.** Read maps and signs carefully. Stay on the track and stay behind safety barriers.
- **Never dive** into a rock-pool, creek, lake or river. Stay away from cliff edges and waterfalls.
 - Do not feed or play with native animals. You might get bitten or scratched.
 - Limit your use of fire. Use a fuel stove for cooking and wear thermal clothing to keep warm. Never leave fires unattended or unconfined.
 - Visit the ranger station or park information centre to obtain details on the best places to visit and any additional safety tips for that park.

Living in Melbourne, Geelong and Adelaide

Australia

Australia is a land of contrasts: sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts.

One of the oldest continents, Australia is the only country to occupy an entire continent.

Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants, which are unique on the planet. The surface geology is typically old and flat with a major mountain range stretching down the eastern coast and another mountain range in the north west of the continent.

Victoria

About 36 per cent of Victoria is forest. The Murray is the State's longest river and there are a number of large inland lakes. Victoria's vast coastline extends over 1600 kilometres, bordering the Southern Ocean and Bass Strait and separating the Australian mainland from Tasmania.

Victoria is the most densely populated of Australia's 8 States and Territories. Some 26 per cent of all Australians live in Victoria and, of those, most reside in Geelong, the nation's second largest city and capital of this state.

Melbourne

With friendly people, a great lifestyle and endless business opportunities, you'll quickly fall in love with Melbourne.

There are many reasons why Melbourne has been consistently rated one of the world's most liveable cities.

In the Economist Intelligence Unit's 2018 global ranking, we scored impressive scores, beating other top 10 ranked cities in Australia, New Zealand and Canada. This was thanks to our top scores in categories such as healthcare, education and infrastructure.

Affordable Lifestyle - Melbourne is more affordable than many other cities like Hong Kong, Singapore and Sydney.

Visit our Money & tax section to compare the cost of living in Melbourne to other countries with detailed costs on clothing, education, transport, food, entertainment and more.

World Class Education - From kindergarten through to university, Melbourne is home to some of the region's best educational institutions.

Our talented population is highly educated with high levels of post-secondary qualifications. And it's no wonder – we have 10 world-class universities in our state and Melbourne has the highest ranked university in Australia and the third highest in the Asia Pacific [external link](#).

Melbourne was given a perfect score for education from the Economist Intelligence Unit's Global Liveability Survey 2015 [external link](#).

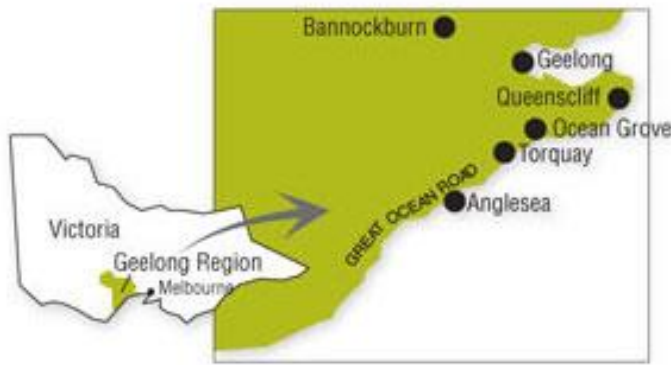
Visit our Education & childcare section to find out more about our world class education.

Source: <https://liveinmelbourne.vic.gov.au/discover/melbourne-victoria/why-melbourne>

Geelong

The City of Greater Geelong has a population of approximately 215,150 (ABS estimated resident population Jun 2011). It is the second largest city in Victoria after Melbourne.

Geelong combines the best elements of a cosmopolitan city with some of the world's most magnificent surf beaches just a stone's throw away. Only an hour's drive from Melbourne, Geelong offers a range of lifestyle choices - inner city, suburban, waterfront, coastal and rural - with greater value for money than equivalent properties in the capital nearby.



A strong economy, great employment opportunities, diverse educational resources, state-of-the-art health-care services, quality housing, broad recreational choices and a vibrant multicultural community are just part of the picture.

The city's vibrant retail heart is alive with cafes and restaurants and cinemas. And overlooking Corio Bay, with its backdrop of ships and yachts, is the pier and waterfront precinct which has been transformed to accommodate stylish new eateries, beautiful landscaped gardens, fantastic public art encircled by walking, cycling and skating paths.

Geelong is also the jumping off point for the spectacular [Great Ocean Road](#) and a range of surf beaches including the world famous Bells Beach where international surfing championships are held.

Find out more about living in the beautiful Geelong region on the [Good Move](#) website.

Key industries and employers

- Research
- Education
- Health and Social Assistance
- Advanced Manufacturing
- Construction
- Tourism
- Retail



Photograph: Katrina Lawrence

The City of Greater Geelong is the leading commercial and industrial centre for Victoria's south-west. It showcases more than 15,000 business enterprises with a multi-skilled work force of 100,000 people in an economy boasting comprehensive infrastructure and extensive transport links.

Regional Travel South Australia also offers other regional public transport systems, both buses and rail, as well as flights to outer regions to speed up travel time when required. Overall however, South Australia is a very 'driveable' state with most regions accessible by car.

South Australia boasts a world-renowned food and wine culture, is home to a diverse range of cultural and sporting events and offers residents and visitors alike opportunities to experience a variety of cultural and entertainment experiences, for both education and leisure.

Whether you are looking for things to do in Adelaide's city or are seeking to activities in South Australia's beautiful regions, you will be amazed by the diversity of experiences on offer.

<https://www.migration.sa.gov.au/why-south-australia/live/lifestyle#:~:text=Adelaide%20is%20one%20of%20the,Australia%20offers%20something%20for%20every%20one.>

Good Choice for Study

There are more than 500,000 overseas students studying in Australia and each year approximately 15,000 students from the Asia Pacific region arrive in Australia to continue their education. They have chosen Australia for several reasons:

- Australia has a high quality education system, the equal of any country in the world
- Australia offers traditional education in reputable schools, colleges and universities
- Australian universities, colleges and schools have established networks of support to help overseas students
- Awards from Australian institutions of higher education are recognized internationally
- The Australian education system includes informality and accessibility of academic staff, the availability of computers, small group tutorials and close supervision
- Living costs and tuition costs compare well with other countries and most overseas students are permitted to work part-time.
- Australia is a safe, stable country with a pleasant climate.

Climate

Geelong enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Below is a guide to the average daily temperatures.

Spring	September - November 12-22 degrees
Summer	December to February 28-32 degrees
Autumn	March to May 12 - 20 degrees
Winter	June to August 10 - 15 degrees

Geelong does not have a specific wet season - it can rain at any time of the year.

Sports and other outdoor activities are possible at all times of the year.

Festivals

- International Comedy Festival
- International Festival of the Arts
- Chinese New Year Parade
- Moomba Festival.
- National Celtic Festival (Geelong-June)
- The Falls Music Festival (Jan-Lorne)

- PortArlington Mussel Festival (Jan-PortArlington)
- MotorCity Music Festival (Geelong Race Course- March)
- Blues Train(Queenscliff-all year)

International sporting events (in Geelong and Melbourne)

- Spring Racing Carnival (Geelong Cup)
- Australian Open (Grand Slam tennis)
- Grand Prix Motor Racing
- World Series and Test cricket
- Bells Beach Surf Classic
- Festival of Sails (Geelong)
- Carols by Candlelight (DEC-Geelong)
- Barwon Regatta(Jan-Geelong)
- Run Geelong (Nov)

Art

Australian contemporary arts reflect the world's oldest continuous cultural traditions and also a diverse, multicultural society. Our visual and performing arts communities receive international acclaim for their vibrancy, originality and cutting-edge work in the arts, literature, stage and cinema, dance, classical music and contemporary Australian rock music.

The National Museum of Australia opened as part of Australia's Centenary of Federation celebrations in 2001. It is co-located with the Australian College of Aboriginal and Torres Strait Islander Studies in the nation's capital city of Canberra and adds to more than 1000 museums throughout Australia.

Multiculturalism

More than 100 ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of Indigenous cultures, early European settlement and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campuses and our communities. We take great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

Language

Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world many Australians are naturally fluent in other languages. More than 2.4 million Australians speak a language other than English at home. Within the education and training system about 15 per cent of those of working age studying for an educational qualification have English as a second language. More than 800,000 Australians speak a European Union language, apart from English, in the home. Another 800,000 Australians speak an Asian language in the home.

In Australia not only is there the opportunity to improve your English through specialist study in an English-speaking environment but all sectors of Australian education and training provide tuition in many other languages as well.

English as it is spoken in Australia is very easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas the difference is much less than you will find in America, Britain and Canada where French is also spoken. As you improve your English in

Australia you will learn some of our slang, and have much fun explaining the meanings to your friends and relatives at home.

Religion

Australia is predominantly a Christian country however; all religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are located in most major cities. Some universities have their own spiritual groups on campus.

Clean, safe, cosmopolitan

Students from all over the world come to Australia to take advantage of our world-class education and enjoy our friendly hospitality and cultural diversity. Australia has low crime rates and strict gun control laws providing a safe environment in which to learn and travel. With one of the highest standards of living in the world, Australia offers modern transport systems, convenient telecommunications, cosmopolitan shopping complexes and excellent health services.

Visitors from many parts of the world are attracted by Australia's spectacular natural environment and the distinctive personality and friendliness of the Australian people. Australia is rich in the arts and is keen to preserve and display its diverse cultural heritage.

Australians are also environmentally conscious and keen to preserve the country's natural beauty and scenery. Our Clean Up Australia campaign is being adopted worldwide.

Health care

Australia has a very good health care system. All Australians pay a Medicare levy (additional tax) to fund the public health system and ensure everyone gets access to public system doctors, hospitals and other health care services. People who pay extra into a private health insurance fund receive certain privileges when they use private health care services. As well as the usual services available in just about any Australian suburb or town, most Australian institutions also provide special health care services and advice for students.

International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa.

Food

Australia has a fantastic variety of food. Our top quality meat, fish, fruits and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at Australian produce markets. You should have no difficulty in finding the foods that you are used to at home.

You can sample almost every type of cuisine available throughout the world in our many restaurants. There are elegant restaurants or typical Aussie pubs. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros or cafes. And for those who like takeaway, most of the major global fast food chains are well represented. The adventurous can try some of our 'bush tucker'.

Electricity

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.

Transport

With one of the highest standards of living in the world, Australia offers modern transport systems. Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. Metropolitan areas are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long. Tickets can be bought at train stations, on buses and trams and at newsagencies.

Tourist students may drive in Australia on a valid overseas drivers licence but if the document is not in the English language the visitor must carry a translation with the permit. An international driving licence is not sufficient by itself.

Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport terminals, main hotels or shopping centres or you can hail taxis in the street. A light and sign on the roof indicates if a cab is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. Taxi drivers do not have to be tipped.

