RTO 41177 | CRICOS Provider 03652F

International Student Handbook

Choice Academic College Pty Ltd trading as Choice Academic College

Level 3, 633 Princes Highway Rockdale, NSW 2216

☎ 0402 570 806| ✉ info@cacademic.edu.au

www.cacademic.edu.au

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WELCOME

Choice Academic College (CAC) welcomes prospective students and makes every effort to provide sufficient information to our prospective students before enrolling with us.

This Handbook provides you with information about our organisation, what you can expect from us and what we expect from you. You will also find useful information about our policies and procedures and some useful contacts. You will also find information about any regulations governing the training process and our relationship.

We look forward to providing you with optimal support and assistance throughout your training. Please feel free to approach the college or your trainer with any queries.

ABOUT US

Choice Academic College Pty Ltd trading as Choice Academic College is a privately-owned Registered Training Organisation (RTO) that is also registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) since 2018 - RTO 41177 ; CRICOS Provider 03652F

We are a modern and dynamic educational institution providing high quality vocational courses in a congenial environment that promotes learning and motivates students to achieve excellence in their studies.

Our Vision

To offer innovative, relevant and up-to-date curriculum backed by excellent and latest facilities so that students acquire real world experience supported by academic proficiency; thereby, building a strong foundation of work ethics and morals which promote sincerity, trust, goodwill, respect, honesty, collaboration, and teamwork in their respective chosen vocations.

Our Mission

We are dedicated to providing opportunities and support for students from diverse backgrounds; creating world leaders in different vocations on an individual level and proud, responsible, socially contributing citizens of the world on a global level.

OUR OBLIGATION AS YOUR RTO AND CRICOS EDUCATION PROVIDER

Choice Academic College as an RTO and CRICOS Education Provider registered with Australian Skills Quality Authority (ASQA), has an obligation to ensure the quality of the nationally recognised training and assessment it delivers. We must comply at all times with the Standards for RTOs 2015, which are part of the VET Quality Framework, as well as the Education Services for Overseas Students Act 2000 (ESOS Act) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

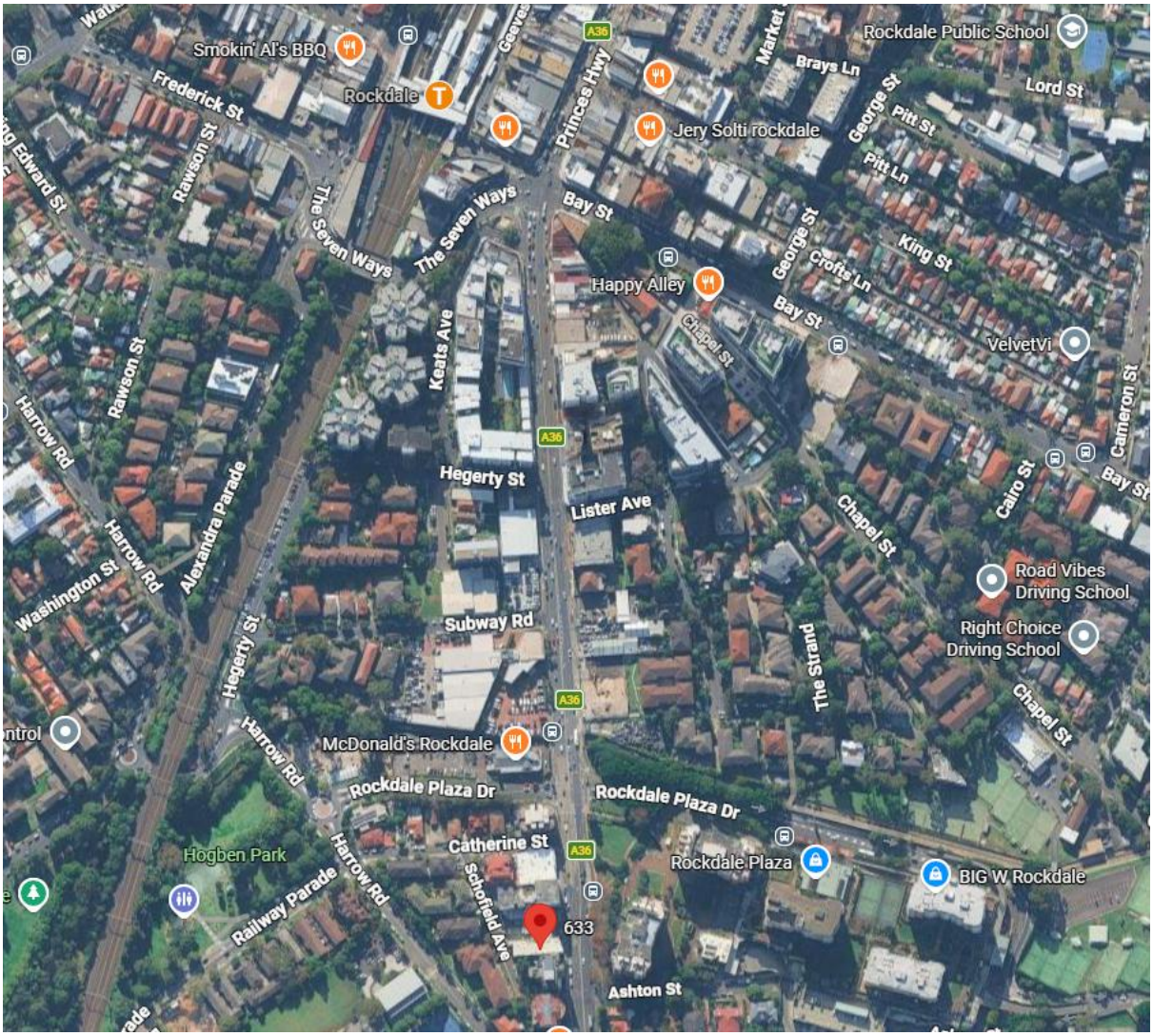
To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and salespersons where applicable.