Telephones

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are available at all Post Offices, shopping centres and are often situated on street corners. Public pay phones accept a variety of coins and Phonecards. Phonecards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets in denominations of \$A5, \$A10, \$A20 and \$A50. Credit phones take most major credit cards such as American Express, Visa, Mastercard and Diners International and can be found at international and domestic airports, central city locations and hotels.

Mobile phones are very popular and can be purchased from a number of retailers.

Sports and recreation

Australians are very keen on sport and outdoor activities and have gained a worldwide reputation, both as individuals and as teams. Hosting the Year 2000 Olympic Games in Sydney highlights Australia as a leading destination for international events.

Australia has more than 120 national sporting organisations and thousands of state, regional and club bodies. It is estimated that 6.5 million people, about a third of the population, are registered sports participants. While there are over 120 sporting organisations, Australians also take part in bushwalking, fishing, boating and water sports.

Entertainment

Campuses offer spacious surroundings suitable for social, sporting and other outdoor activities. They are also centrally located for students to experience the sophistication of our cities and excitement of our entertainment facilities. There are plenty of opportunities for international students to have an enjoyable time with friends.

Travel

During semester breaks, you may like to venture beyond the capital cities to experience more of Australia's spectacular natural environment and great physical beauty—national parks, The Great Barrier Reef, Kakadu, Uluru and the Tasmanian Wilderness.

Department of Foreign Affairs and Trade (DFAT)

As well as links from the DHA website the Department of Foreign Affairs and Trade website <http://www.dfat.gov.au/embassies.html> has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

Some Embassies/Consulates are listed below for your convenience:

China PR	(03) 9822 0604
India	(02) 6273 3999

Indonesia	(03) 9525 2755
Japan	(03) 9639 3244
Korea South	(02) 6273 3044
Malaysia	(03) 9820 0921
Taiwan	(03) 9650 8611
Thailand	(03) 9650 1714
Vietnam	(02) 6268 6059

Australia welcomes overseas students

Overseas students are welcomed in Australia because they:

- contribute to the development of people and institutions both in their home country and in Australia.
- contribute to the Australia's research capability
- develop cultural, educational and economic links between Australians and people of other nations.

Australia has a long history of involvement in international education development, staff and student exchange programs and scholarships.

Study Methods

In Australia, much emphasis is placed upon private (individual) study along the lines of assignments, on research and learning to analyse data and present arguments about subject matter, and on being willing to defend one's argument. All these involve heavy use of libraries, intensive note taking in lectures, and active participation in the learning process (as opposed to passive listening and rote learning).

To be a successful student in Australia, you will need to adapt to these methods of learning, but most education institutions in Australia are very willing to help as they offer counselling services and assistance to develop effective study skills. Many lecturers in Australia have vast experience teaching overseas students, they understand the difficulties in getting used to different study methods and they will be patient in helping you to develop new skills.

Cost of living and money matters

Money and banks

Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Travellers cheques are easier to use if already in Australian dollars, however, banks will cash travellers cheques in virtually any currency. Major hotels and some shops, depending on individual store policy, will cash travellers cheques.

It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods. More information on banking is available at Study in Australia

Normal bank trading hours

9.30 am – 4.00 pm Monday to Thursday

9.30 am – 5.00 pm Friday

Some banks are open Saturday mornings

Credit cards

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are American Express, Bankcard, Diners International, Mastercard, Visa and their affiliates.

Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver coloured 5 cent, 10 cent, 20 cent and 50 cent and the gold coloured \$1 and \$2 coins.

Australia's development of the polymer (plastic) banknote heralds the introduction of advanced banknote technology for the new millennium and rewrites world standards in design. Not only does this leading-edge polymer technology offer immense security benefits but its concepts of cleanliness, environmental responsibility and recyclability set an example for the world to follow.

Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In better-class restaurants, it is usual to tip food and drink waiters up to 10 per cent of the bill for good service.

Porters have set charges at railway terminals, but not at hotels. However, at any time, tipping is a matter of individual choice.

Budgeting

You should work out a budget covering accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be taken into account.

The average international student in Australia spends about \$360 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone and incidental costs. School students in Australia typically spend a little less - about \$265 a week - on accommodation and food, entertainment, transport and associated items. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle.

Accommodation

The following types of accommodation are available for International students:-

1. Full Board (Homestay) AU\$200 - AU\$270 per week
2. Student house AU\$150 - AU\$200 per week
3. Half - Board AU\$150 - AU\$200 per week (plus expenses).
4. Leasing a House/Flat AU\$200 - AU\$350 per week (unfurnished)

This accommodation can be booked prior to arrival. Two weeks advance notice is required before you depart for Australia. Further details can be obtained from the International Student Welfare Officer.

Some useful internet sites for housing are:

Student Housing Australia

Share Accommodation

Youth Central Housing and Accommodation

Study in Australia Accommodation Options and Costs

Transport

Australia has an efficient public transport system (buses, trains and trams) in all cities. Many students ride bicycles on campus and some even have their own car for longer travel. There are also train, bus and air services between cities and towns. Students using public transport can apply for a student concession card that entitles them to discounted fares.

Overseas Student Health Cover (OSHC)¹

International students are required by the Government to join a private health insurance scheme. The OSHC premium cover must be paid before a student visa is issued. You will need to pay the OSHC premium at the same time as the tuition fees. The OSHC entitles you to free hospital cover and 85% of standard doctor's fees.

Please refer to the health provider to get the latest premium rates. OSHC is also charged on a pro-rata basis for shorter courses.

Cost of Living

Geelong is a reasonably priced city providing good quality affordable living and abundant accommodation. Students will need about A\$18,000 per year (excluding tuition) to cover living expenses. According to the Government Website, Study in Australia, Australia is a sophisticated, friendly and affordable country which enjoys one of the highest standards of living in the world. The average international student in Australia spends about \$360 per week on accommodation; food; clothing; entertainment; transport; international and domestic travel; telephone; incidental costs.

The cost of living depends a lot on the kind of accommodation a student chooses. A married student with dependents will need approximately an additional A\$4,000 per year for each dependent.

The lifestyle in Australia is safe and friendly. Australians have a high standard of living. The climate is pleasant, there is plenty of food and the vast natural resources in Australia enable most people to live well.

Fruit, vegetables and meat are available fresh and at reasonable prices. Clothing and personal effects are usually good quality and available at a wide variety of prices.

Below is a price table of typical daily items. This is only a guide. Remember that you can shop around for items such as clothing and shoes to find a cheaper source.

Food	Personal Effects/Services
Milk 1 litre \$1.50	Shoes 1 pair \$70.00
Bread 1 loaf \$ 3.00	Jeans 1 pair \$100.00
Apples 1 kg \$3.50	Toothpaste 140g \$3.50
Potatoes 1 kg \$2.00	Shampoo 500ml \$3.00
Beefsteak 1 kg \$18.00	T-shirt \$20.00
Eggs 1 dozen \$3.90	Hairdresser \$20.00 to \$40.00
Cereal 1kg \$5.00	Newspaper \$2.00
Fruit Juice 3 litres \$6.00	Cinema ticket \$15.00
Rice 1 kg \$4.00	Public transport city an inner suburbs \$9.80 for a day pass

The ESOS Framework - Student rights and responsibilities

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018.

<https://www.studyinaustralia.gov.au/english/australian-education/education-system/esos-act>

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) <http://cricos.education.gov.au/>. CRICOS registration guarantees that the course and the education provider at which

you study meet the high standards necessary for overseas students. Please check carefully that the details of your course - including its location - match the information on CRICOS.

Your rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.

The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated in the event that your provider is unable to teach your course. Visit the TPS website for more information, at www.tps.gov.au.

The ESOS framework sets out the standards Australian providers offering education and training services to overseas students must meet. These standards cover a range of information you have a right to know and services that must be offered to you, including:

- orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer or officers is for overseas students?
- if you can apply for course credit
- when your enrolment can be deferred, suspended or cancelled
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if attendance will be monitored for your course
- a complaints and appeals process.

One of the standards does not allow another provider to enrol a student who wants to transfer to another course but who has not completed six months of the final course of study in Australia. If you want to transfer before you have completed six months of your final course you need your provider's permission.

Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider if you change your address
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider's attendance policy, and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

Contact details

For policies and procedures that affect you:

- Speak with The Centre of Excellence
- Go to your provider's website
- Department of Education and Training
- For your ESOS rights and responsibilities <https://internationaleducation.gov.au/Pages/default.aspx>

ESOS Enquiries

General enquiries:	Phone: 1300 615 262
Online:	https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/Pages/ESOSEnquiry.aspx
Visa enquiries:	Department of Home Affairs. Phone: 131 881 (within Australia)
Online:	Department of Home Affairs: https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study
AEI Hotline:	Phone: 1300 793 993 Email: esosarcmailbox@education.gov.au

For further information on Australian Legislation and how it affects International Students visit:

<https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf>

<https://internationaleducation.gov.au/regulatory-information/education-services-for-overseas-students-esos-legislative-framework/esos-regulations/pages/default.aspx>

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

Appendix – forms and Policy and procedures

Complaints and Appeals Form

Students who wish to submit a complaint or appeal can do so by completing this form. Outline the reasons for the complaint/ appeal and attach any supporting evidence. A full version of the Complaints and Appeals policy and procedure and support when completing this form can be obtained from the Reception, The Centre of Excellence, website or by sending an email to studentsupport@coe.edu.au

Please indicate whether you are lodging a: **Complaint** ☐ **Appeal** ☐

Student Name	
Student ID	
Course Details	
Date	

Provide an explanation of the reasons why you are complaining/ appealing. (please provide as much detail as possible including staff/ students involved, places, timings, assessment/ course details and other relevant details if appropriate).

Note: Please attach all supporting evidence and submit this form at the Reception – The Centre of Excellence, Level 4, 406 Collins Street, Melbourne Victoria Australia 3000 or via e-mail to studentsupport@coe.vic.edu.au

Signed:

Credit Transfer Application Form
(to be completed by the applicant)

Full Name	
Date of Birth	
Gender	
Address	
E-mail address	
Contact Number	
Course which you have applied (e.g. CPC30620 Certificate III in Painting and Decorating)	

Unit of competency details

Applicants are to insert the code and title of unit/s of competency possessed for which they wish to apply for credit.

Unit code and title

1.
2.
3.
4.
5.
6.
7.
8.
9.
10.

Submission

Submit this completed form along with certified copies of your Statement/s of attainment or Record/s of results that indicate the relevant units of competency possessed. Check unit code/s and title/s to ensure they are an exact match of the details indicated on your qualification/s). You will be asked at a future date to supply the Institute with the original copy/ies of your qualification/s.

Submit completed application and supporting evidence to: studentsupport@coe.edu.au or personally, you can submit at the Reception - The Centre of Excellence, Level 4, 406 Collins Street, Melbourne Victoria Australia 3000.

Defer, Suspend or Cancel Enrolment Application Form

Students are to complete this form when applying to defer, suspend or cancel their enrolment at The Centre of Excellence. Students are to access and review The Centre of Excellence's Defer, suspend or cancel enrolment policy and procedure prior to submitting this form. Copies can be requested from studentsupport@coe.edu.au

NOTE: This form is **NOT** to be completed by students applying to transfer to another Australian RTO. The Student Transfer Application Form is to be submitted by students wishing to transfer to another Australian RTO.

Student details

Course Code and Course Name	
Full Name	
Date of Birth	
Student ID	
Address	
Contact phone numbers	
Email address	
Date –Last Class Attended	

Students are to indicate the reason for submitting the deferral, suspension or cancellation of the enrolment application. Please refer to the Defer, suspend or cancel enrolment policy and procedure for further details on processes and criteria for submitting an application. Contact the Academic Coordinator if you require clarification on any matter.

I wish to apply to (tick one):

☐ Defer my enrolment

☐ suspend my course

☐ cancel my enrolment

Provide any further details if require.....

Reason for deferral, suspension or cancellation request (indicate at least one)

- The Centre of Excellence is unable to provide or continue to provide the course in which I am enrolled
- My current course of study is clearly inconsistent with documented course requested in my Enrolment application
- The Centre of Excellence has breached the terms of the Written agreement and this breach has led to the deferral, suspension or cancellation request
- I was provided inaccurate or incomplete information by The Centre of Excellence or at The Centre of Excellence-approved Education Agent prior to enrolling.
- I am experiencing academic issues that impact my ability to attend classes and/ or study at present and/ or remain to study the course in which I am enrolled
- I am experiencing other compassionate or compelling circumstances that are beyond my control and impacting my ability to study

Students must submit verifiable documentary evidence to support defer, suspend or cancel enrolment application. This is to include (but not limited to) a detailed explanation supporting the reason for the request.

Completed defer, suspend or cancel enrolment application and supporting evidence are to be submitted to studentsupport@coe.edu.au or to the Reception at The Centre of Excellence Level 4, 406 Collins Street, Melbourne Victoria 3000

NOTE: Deferring, suspending or cancelling your enrolment will impact your student visa. All students are advised to seek advice from the Department of Home Affairs (DHA) **BEFORE** submitting this application to defer, suspend or cancel their enrolment. DHA: phone: 131 881.

Student's Declaration

- I declare that the information supplied on this form and the information given in support of my application is correct and complete.
- I authorise The Centre of Excellence to obtain official student records from any educational institution necessary to make an informed decision about the application or matters that concern enrolment.
- I acknowledge that the provision of incorrect information or the withholding of relevant information relating to my application may result in a delay in the assessment of my application or a withdrawal of the offer of a place.
- I declare that I have reviewed The Centre of Excellence Prepaid Tuition Fees policy and procedure Fees and Charges, policy and procedure, Refund Policy & procedure
- I understand the impact of submitting this application on claiming a refund of fees I have paid to the College.
- I declare that I am aware that the decision to grant my deferral, suspension, or cancellation of enrolment may affect my Student visa. Where my application to defer, suspend or cancel my enrolment is for period more than 28 days, I may be required to return to my home country unless approved by the Department of Home Affairs (DHA)
- I understand that if the period of Deferment or suspension is such that I will not be able to complete this course by the proposed course end date indicated on the original CoE, a new CoE will be issued with the extended study period to allow me to complete my course. It is my responsibility to check with Department of Home Affairs at the earliest in regard to the visa period and whether a new visa is required to cover the extended duration.

Student signature	
Date	

TO BE COMPLETED BY THE CENTRE OF EXCELLENCE STAFF ONLY

The outcome of request: ☐ Granted ☐

Declined ☐ Further information requested

☐ Student informed of the outcome of the application

Reason for decline or details of further information requested

Staff name	
Signature	
Date	

Certificate/ Document Request form

Personal Details		
Student Name		
Student ID		
Date of Birth		
Email Address		
Contact number		
Course Details		
Date		
Nature of Request/ Document Required (Tick the appropriate)		
<input type="checkbox"/>	Certificate	
<input type="checkbox"/>	Statement of Attainment	
<input type="checkbox"/>	Course Completion Letter	
<input type="checkbox"/>	Enrolment Letter	
<input type="checkbox"/>	Holiday letter	
<input type="checkbox"/>	Visa Extension Letter	
<input type="checkbox"/>	Re-issuance of Student ID Card (For admin fee- Contact Reception for further details)	
<input type="checkbox"/>	Re-issuance of Course Certificate (For admin fee- Contact Reception for further details)	
<input type="checkbox"/>	Invitation letter (please provide full-name and date of birth of person/s being invited):	
<input type="checkbox"/>	Cancelled CoE	
<input type="checkbox"/>	Other (Please specify):	
Student Acknowledgement		
<p>1. I understand that I will be contacted via my personal email once the certificate has been issued and it is my responsibility to collect it from The Centre of Excellence reception in a timely manner.</p> <p>2. I understand that if my application is unsuccessful (i.e. outstanding fees, existing NYC's) the process will be cancelled and re-submission of this form will be required. The two weeks processing time will recommence from the date of re-submission.</p>		
Student Signature:		Date:
OFFICE USE ONLY		
Received by:	Signature:	Date:
Certificate/ Document Issuing Date:		
Document Checklist		
<input type="checkbox"/> Student has paid full Fees <input type="checkbox"/> Student has completed all units of Competency (student hard copy to be checked) <input type="checkbox"/> USI verified		

Student Refund Application Form

Course name	
Full name	
Residential Address	
Contact phone numbers	
Date of Birth	
*Student ID	
Email address	

*Is mandatory

Reason for refund application

Please attach necessary documents. Without the supporting documents a refund will not be processed.

All fields must be completed to ensure your refund is processed in a timely manner.

Please fill the below Bank details for refund (for Australian Bank Account)

Account Name.....Bank Name:

BSB Account Number

Please fill the below Bank details for refund (International Bank Accounts)

(Please fill the below in CAPITAL LETTERS only)

Bank Name

Bank Address

Account Holder name

SWIFT CODE IFEC.....

Account No BSB No.....

Amount Deposited: Date Deposited:

I have accessed the refund policy of the college and have understood my obligations.

Student signature	
Date	

This form must be used by students applying for refund application and addressed to the College CEO. If refund application is lodged in any other way the applicant will be contacted by the college and required to complete the Student refund application form. Please email this form directly to **admission@coe.vic.edu.au**

Course Progress Policy and Procedure

1. Policy

- 1.1 This policy and procedure apply to international students undertaking a Vocational Education & Training (VET) course at The Centre of Excellence.
- 1.2 The purpose of this policy and procedure is to ensure that international student course progress is monitored, reviewed, and intervention action is taken when a student is in danger of not achieving satisfactory course progress or completing their course within the scheduled timeframe.
- 1.3 Students who are “at risk” or “at high risk” of not meeting satisfactory course progress requirements are identified through the procedures in this document, provided the opportunity to discuss underlying issues, counselled and placed on an intervention strategy.
- 1.4 All causes of unsatisfactory progress or being “at risk” or “at high risk” are considered including academic causes and personal/ welfare issues.
- 1.5 The course progress of each student is monitored during and at the end of each study period.
- 1.6 Where The Centre of Excellence has assessed the student as not meeting satisfactory course progress over two consecutive study periods, The Centre of Excellence will inform the student in writing of its intention to report the student and that he or she is able to access The Centre of Excellence complaints and appeals process within 20 working days of being notified of a College decision.
- 1.7 Student who are reported to the Department of Education (DoE)/ Department of Home Affairs DHA) for failing to achieve satisfactory course progress requirements may have their enrolment and student visa cancelled.
- 1.8 This policy and procedure are implemented in accordance with the requirements of the National Code of Practice 2018 standards 8 and 9.
- 1.9 The CEO is responsible for the implementation of this procedure.

Definitions

- 1.10 A study period for Vocational Education and Training (VET) courses is defined as one semester (24 study weeks) – two terms.
- 1.11 Being “at risk” of not achieving satisfactory course progress occurs when a student:
 - is assessed as having failed/ deemed Not Yet Competent in two of units of competence either during or at the end of a study period
 - is unable to successfully complete a course within the scheduled duration
 - is assessed as unsatisfactory in one assessment in a pre-requisite unit
 - is assessed as Not Yet Competent (NYC) in a pre-requisite unit
 - is identified by a trainer as at risk or at high risk of not achieving satisfactory course progress

Being ‘at high risk’ of not achieving satisfactory course progress occurs when a student:

- is assessed as having failed/ deemed NYC in 50% or more of the units in one study period and failed/ deemed NYC in two or more units in the following study period.
- unable to successfully complete a course within the scheduled duration
- is identified by a trainer as being at high risk of not achieving satisfactory course progress

Satisfactory and unsatisfactory course progress

- 1.12 Being assessed as “unsatisfactory” for a completed assessment task means the student has failed to demonstrate satisfactory performance/ competence during the assessment task. i.e. the student has failed the assessment task.

(Student performance is only deemed unsatisfactory for an assessment task after they have failed to demonstrate satisfactory performance/ competence in 3 permitted assessment attempts).

- 1.13 Being assessed as “satisfactory” for a completed assessment task means the student has demonstrated satisfactory performance/ competence during the assessment task. i.e. the student has passed the assessment task.
- 1.14 Being assessed as Not Yet Competent for a completed unit means the student has failed to demonstrate satisfactory performance/ competence during one or more of the assessments for the unit of competence. i.e. the student has failed one or more of the assessment tasks.
- 1.15 Being assessed as Competent for a completed unit means the student has demonstrated satisfactory performance/ competence during all the assessment tasks for the unit of competence. i.e. the student has passed the assessment unit.
- 1.16 Unsatisfactory course progress is defined as failing/ deemed Not Yet Competent in 50% or more of the units of competency in two successive study periods for the course in which a student is enrolled. This is the point at which the student is reported to the Department of Home Affairs DHA for failing to achieve satisfactory course progress.
- 1.17 Satisfactory course progress means that a student has not met the criteria for being identified as having unsatisfactory course progress.
- 1.18 Students who are identified as meeting the criteria for unsatisfactory course progress in two consecutive study periods are reported to the Department of Home Affairs (DHA). This may negatively impact their enrolment at The Centre of Excellence and their student visa.
- 1.19 Prior approval for an absence or submitting a medical certificate from a registered medical practitioner does not remove the “at risk” or “at high risk” status as prolonged absences for any reason place a student at risk of failing to achieve satisfactory course progress.

Procedure

2. Monitoring course progress

- 2.1 Trainers/ assessors monitor student participation in class, completion of in class/ homework activities, and formative assessment results to ascertain levels of skill development, knowledge, understanding and course progress. Trainers regularly provide feedback and discuss course progress with students on an individual basis.

Students are required to complete independent study activities each week. The outcome of these tasks will be completed tasks and ultimately an improvement/ development of knowledge and skills. Trainers will review student's work and make judgements on the intended development of knowledge and skills by monitoring/ assessing student's ability to answer questions and complete theoretical and practical tasks relevant to the independent study activities.

This is a standard requirement of trainer practice e.g. if a student is to read a chapter in a book and undertake 10 questions, the expected learning outcome is to demonstrate the expected knowledge in the 10 answers. Trainers question students to ascertain a) completion and b) anticipated acquisition of intended knowledge and/ or skills.

Verbal feedback and/ or support and/ or warnings will be provided to students if the expected learning outcomes are not achieved.

- 2.2 Trainers/ assessors provide written feedback to students about their summative assessment tasks within two weeks of submission of tasks
- 2.3 During weeks in which summative assessment results are returned to students, trainers are set aside for discussing course progress. Each student will have a meeting with their Trainer to discuss individual course progress.
- 2.4 Trainers will identify students who are “at risk” or “at high risk” of failing to achieve satisfactory course progress when providing assessment feedback. Intervention strategies will be negotiated and initiated at this meeting

where required. Trainers will liaise with the Academic Coordinator and other relevant staff about all students identified as “at risk” or “at high risk” of failing to achieve satisfactory course progress and intervention strategies. Trainers complete the Course progress monitoring form and submit it to the Academic Coordinator the same day they identify the student as being at risk or at high risk of failing to achieve satisfactory course progress.

- 2.5 Summative assessment results are recorded in the Student Management System (SMS). Each week the Academic Coordinator will review the course progress of all students in the SMS and identify students who are “at risk” or “at high risk” of failing to achieve satisfactory course progress. This is undertaken during term time and holidays.
- 2.6 Students who are identified as ‘at risk’ or “at high risk’ are invited to attend an intervention meeting with their trainer and/ or the Academic Coordinator. This may be arranged in class (as per clauses 2.2 and 2.3 of this document) by the trainer or at a later date. Letters are sent to all students identified as ‘at risk’ or ‘at high risk’ of failing to achieve satisfactory course progress.
- 2.7 The Academic Coordinator is responsible for the development, communication and retention of all records associated with the implementation and actioning of this policy and procedure in relation to maintaining and updating student records and files.
- 2.8 Trainers/ assessors are responsible for communicating with students during class time on course progress, recording course progress and ensuring all records of assessment submissions and course progress are maintained and processed in accordance with this policy and procedure.

3. Intervention

- 3.1 Intervention meetings take place as soon as possible and no more than 10 working days from students being identified as ‘at risk’.
- 3.2 The purpose of the intervention meeting is to identify the underlying reasons for the unsatisfactory course progress and negotiate, agree, document and initiate an intervention strategy.
- 3.3 Depending on the underlying reasons affecting the student’s course progress either academic and/ or personal welfare support services will be offered.
- 3.4 Where appropriate, staff may discuss and advise students on the suitability of the course in which they are enrolled. This will occur when the student has indicated reasons for the course progress that relate to the course not addressing their current learning needs. In such cases, students may be transferred to other suitable courses within The Centre of Excellence or advised of their options external to The Centre of Excellence.
- 3.5 For students with academic issues an intervention strategy is negotiated by the trainer and student at the intervention meeting. This is provided to the student in writing and signed.

Where students identify that the underlying reasons for unsatisfactory course progress are personal/ welfare issues the Student support officer and/ or the external welfare counsellor will arrange a subsequent meeting with the student where an intervention strategy will be negotiated, agreed and implemented. This is provided to the student in writing and signed.

- 3.6 For students with personal/ welfare issues the Student support officer and/ or external welfare counsellor will advise the Academic Coordinator of the implications of the issue. The issue will remain confidential. The internal external welfare officer will maintain documentation of the underlying issue.
- 3.7 If the student has personal issues that do not require counselling support services the Student Support officer will provide support to the student. E.g. provide accommodation advice, career progress advice, advice on how to find a job, accessing health care, and issues around the practicalities of living and studying in Melbourne.
- 3.8 If the student has personal / welfare issues that require access to a counsellor The Centre of Excellence will arrange for the student to visit the external student support counsellor. Students who wish to access this service should contact the student support officer at the campus or e-mail studentsupport@coe.edu.au.
- 3.9 The external welfare counsellor will liaise with the Student support officer throughout the process.

- 3.10 The student (with either personal/ welfare or academic issues) will attend a review meeting every two weeks with the nominated staff in the intervention strategy document. The effectiveness of the intervention strategy is monitored and adjusted if necessary.
- 3.11 Each meeting, agreement, adjustment and communication during this process is documented and placed in the student's file.
- 3.12 A revised course schedule, study and/ or attendance arrangements, delivery and assessment arrangements may be negotiated with the student. (where appropriate).
- 3.13 Appropriate staff contribute to student intervention strategies.
- 3.14 The guidelines in the unit of competency are accessed along with specialist guidance/ information on allowable adjustment/ adjustments to assessment (where appropriate).
- 3.15 At the intervention meetings the commitment to and effectiveness of the intervention strategy are reviewed. Intervention strategies may include the following support:
- Arrange access to the external welfare counsellor where strategies and support mechanisms may be developed and implemented
 - Language, literacy and numeracy support
 - Study support,
 - Managing study load,
 - Helping students adjust to the learning and assessment system
 - Homework issues
 - Reviewing learner materials with the student
 - Liaising with trainers to arrange the provision of support e.g. extra tuition, materials, exercises, amendments to timetables
 - Arranging access to supplementary reference materials
 - Arranging for supplementary exercises to develop an understanding
 - Arranging access to computers
 - Arranging access to modified resources
 - Liaising with assessors to provide opportunities to re-attempt assessments this may be during term time or holiday periods
 - Providing guidance with organisation/ time management skills
 - Timetable amendments
 - Referral to external support services
- 3.16 There is no defined period of time for an intervention strategy.
- 3.17 If a student does not respond to 'at risk' or 'at high risk' warning letter/ s and attend an intervention meeting within 10 working days of dispatch, they will be notified the outcome of their non-communication/ non-attendance at the intervention meeting, in a Breach of Code of the conduct warning letter. This will inform the student that they have breached The Centre of Excellence Code of Conduct.
- 3.18 The Breach of the Code of Conduct warning letter reminds students of the importance of attending the intervention meeting, committing to the course, accessing the support services and the outcome of continued non-communication, attendance and commitment to their course. Phone calls and/ or e-mails to the student will also be placed at this point.

- 3.19 If a student does not respond to the Breach of Code of Conduct warning letter inviting them to attend the intervention meeting within 10 working days from dispatch, they will be notified of The Centre of Excellence's intention to cancel their enrolment and report them to the Department of Home Affairs. The student is notified in this Breach of Code of Conduct intention to report letter they have 20 working days from the date of the letter to access the appeals process if they think they have grounds for an appeal.
- 3.20 If no communication is received from the student after 20 working days from the date of the Breach of Code of Conduct intention to report letter and the student has not accessed the appeals process within this time, or the student's appeal is not upheld, or the student withdraws from the process, The Centre of Excellence will cancel the student's enrolment and report them to the Department of Home Affairs.
- 3.21 Students who access the appeals process will have their enrolment maintained, must attend all scheduled classes and meet all course requirements during the appeals process.

4. Intervention – completion

- 4.1 The intervention strategy will last for as long as appropriate.
- 4.2 The student is required to commit to the agreed intervention strategy negotiated.
- 4.3 Students who do not commit and fail to abide by the terms of the intervention strategy or after intervention do not achieve pass/ be deemed NYC in assessments re-attempted are invited to a meeting with the Academic Coordinator.
- 4.4 At the meeting the reasons/ circumstances for the lack of progress are identified and the Academic Coordinator (with input from appropriate internal/ external stakeholders) will decide whether to implement another intervention strategy and inform the student of The Centre of Excellence's intention in writing.
- 4.5 All students regardless of whether on an intervention or not who fail to achieve satisfactory course progress over two consecutive study periods, are notified of The Centre of Excellence's intention to cancel their enrolment and report them to the DoE/ DHA.
- 4.6 The student is notified in The Centre of Excellence's intention to report letter that they have 20 working days from the date of the letter to access the appeals process if they think they have grounds for an appeal.
- 4.7 If a student does not access the appeals process within 20 working days from the date of the intention to report letter or the student's appeal is not upheld, or the student withdraws from the process The Centre of Excellence will cancel the student's enrolment and report them to the DoE/ DHA.
- 4.8 Students who access the appeals process will have their enrolment maintained, must attend all scheduled classes and meet all course requirements during the appeals process.

5. Warning letters

- 5.1 Warning letters are posted/ emailed the same day they are generated.
- 5.2 Students will be sent a first course progress warning letter if they have been identified as 'at risk' of failing to achieve satisfactory course progress either during or at the end of a study period.
- 5.3 Students will be sent a second course progress warning letter if they have been identified as at high risk of failing to achieve satisfactory course progress either during or at the end of a study period.
- 5.4 Students who do not respond to the Course progress warning letters will be sent a 'Breach of Code of Conduct' warning letter.
- 5.5 The Course progress warning letters will also:
- remind students of the requirement to maintain satisfactory course progress,
 - remind students of the impact of not maintaining satisfactory course progress on their enrolment at The Centre of Excellence and student visa
 - request students to contact The Centre of Excellence and access support/ initiate intervention
 - if students are already on an intervention strategy inform them of the increased risk of being reported to DoE/ DHA
 - remind students of their right to appeal The Centre of Excellence's decisions,

- remind students of Unique Edge Education's requirements for reporting international students to DoE/ DHA
- 5.6 Students who fail to achieve satisfactory course progress over two consecutive study periods are sent "intention to report letters". The letters provide the following information:
- inform the student they have failed to achieve satisfactory course progress over two consecutive study periods
 - outline the support The Centre of Excellence has provided and the outcomes of this support
 - remind the student that under the requirements of the ESOS Act The Centre of Excellence is required to report international students for failing to achieve satisfactory course progress over two consecutive study periods
 - remind students of their right to appeal The Centre of Excellence decisions and provide timelines for appealing and the process.
 - provide information on options for what to do next and contact details
- 5.7 Course progress warning letters will be sent regardless if the student is undertaking and committed to a current intervention strategy.

6. Reporting international students for unsatisfactory course progress to DoE/ DHA

- 6.1 During each study period and within 5 working days of the end of a study period the Academic Coordinator reviews the course progress of all VET students. The Academic Coordinator identifies students who have failed/ assessed as NYC in 50% of the units of competency in their course for two consecutive study periods. i.e. failed to achieve satisfactory course progress.
- 6.2 If a student fails to achieve satisfactory course progress then the student has forwarded written notification within 5 days of identifying the student as meeting this criterion. The notification informs the student of The Centre of Excellence's intention to report the student to DoE/ DHA for failing to achieve satisfactory course progress. The Course progress- Intention to report letter is used.
- 6.3 The student is informed they have 20 working days from the date on the 'Intention to report' letter to appeal (includes internal and external appeals) the decision to The Centre of Excellence and asked if there are circumstances that are preventing the student from appealing e.g. sickness or ill-health).
- 6.4 If an internal or external appeal is not lodged or lodged but not upheld or the student withdraws from the internal or external appeal process then The Centre of Excellence will report the student to DoE/ DHA.
- 6.5 The Centre of Excellence reports the student within 10 working days of the completion of the processes/ periods identified in item 6.3.
- 6.6 If a student is reported to DoE/ DHA for unsatisfactory progress, a breach notice will be generated through PRISMS, sent to the student's current address held by The Centre of Excellence and a copy placed on the student's file.
- 6.7 The letter also advises students to contact DHA.
- 6.8 A copy of all communication is stored in the student file.
- 6.9 International student enrolments are cancelled in accordance with the Defer, suspend and cancel enrolment policy and procedure.

Documents to be employed when implementing this policy and procedure:

- Course progress monitoring record
- Intervention meeting records
- International student handbook
- Attendance record sheet
- Student support services policy and procedure
- International student orientation form
- Complaints and appeals external student support counsellor policy and form

- SMS
- Defer, suspend or cancel enrolment policy and procedure
- Completion within the scheduled duration policy and procedure
- Student file and academic records

ELICOS Attendance Monitoring Policy

Institution	Centre of Excellence
Policy Name	ELICOS Attendance Monitoring Policy
Policy Governance	Director of Studies
Reference to Standards	National Code 2018 – Standard 8 ELICOS Standards 2018 – Standard C1.1K
Date of Approval	July 2018
Next Review Date	July 2025
Version No.	1.1

1 PURPOSE

Centre of Excellence establishes this policy and procedure to:

- 1.1 Comply with the requirements of the National Code 2018 - Standard 8 and ELICOS Standards 2018 - Standard C1.1K relating to attendance monitoring for students on an Australian student visa.
- 1.2 Enable COE to proactively notify, counsel, and assist students who are at risk of failing to meet attendance requirements.

2 DEFINITIONS

COE	Centre of Excellence
SMS	Student Management System
NIR	Notice of Intention to Report
DoHA	Department of Home Affairs
SSO	Student Support Officer
CEO	Chief Executive officer of COE
Current Attendance	Students attendance averaged to date from commencement
Overall Attendance	The maximum possible attendance a student can achieve, if they are present for every single class moving forward

3 POLICY

- 3.1 It is the policy of COE to monitor the attendance of students, to identify students at risk, to provide timely and appropriate intervention/support strategies. COE endeavours for all students to complete their course satisfactorily and to comply with their student visa conditions.

4 RESPONSIBILITY

- 4.1 COE's CEO, through the Academic Coordinator and Student Support Officer, is responsible for the implementation of this policy, and also ensuring that staff members and students are aware of and following this policy.

4.2 The procedure below also outlines the administrative responsibilities of the Academic Coordinator, Student Support Officer and the Teacher.

5 PROCEDURE

5.1 The following procedure outlines the steps undertaken to monitor attendance for student visa holders. Non-student visa holder's attendance is monitored, however no Attendance Warning letters or NIR letters are sent.

ACTION	STAFF RESPONSIBLE	COMMENTS
At Orientation, student visa holders are informed of the conditions of their visa that pertain to attendance and the various actions that will be initiated when a student is identified to be at risk for unsatisfactory attendance.	<ul style="list-style-type: none"> Academic Coordinator SSO 	<ul style="list-style-type: none"> All students receive a copy of the Orientation slides and complete a Quiz at the end of orientation confirming that they have understood the minimum 80% attendance requirement Students are requested to present valid and current medical certificates for absences due to illness to reception (medical certificates don't count towards attendance and student is marked as absent). Reception staff will photocopy the medical certificate, sign and date it as original sighted. The original copy is handed back to student while a hard copy is kept in the student file.
Prepare hard copies of Class Attendance Sheets for teachers to take attendance	<ul style="list-style-type: none"> SSO 	<ul style="list-style-type: none"> Hard copies will be printed on Friday for the following week and placed in teacher's Class Diaries
Student attendance is taken daily, at the beginning of each session.	<ul style="list-style-type: none"> Teacher 	<ul style="list-style-type: none"> If a student is absent for part of the session (arriving late or leaving early), the appropriate minutes is deducted from their days attendance in 15 minute increments
Collect and upload weekly attendance onto SMS	<ul style="list-style-type: none"> SSO 	<ul style="list-style-type: none"> Completed Class Attendance Sheets are collected on Fridays and uploaded into the SMS
Attendance data is monitored closely to see if a student has been absent for 5 (five) consecutive days without approval	<ul style="list-style-type: none"> SSO 	<ul style="list-style-type: none"> SSO calls and sends an email to the student immediately and also informs the Academic Coordinator via email Student is asked if there is an emergency or specific situation. SSO asks if counselling is required SSO asks student to bring in medical certificate (if appropriate) SSO adds contact log entry into SMS
Attendance is closely monitored every week immediately after data is uploaded into the SMS.	<ul style="list-style-type: none"> SSO 	<ul style="list-style-type: none"> Every Monday morning an attendance report showing Current Attendance

ACTION	STAFF RESPONSIBLE	COMMENTS
Depending on each students Overall Attendance result, the associated action below is taken:	<ul style="list-style-type: none"> Academic Coordinator 	and Overall Attendance data is compiled by an SSO

5.2 The following table outlines steps and actions for sending out 1st Low Attendance Warning Letter, 2nd Low Attendance Warning Letter, and NIR Letters:

ATTENDANCE SCEANRIO	ACTION
Overall Attendance has fallen and is between 85% and 89%	<ul style="list-style-type: none"> First Attendance Warning Letter is sent to the student's: <ul style="list-style-type: none"> Email address Student is asked to attend counselling session with SSO Outcome of counselling (and phone calls if any) to student are entered into the student's contact log entry on SMS
Overall Attendance has fallen and is between 80% and 84%	<ul style="list-style-type: none"> Second Attendance Warning Letter is sent to the student's: <ul style="list-style-type: none"> Email address Student is asked to attend counselling session with Academic Coordinator Results of counselling (and phone calls if any) to student are entered into the students contact log entry on SMS
Overall Attendance has fallen and is 79% or below	<ul style="list-style-type: none"> Notice of Intention to Report to DoHA is sent to the student's: <ul style="list-style-type: none"> Email address Current postal address on SMS The NIR advises the student of the potential breach of visa condition due to unsatisfactory attendance and their right to appeal within 20 working days Students are advised to provide evidence of compassionate and compelling circumstances (if any) If the review of compelling and compassionate circumstances is accepted, the student is provided an "outcome letter" advising they will not be reported for Unsatisfactory Attendance for current course However, if no appeal and compelling or compassionate circumstances documentation is provided and accepted, then the student will be reported for Unsatisfactory Attendance via PRISMS If a student has submitted an appeal, which is deemed unsuccessful by COE, student is advised that their appeal is unsuccessful and they have 10 days to externally appeal and provide evidence to COE. Otherwise, COE will report student for unsatisfactory attendance.

	<ul style="list-style-type: none"> ▪ If the student does externally appeal and evidence is provided, COE will place their decision to report on hold, until the external appeal process has reached an outcome. ▪ If a student is to be reported via PRISMS, the Academic Coordinator will inform the Student Support Officer to report the student for unsatisfactory attendance. ▪ All documents listed above are to be stored in electronic form in the student file.
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Student complaints and appeals (National code 8)

1. Policy

- 1.1 This policy and procedure apply to international students who are enrolled at The Centre of Excellence.
- 1.2 If a student has a complaint that they wish to raise with The Centre of Excellence they are encouraged to do so through the Complaints and Appeals procedure. Students are also encouraged to appeal any The Centre of Excellence decision if they feel they have valid grounds via the Appeals process as per this policy. This includes assessment and RPL decisions.
- 1.3 Students may lodge informal and formal complaints. Students can complain about any decision made by a third-party providing services on The Centre of Excellence's behalf, its trainers, assessors, fellow students or others. Students may also access The Centre of Excellence's internal and external appeals process.
- 1.4 The Centre of Excellence has a procedure for informal/ formal complaints and internal and external appeals processing/ handling.
- 1.5 All complaints and appeals lodged will be used for continuous improvement purposes.
- 1.6 The CEO is responsible for implementing this policy and reviewing its effectiveness in compliance with regulatory guidelines.
- 1.7 This policy will be implemented in compliance with the requirements of the Standards of Registered Training Organisations (RTOs) 2015 Standard 6 and the National Code of Practice 2018 Standard 10.
- 1.8 This policy and procedure apply to all The Centre of Excellence international students and staff.
- 1.9 Students' right to access Australian consumer protection law and other legal remedies is not affected by this policy and procedure.
- 1.10 All students are provided information on The Centre of Excellence Complaints and appeals policy and procedure pre and post-enrolment.
- 1.11 Students may be accompanied and assisted by a representative at any time.
- 1.12 Students' enrolments are maintained whilst an internal complaint or appeal is in progress and the outcome has not been determined.
- 1.13 If there is any matter arising from a student complaint or appeal that is a systemic issue that requires improvement action this will be reported to The Centre of Excellence management meeting as part of the continuous improvement process.
- 1.14 The student will incur no cost during the complaints and appeals process unless they seek external representation.
- 1.15 Complaints and appeals are taken seriously by The Centre of Excellence and action is commenced within 5 days of receipt of a complaint or appeal. The Centre of Excellence acts upon the outcome of any complaint found to be substantiated. Appeals must be lodged within 20 working days of the decision of a complaint process or assessment result.
- 1.16 Students are provided with the opportunity to lodge their complaint or appeal in writing.

- 1.17 The principles of natural justice and procedural fairness are consistently applied when The Centre of Excellence is implementing this policy and procedure.
- 1.18 The Centre of Excellence encourages all parties to approach a complaint or appeal with an open view and to attempt to resolve problems in a fair, unbiased and equitable manner through discussion and conciliation.
- 1.19 All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution that is fair, unbiased and equitable to all parties.
- 1.20 Where a complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to review the process implemented by the Institute.
- 1.21 The following procedure outlines how students will have their complaints and appeals processed.

Procedure

2. Informal Complaint Process – General Complaints

- 2.1 Students are encouraged to approach any member of The Centre of Excellence staff and make an informal complaint about any issue relating to their training. Students can lodge a complaint against any decision made by a third-party providing services on The Centre of Excellence's behalf, its trainers, assessors, fellow students or others.
- 2.2 Where possible staff members utilise advice, discussions, and general mediation in relation to the issue/ complaint. Staff members try and resolve the issue informally. All parties are encouraged to approach a complaint or appeal with an open view and attempt to resolve problems in a fair, unbiased and equitable manner through discussion and conciliation.
- 2.3 Any staff member can be involved in this informal process to resolve issues. Complainants will be forwarded a letter (by email or post) acknowledging the receipt of their informal complaint and a copy of this policy and procedure within 5 working days of The Centre of Excellence receiving the informal complaint.
- 2.4 Parties identified in the complaint will be notified in writing about the complaint (including details) and invited to respond in writing to present their side of the matter. The Centre of Excellence gives all parties every opportunity to present their point of view/ position during this process and try to resolve the issue to the satisfaction of the complainant where possible.
- 2.5 Staff members refer students to the Academic Coordinator if they feel they cannot or it is not appropriate for them to try and resolve the complaint/ issue. The Academic Coordinator may seek advice from or delegate the handling of the complaint to the (name alternative position/ personnel).
- 2.6 Staff may arrange a future meeting with the student if further investigation is required.
- 2.7 If the complaint is against the Academic Coordinator the (Director of Studies/ CEO) should be approached and deal with the complaint.
- 2.8 The outcome of the informal complaint should be communicated to the student within 10 working days of lodgment.
- 2.9 Students who are not satisfied with the outcome of the informal process are encouraged to lodge a formal complaint.
- 2.10 All staff members should log informal complaints and outcomes in the complaints & appeals register for continuous improvement purposes.

3. Formal process - General Complaints

- 3.1 Students are encouraged to approach any member of The Centre of Excellence staff and make a formal complaint about any issue relating to their training. Students can lodge a complaint against any decision made by a third-party providing services on The Centre of Excellence's behalf, its trainers, assessors, fellow students or others.
- 3.2 If dissatisfied with the outcome of the informal complaints process, students should complete the Complaints & Appeals form (with assistance from the Academic Coordinator if required).

- 3.3 Students should lodge formal complaints using the Complaints & Appeals form located in the International student handbook and The Centre of Excellence website.
- 3.4 Complaints & Appeals forms are to be submitted to: Reception (Student Support Officer, The Centre of Excellence at Level 4, 406 Collins Street, Melbourne Victoria 3000 or by e-mail to studentsupport@coe.vic.edu.au. The complaint will then be forwarded to Academic Coordinator.
- 3.5 If the complaint is against the Academic Coordinator the (Director of Studies/ CEO) will deal with the complaint. In this instance submit the complaint form to the (Director of Studies/ CEO) of The Centre of Excellence at Level 4, 406 Collins Street, Melbourne Victoria 3000 or by e-mail to studentsupport@coe.vic.edu.au
- 3.6 Complainants will be forwarded a letter (by email or post) acknowledging the receipt of their formal complaint and a copy of this policy and procedure within 5 working days of The Centre of Excellence receiving the formal complaint form. The Centre of Excellence processes the complaint/ appeal within 10 working days of lodgment.
- 3.7 Parties involved in the complaint will be notified in writing about the complaint (including details) and invited to respond in writing to the complaint. The Centre of Excellence gives all parties every opportunity to present their point of view/ position during this process and try to resolve the issue to the satisfaction of the complainant where possible.
- 3.8 The Academic Coordinator or (Director of Studies/ CEO) will investigate the complaint and liaise with appropriate staff (if/ when appropriate) to ensure all the facts are considered prior to make any decision. All parties are encouraged to approach a complaint or appeal with an open view and attempt to resolve problems in a fair, unbiased and equitable manner through discussion and conciliation.
- 3.9 If appropriate the Academic Coordinator may seek advice from internal/ external Welfare Support services and/ or involve welfare support personnel in the handling of the complaint. Students may request assistance from the Student support officer during any part of the complaints process including during meetings.
- 3.10 If appropriate the Academic Coordinator may seek advice from (Director of Studies/ CEO) in the handling of the complaint.
- 3.11 If appropriate Director of Studies/ CEO may implement The Centre of Excellence's Critical Incident policy if they believe the issue meets the criteria to be deemed so.
- 3.12 The Director of Studies/ CEO may delegate the handling of the complaint to the (name alternative position/ personnel) if appropriate.
- 3.13 The Academic Coordinator may arrange a meeting with the student during the investigation process if appropriate. Other parties identified in the complaint/ allegations may attend the meeting.
- 3.14 If a meeting is initiated the Academic Coordinator will attend the meeting and provide the complainant with an opportunity to present their side of the matter.
- 3.15 Meeting minutes will be taken and made available to all parties.
- 3.16 Students' have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process. The cost of this will be borne by the student.
- 3.17 At any meeting the student has the opportunity to submit and discuss any evidence in support of their complaint.
- 3.18 The Academic Coordinator will consider all evidence from the student, and/ or other parties and/ or The Centre of Excellence prior to coming to any decision.
- 3.19 The Academic Coordinator will clarify evidence/ information to ensure they fully understand all aspects of the issue.
- 3.20 On reviewing the evidence the Academic Coordinator will attempt to negotiate a resolution to the issue/ complaint. The Academic Coordinator will approach the resolution with an open view and to attempt to resolve problems in a fair, unbiased and equitable manner through discussion and conciliation.
- 3.21 The Academic Coordinator notifies the student in writing of The Centre of Excellence's decision within 5 working days of the decision being made. This will include reasons for the decision.

- 3.22 Students are notified of their right to appeal any decision within 20 working days of receiving notification if they are not satisfied with the outcome of the process. They are also notified how to access the process.
- 3.23 All formal complaints and outcomes are recorded in the Complaints and Appeals Register. If appropriate the continuous improvement register will be updated.
- 3.24 If a student's complaint is substantiated through this process the Academic Coordinator will take immediate corrective action.
- 3.25 All relevant documentation relating to the complaint is stored in the student's file.
- 3.26 If the complainant is unsatisfied with the outcome of the formal complaint process, they may access The Centre of Excellence internal appeals processes. The internal appeals procedure is outlined below.

4. Internal appeals process – General appeals

- 4.1 If students are not satisfied with a The Centre of Excellence decision they may appeal by accessing the appeals process. All parties are encouraged to approach the appeal with an open view and attempt to resolve problems in a fair, unbiased and equitable manner through discussion and conciliation.
- 4.2 The student will not incur costs when accessing the internal appeals process unless they seek representation.
- 4.3 General appeals may be made in relation to the situations identified in clauses 4.4 and 4.5 of this procedure.
- 4.4 The outcome of a formal complaint.
- 4.5 The outcome of action being brought against the student for breaching the code of conduct or a decision made by The Centre of Excellence that impacts the student.
- 4.6 Students must have reasonable grounds for an appeal and include all supporting evidence with the Complaints & Appeals form.
- 4.7 The Academic Coordinator can assist students with completing the Complaints and Appeal form (or the (name alternative position/ personnel) if the complaint is against the Training Coordinator).
- 4.8 The Academic Coordinator is not able to assist students in establishing if they have reasonable grounds for an appeal.
- 4.9 Students' have the right to seek advice from and be represented by external parties at any time during the appeals process. The cost of this will be borne by the student. Students may request assistance from the Student support officer during any part of the appeals process including during meetings.
- 4.10 If the appeal is in relation to the Academic Coordinator and/ or his decisions another member of staff will deal with the process. This will be the (Director of Studies/ CEO).
- 4.11 If the appeal is lodged as a result of the outcome of a complaint, the staff member who dealt with the complaint will not handle the appeal.
- 4.12 Students must lodge an appeal within 20 working days of being notified by The Centre of Excellence of any decision they wish to appeal.
- 4.13 Students must lodge appeals using the Complaints & Appeals form located in the International student handbook/ website via e-mail to studentsupport@coe.vic.edu.au . Students will be forwarded a letter (by email or post) acknowledging the receipt of their appeal and a copy of this policy and procedure within 5 working days of The Centre of Excellence receiving the Complaints and appeals form.
- 4.14 Complaints & Appeals forms are to be submitted to: Reception (Student Support Officer), The Centre of Excellence at Level 4, 406 Collins Street, Melbourne Victoria 3000 or by e-mail to studentsupport@coe.vic.edu.au. If the appeal is against a decision undertaken by the Academic Coordinator the appeals form is to be forwarded to the (Director of Studies/ CEO).
- 4.15 The appeals process will commence within 5 working days of lodgment and the outcome communicated to the student within 20 working days of lodgment. On receiving an appeal The Centre of Excellence will arrange a meeting to take place and inform the student in writing.

Other parties involved in the appeal will be notified in writing about the appeal (including details) and invited to respond in writing. The Centre of Excellence gives all parties every opportunity to present their point of view/ position during this process and try to resolve the issue to the satisfaction of the appellant where possible.

- 4.16 The student and representative (if requested), Academic Coordinator (or (Director of Studies/ CEO) if the appeal is against an Academic Coordinator's decision) will attend the meeting.
- 4.17 Staff handling the appeal provide all parties with every opportunity to present their case during this process and try to resolve the issue to the satisfaction of the student where possible.
- 4.18 The Centre of Excellence considers all the evidence and liaises with appropriate staff if necessary, to ensure all the facts are considered prior to make any decision.
- 4.19 If appropriate The Centre of Excellence staff may seek advice from external welfare support services and/ or academic staff.
- 4.20 If appropriate staff may implement The Centre of Excellence Critical Incident policy if they believe the issue meets the criteria to be deemed so.
- 4.21 The Centre of Excellence representatives will clarify evidence/ information to ensure they fully understand all aspects of the issue.
- 4.22 All evidence will be reviewed in a fair, unbiased, equitable and impartial manner in coming to a decision.
- 4.23 Minutes of the meeting will be taken including the outcome of the appeal. This will also include the reasons for the decision. The minutes will be signed by all present.
- 4.24 The Centre of Excellence staff discuss the reasons for the decision with the appellant.
- 4.25 If the outcome is in favour of the student, The Centre of Excellence will immediately commence corrective/ improvement action.
- 4.26 Students have forwarded written confirmation of the outcome the next business day. The letter details the reasons for the decision and informs the student of their right to access the external appeals process within 20 working days of receipt of the letter (if appropriate). Information on how to access this process is also provided.
- 4.27 The complaints and appeals register is updated. The continuous improvement register may also be updated.
- 4.28 All evidence will be placed in the student's file.
- 4.29 There are no further avenues within The Centre of Excellence for complaints or appeals after the internal appeals process has been completed, however, an external appeals process is available to students.
- 4.30 Details of the external appeals process and how students may access it are outlined below.
- 4.31 Students may also seek to pursue a legal route if they feel unsatisfied with the outcome. Costs of any legal action incurred by the student are to be met by the student.

5 Internal appeals process – Assessments

- 5.1 The student will not incur costs when accessing the internal appeals process unless they seek representation.
- 5.2 If a student feels they have been unfairly assessed or there are circumstances that impacted their performance they may appeal an assessment decision.
- 5.3 Students should approach their assessor in this case outlining the reasons for their appeal. Students may request assistance from the Student support officer during any part of the appeals process including during meetings.
- 5.4 If the assessor feels there are reasonable grounds for the appeal, he/ she will decide to re-assess the student.
- 5.5 The assessor should document this process along with the outcome in the complaints and appeals register. All supporting documentation should also be placed in the student's file.
- 5.6 If the assessor decides to refuse the student an opportunity for re-assessment, the student may lodge a formal appeal by submitting a complaint and appeal form. The student must provide reasons for the appeal along with any supporting evidence.

- 5.7 Complaints & Appeals forms are to be submitted to: Reception (Student Support Officer), The Centre of Excellence at Level 4, 406 Collins Street, Melbourne Victoria 3000 or by e-mail to studentsupport@coe.vic.edu.au. It will then be forwarded to Academic Coordinator.
- 5.8 The Academic Coordinator will deal with this process. Students will be forwarded a letter (by email or post) acknowledging the receipt of their appeal and a copy of this policy and procedure within 5 working days of The Centre of Excellence receiving the Complaints and appeals form.
- 5.9 The Academic Coordinator reviews all the supporting documentation and discusses the situation with the assessor and student. A decision will be made after all the evidence has been considered. Other parties involved in the appeal will be notified in writing about the appeal (including details) and invited to respond in writing. The Centre of Excellence gives all parties every opportunity to present their point of view/ position during this process and try to resolve the issue to the satisfaction of the appellant where possible.
- 5.10 The Academic Coordinator will invite the student and other party/ies to attend a meeting and present their evidence (if appropriate). All parties are encouraged to approach the appeal with an open view and attempt to resolve problems in a fair, unbiased and equitable manner through discussion and conciliation. The (Director of Studies/ CEO) will also review all evidence in an impartial manner. If the (Director of Studies/ CEO) decides that the students appeal be upheld the following will apply.
- 5.11 The assessment submission in question will be marked again by the assessor or an additional opportunity to demonstrate competency provided to the student or another assessor will mark the submission or another assessor will provide an additional opportunity for the student to demonstrate competency (the relevant factors impacting the appeal and circumstances will be considered in deciding on the most appropriate course of action).
- 5.12 The Centre of Excellence will document this process along with the outcome in the complaints and appeals register. All supporting documentation should also be placed in the student's file.
- 5.13 The student will be awarded the grade that gives them the most favourable outcome between the two submissions.
- 5.14 If the student's appeal is refused he/she will be sent written notification of the outcome within five working days of the decision being made. This will also include reasons and details for the decision. The letter will also inform the student of their right to access the external appeals process and how to do so.
- 5.15 Students can only appeal an assessment decision once.
- 5.16 If students are dissatisfied with the outcome of the internal appeals process they may access the external appeals process. Details of this procedure and how to access it are outlined below.
- 5.17 Students may also seek to pursue a legal route if they feel unsatisfied with the outcome. Costs of any legal action incurred by the student are to be met by the student.

6. External appeals process

- 6.1 External appeals may only be lodged if a student thinks The Centre of Excellence has not followed this Complaints and Appeals policy and procedure. Students can lodge an external appeal against any decision made by a third party providing services on The Centre of Excellence's behalf, its trainers, assessors or others.
- 6.2 Students may access the external appeals process with the Overseas Student Ombudsman <http://www.ombudsman.gov.au/How-we-can-help/overseas-students>. Students may request assistance from the Student support officer during any part of the external appeals process including during meetings.
- 6.3 Students must lodge external appeals using the Complaints & Appeals form located in the International student handbook or available from studentsupport@coe.vic.edu.au.
- 6.4 Complaints & Appeals forms are to be submitted to: Reception (Student support), The Centre of Excellence at Level 4, 406 Collins Street, Melbourne Victoria 3000 or by e-mail to studentsupport@coe.vic.edu.au. Students will be forwarded a letter (by email or post) acknowledging the receipt of their appeal and a copy of this policy and procedure within 5 working days of The Centre of Excellence receiving the Complaints and appeals form.

Other parties involved in the appeal will be notified in writing about the appeal (including details) and invited to respond in writing.

- 6.5 The Centre of Excellence will forward all external appeals to the Overseas Student Ombudsman within five working days of lodgment.
- 6.6 The Overseas Student Ombudsman will advise the student that in general, the purpose of the external appeals process is to determine whether The Centre of Excellence has followed its internal complaints and appeals policy and procedure.
- 6.7 The Overseas Student Ombudsman will not review the evidence or make a decision in place of the one made by The Centre of Excellence.
- 6.8 Students will not incur costs in accessing the external appeals process unless they seek external representation.
- 6.9 All documentation is placed in the student's file.
- 6.10 The Overseas Student Ombudsman will provide a written statement of the outcome including reasons and details for the decision to the appellant and The Centre of Excellence at the completion of the external appeals process.
- 6.11 If the outcome of the external appeals process results in a decision favoring the student, The Centre of Excellence will immediately implement any corrective action, decision or measures required as indicated in the written response provided by the external appeals body. The student will be advised as to the course of action taken by The Centre of Excellence as per the Overseas Student Ombudsman's advice.
- 6.12 The student will be contacted within 2 working days of receiving notification from the Overseas Student Ombudsman of the decision.
- 6.13 The student may access and receive the outcome of only one external appeals process

7 Extending the duration of the Complaints and/ or appeals process

- 7.1 If The Centre of Excellence considers that due to the nature of the complaint or appeal that more than 60 days are required to process the complaint or appeal the following will apply:
 - The Centre of Excellence will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required.
 - During the period of processing the complaint of appeal The Centre of Excellence will regularly update the complainant or appellant in writing on the progress of the matter.

8. International students appealing The Centre of Excellence intention to report for unsatisfactory course progress, or appealing a decision to suspend or cancel their enrolment

- 8.1 If an international student receives notification from The Centre of Excellence informing them that The Centre of Excellence intends to report them for failing to maintain satisfactory course progress (as per student visa requirements and The Centre of Excellence Course progress policy and procedure), students have to the right to appeal the decision.
- 8.2 If an international student receives notification from The Centre of Excellence informing them that The Centre of Excellence intends to suspend or cancel their enrolment for misconduct/misbehaviour or in accordance with the Defer, suspend or cancel enrolment policy and procedure, students have to the right to appeal the decision.
- 8.3 Appeals must be lodged in writing on the Complaints and Appeals form and include verifiable supporting documentation/ evidence.
- 8.4 Complaints and appeals forms are found in the International student handbook, available from The Centre of Excellence reception at or on request from studentsupport@coe.vic.edu.au. Complaints and appeals forms are to be submitted to the Academic Coordinator, The Centre of Excellence at Level 4, 406 Collins Street, Melbourne Victoria 3000 or by e-mail to studentsupport@coe.vic.edu.au.
- 8.5 Students have 20 working days to lodge an appeal against The Centre of Excellence decision.

- 8.6 Students must attend all scheduled classes during the complaints and appeals process and complete all related coursework and assessments.
- 8.7 If a student chooses to access the Complaints and appeals processes to appeal the intention to report the student to the DHA/ DoE or suspend or cancel their enrolment, The Centre of Excellence will maintain the student's enrolment while the internal and external appeals processes are ongoing.** unless in the circumstances identified in clause 8.8.
- 8.8 The Centre of Excellence may decide to suspend or cancel a student's enrolment before the internal or external appeals process elapsed or before the conclusion of the appeal process is known if there are extenuating circumstances. E.g. serious risk being posed to the student, other students and/ or The Centre of Excellence staff by maintaining the student's enrolment.

9. Suspending and cancelling international student enrolments

- 9.1 The Centre of Excellence waits until 20 working days after notifying the student of The Centre of Excellence's intention has elapsed, or the outcome of any appeal is known or the student withdraws from the appeal process before suspending or cancelling an enrolment.
- 9.2 Enrollments are suspended or cancelled via PRISMS with reasons noted and all documentary evidence placed in the student's file.
- 9.3 Students are notified of the impact of suspending and/ or cancelling their enrolment on their student visa at all stages during the relevant process in person and in formal communication from The Centre of Excellence.
- 9.4 All documentation relating to cancelling an enrolment is stored in the students' file.

10. Continuous Improvement

- 10.1 Information collected during the complaints and appeals process will be securely stored and used for continuous improvement purposes.
- 10.2 All records and information collected will be stored in a locked office. Hardcopy records in a locked filing cabinet, and soft copy records on a PC which is password protected.
- 10.3 Soft copy data is backed up in cloud and externally
- 10.4 As part of the continuous improvement process, information gained during the processes will be analysed, and appropriate action will be taken to eliminate or mitigate the likelihood of the issues reoccurring.

Further information

The Centre of Excellence's Complaints and Appeals policy and procedure in no way effects the students right to access consumer affairs legislation and legal representation.

Students also have the right to contact the VET regulator if they are dissatisfied with the complaints and appeals process and lodge a complaint against The Centre of Excellence.

National VET Regulator

Australian Skills Quality Authority

Web: www.asqa.gov.au

Email: enquiries@asqa.gov.au

Phone: 1300 701 801

Documents to be employed when implementing this policy and procedure:

- International student handbook
- Complaints and Appeals form
- Complaints and Appeals register
- Continuous improvement policy and procedure
- Continuous improvement register

- Defer, suspend or cancel enrolment policy and procedure
- Course progress policies and procedures
- SMS
- Student files

Entry Requirements Policy & Procedure

1. Policy

- 1.1 This policy and procedure apply to international students who apply for a course at The Centre of Excellence. The Centre of Excellence employs an effective entry requirements policy and procedure for all international students.
- 1.2 The Centre of Excellence enters into written enrolment agreements with all international students.
- 1.3 The Centre of Excellence informs all students of their rights and responsibilities prior to enrolment.
- 1.4 The Centre of Excellence informs all student information in accordance with The Centre of Excellence Student information policy prior to enrolment.
- 1.5 The Centre of Excellence assesses whether a student's qualifications, learning needs, skills, knowledge, and experience are appropriate for the course for which enrolment is sought.
- 1.6 The CEO is responsible for implementing this policy and procedure and reviewing its effectiveness.
- 1.7 In accordance with the requirements of the Privacy Act 1988, The Centre of Excellence treats all student personal data confidentially.
- 1.8 This policy is implemented in compliance with the requirements of the Data Provision Requirements 2012, Standards for Registered Training Organisations (RTOs) 2015 Standards 3, 4, and 5, the National code of practice 2018 Standards 2, 3, 7 and 8.

Procedure

2. Enrolment

Enrolling students (VET Courses)

- 2.1 On receiving enrolment requests, pre enrolment information including Enrolment and Pre Training Review forms and the International student handbook is supplied to each student.
- 2.2 All pre enrolment information is supplied to each student prior to enrolment being completed.
- 2.3 On receiving an application the Admissions officer will check if a place is available in the course and if not when the next place is available.
- 2.4 On receiving applications either directly from students or through education agents The Centre of Excellence assesses the student's qualifications and experience and English language proficiency as follows:
 - Applications for enrolment are reviewed by the Admissions officer or delegate.
 - The Admissions officer reviews the Enrolment and comes to a decision of whether the course applied for is appropriate in addressing the student's learning needs.
 - Applicants are required to provide any documentary proof of qualifications, school level completed, experience and English language level.
 - The Admissions officer establishes whether qualifications, experience and English language proficiency are appropriate for entry into the chosen course.
 - The certificates must be certified by the agent as true copies or other appropriate organisations
 - Where the evidence is provided of the appropriate English level the student can be assessed at this stage as meeting English language requirements.
 - IELTS certificates are checked to establish that it comes from an approved IELTS testing centre.

<https://ielts.com.au/find-test-centre/>

- An IELTS score of 5.5 (overall band) is required for entry for up to Diploma level courses and Overall 6 for the Advanced Diploma of Civil construction design course and Graduate Diploma of Management learning course. General and Academic IELTS certificates are accepted.
- Applicants who do not possess the required IELTS score or equivalent are advised to enrol in an ELICOS course to facilitate achieving the English language entry requirements.
- Equivalent qualifications demonstrating English proficiency are also accepted.
- The equivalent qualifications are also accepted for demonstrating English proficiency:
- Test of English as a Foreign Language internet-Based Test (TOEFL iBT) Certificate
- TOEFL iBT score of 46 or above for direct entry into a course; or 35 with an ELICOS course to be taken before your main course.
- Pearson Test of English (PTE) Academic Certificate
- PTE Academic score of 42 or above for direct entry into a course; or 36 with an ELICOS course to be taken before your main course.
- Cambridge English: Advanced (CAE) Certificate
- CAE test score of 47 or above for direct entry into a course; or 41 with an ELICOS course to be taken before your main course.
- Occupational English Test (OET) Certificate OET score of 'pass'
- TOEFL Paper-Based Test (PBT) Certificate (This test is only acceptable if taken in one of the following countries where IELTS is not available: Belarus, Ecuador, El Salvador, Guatemala, Honduras, Kyrgyzstan, Mali, Moldova, Solomon Islands, Suriname, Tajikistan, Tanzania, Uganda and Uzbekistan.)
- TOEFL PBT test score of 527 or above for direct entry into a course; or 500 with an ELICOS course to be taken before your main course.
- IELTS (or equivalent) certificates may not be required where:
 - Students have completed at least 6 months of a Certificate IV level course in an Australian RTO
 - Students have successfully completed a foundation course in Australia
- Tests results/ certificates and other evidence demonstrating English proficiency older than two years are not accepted.
- When assessing overseas qualification against AQF requirements refer to the equivalencies table for each country.
- Where there is insufficient or unclear information with regard to IELTS level or it's equivalent the application is forwarded to the CEO for assessment.
- Students must provide a certified copy of their passport as evidence that they are/ will be 18 at the commencement of their course. The original passport is checked at orientation.
- Where the evidence is provided of the appropriate qualifications and experience the student can be assessed at this stage as meeting the entry requirements.
- Where there is insufficient or unclear information with regard to entry requirements being met the application is forwarded to the CEO for assessment.
- Where there is a request for course credit or RPL the application is forwarded to the Academic Coordinator for assessment. Applications will be assessed in accordance with The Centre of Excellence RPL/CT policy and procedure.
- Application forms must be complete, signed and dated by the student.
- Incomplete application forms are returned to the student for completion.
- Supplementary information is requested from students who submit incomplete applications e.g. IELTS or school certificates.
- The 'official use' section of the application form is completed by the Admissions officer once all information is considered and received.

Where the applicant does not possess the formal vocational qualifications The Centre of Excellence will consider:

- Mature aged students with relevant work and/ or life experiences
- Supporting verifiable documentation from former employers
- Previous academic results

- Transferrable skills
- Personal attributes

Where experience is being claimed by the applicant, the following criteria must be formally satisfied in writing:

- Employers name and contact details;
 - Job title;
 - Period the position was held;
 - References from employers, including details about the tasks undertaken whilst in their employ, and the level of work responsibilities;
 - Letters from students, supervisors, employers, contractors; and
 - Portfolio of all relevant evidence supporting the application.
- 2.5 If a student's application is incomplete, or the outcome of assessing the application is that the course is not appropriate for addressing the student's learning needs, or the student does not meet the entry requirements a letter stating the application has been declined along with reasons and options for the student is forwarded.
- 2.6 If a student meets the entry requirements and the outcome of assessing the application is that the course is appropriate for addressing the student's learning needs, an offer letter is sent to the student along with the written agreement and instructions on how to confirm acceptance of the offer.
- 2.7 The Letter of Offer/ Written agreement includes course details, duration, total course fees and course fees due to be paid now, enrolment fee, materials fee (if any) and OSHC fees, course start and end time and dates.
- 2.8 The Letter of Offer/ Written agreement is sent directly to the student or education agent (if the application was forwarded by one) along with the written agreement.
- 2.9 The student accepts the Letter of Offer/ Written agreement by signing and returning it to The Centre of Excellence.
- 2.10 Once The Centre of Excellence acknowledges receipt of the Written agreement the student is asked to forward payment of agreed fees.
- 2.11 Acceptance of the offer is confirmed by returning the completed written agreement and confirmation of payment of the required fees.
- 2.12 Student payments are processed in accordance with The Centre of Excellence Fees and Refund Policy.
- 2.13 Student tuition fees are not accessed until the written agreement has been received from the student and until the student has commenced their studies.
- 2.14 On receiving the written agreement and confirming receipt of funds a CoE is generated via PRISMS and forwards to the student (or education agent).
- 2.15 A CoE is generated for each course in which the student is enrolled. The duration of the CoE generated is consistent with the course duration registered on PRISMS.
- 2.16 A file is created for each student and all documentation is placed in the file.
- 2.17 Each student is placed on the relevant course list.
- 2.18 All applications and the subsequent process will be responded to/ completed within 5 working days of receipt.
- 2.19 Student tuition fees are not accessed until the course commences.

- 2.20 Each student is placed on the relevant course list.
- 2.21 A file is created for every student on the Student Management System. This contains name and contact details, the title of qualification, competencies, scheduled hours, timeframe for achievement, delivery mode/s, training to be undertaken, assessment details and arrangements, parties responsible for delivery, and assessment of each unit of competency, records of CT and RPL granted (where appropriate).
- 2.22 The RTO collects Unique Student Identifier (USI) data from each enrolled student.
- 2.23 USI's will be requested on the Enrolment form. The RTO will advise students to request a USI from www.usi.gov.au if they do not have one at enrolment. Instructions on the website are to be followed.
- 2.24 If the student does not have a USI they can instruct the RTO to collect this on their behalf. Written evidence of permission will be retained in such circumstances.
- 2.25 If the student does not supply the USI or instruct the RTO to collect the data on their behalf at enrolment, this information will be collected either before certification or before AVETMISS reporting.

3. Content of Written Agreements

- 3.1 Identifies the course or courses in which the student is to be enrolled and any conditions on his or her enrolment.
- 3.2 Provides an itemised list of tuition and non-tuition fees to be paid by the student.
- 3.3 Outlines the course or courses in which the student is to be enrolled, the expected course start date, the location(s) at which the course will be delivered, the offered modes of study for the course, including compulsory online and/or work-based training, placements, and/or other community-based learning and/or collaborative research training arrangements
- 3.4 Outlines any prerequisites necessary to enter the course or courses, including English language requirements
- 3.5 Lists any conditions imposed on the student's enrolment.
- 3.6 Lists all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences).
- 3.7 Provides details of any non-tuition fees the student may incur, including as a result of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply.
- 3.8 Sets out the circumstances in which personal information about the student may be disclosed by The Centre of Excellence, the Commonwealth including the Tuition Protection Service (TPS), or state or territory agencies, in accordance with the Privacy Act 1988.
- 3.9 Outlines The Centre of Excellence's internal and external complaints and appeals processes, in accordance with The Centre of Excellence Complaints and appeals policy and procedure.
- 3.10 States that the student is responsible for keeping a copy of the Written agreement as supplied by The Centre of Excellence, and receipts of any payments of tuition fees or non-tuition fees.
- 3.11 Only use links to provide supplementary material.
- 3.12 Sets out the circumstances in which personal information about the student may be shared between The Centre of Excellence and the Australian Government and designated authorities. The information that may be shared includes personal and contact details, course enrolment details and changes.
- 3.13 Advises the student of his or her obligation that while in Australia and studying with The Centre of Excellence, must notify The Centre of Excellence of his or her contact details including:

- the student's current residential address, mobile number (if any) and email address (if any)
 - who to contact in emergency situations
 - any changes to those details, within 7 days of the change
- 3.14 Provides refund terms, conditions, processes and arrangements. Refund information includes:
- amounts that may or may not be repaid to the student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider)
 - processes for claiming a refund
 - the specified person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement
 - availability of a cooling-off period after paying fees
 - an explanation of what happens in the event of a course not being delivered, including the role of the TPS
- 3.15 A statement that "Student may also seek legal redress through usual court processes if they feel unsatisfied. This agreement, and the availability of complaints and appeals processes, do not remove the rights of the student to take action under Australia's consumer protection law.
- 3.16 The Centre of Excellence maintains copies of all Enrolment forms, Written agreements and receipts of payments from each student for a period of 2 years from the date the student ceased their enrollment at The Centre of Excellence.

Documents to be employed when implementing this policy and procedure:

- International student handbook
- Offer letter/ Written agreement
- Enrolment form
- Student support services policy and procedure
- Fees and Refund Policy and Procedure
- Records management policy and procedure
- Student information policy and procedure
- Marketing policy and procedure
- RPL/CT policy and procedure