If at any time you feel we have not met our obligations as an education provider, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

For further information on legislation, please visit the links below	
ESOS Act 2000 https://www.legislation.gov.au/Details/C2018C00210	*VET Quality Framework* https://www.asqa.gov.au/about/australias-vet-sector/vet-quality-framework
National Code 2018 https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx	

OUR CAMPUS – FACILITIES & SERVICES

Our campus is located at Level 3, 633 Princes Highway Rockdale NSW 2216 and is easily accessible via a number of public transport options. Many buses, trains and ferries travel to Parramatta, with just a short 10 minutes walk to the campus.



As a student at our Rockdale campus, you can enjoy range of food outlets, recreation areas, entertainment venues and Rockdale Plaza at your doorstep. Rockdale library is just stroll away from the campus; Students can enjoy books, CDs, DVDs and a wide range of services for FREE- membership of Rockdale Library is free for everyone.

Campus exterior – Level 3, 633 Princes Highway, Rockdale NSW 2216

Campus interior images

On-campus facilities

- Modern Classrooms equipped with digital tv / projector
- Free wireless internet (Wi-Fi)
- Dedicated Computer Lab
- Photocopying
- Break out area
- Student kitchenette and lounge
- Food / Drink Vending machine
- * Library with a quiet study area

Some of the available services

- International student orientation
- Accommodation assistance
- Academic writing workshops
- Job preparation workshops
- Welfare and counselling
- Student administration
- LLN support
- Complaints resolution

For more information, visit: http://cacademic.edu.au/campus-facilities-services/

ADDITIONAL RESOURCES – ROCKDALE LIBRARY

You can access books, CDs, DVDs and a wide range of services and events every week, ranging from computer classes, ESL classes, workshops and much more. **Library membership is free** and is open to anyone, even if you don't live locally.

To join the library, you will need to:

- visit the Rockdale Library or one of the branch libraries with identification with your name and current NSW residential address

For more information, visit:https://www.bayside.nsw.gov.au/recreation/places/libraries-and-museum/locations-and-opening-hours

Key contacts including Emergency Contacts

Choice Academic College Main Contact Details

Level 3, 633 Princes Highway, Rockdale, NSW 2216 Phone: 0402 570 806 Email: info@cacademic.edu.au Timings- Monday to Friday 9:00 AM to 06:00 PM

PEO/CEO
Dipendra Sharma Poudel CPA

Email: ceo@cacademic.edu.au

Accounts Manager
Suman Gautam

Email: accounts@cacademic.edu.au

Academic Officer
Santosh Poudel

Email: santosh@cacademic.edu.au

Marketing Officer
Qun Zhou

Email: julia@cacademic.edu.au

Student Contact Officer
Sujan Acharya
Email : studentservices@cacademic.edu.au
For emergency contact 0402570806

Department of Home Affairs (DHA): Phone: 131 881 http://www.homeaffairs.gov.au/

Transport NSW - https://transportnsw.info/
Phone 131 500

Taxi
Phone 131 008

Public Facilities:

Post office - Australia Post, Rockdale PLAZA
1 Rockdale Plaza Dr, Rockdale
NSW 2216
Phone: 13 13 18

Rockdale Library
444-446, Princes Highway Rockdale
NSW 2216
Phone: 02 9562 1821

Emergency Telephone Numbers: Police, Fire, Ambulance – **Dial 000**

COURSES PROVIDED BY CHOICE ACADEMIC COLLEGE

1. **CPC33020 Certificate III in Bricklaying and Blocklaying (CRICOS Course Code 121082J)**

   Duration: 52 Weeks (including 16 weeks of holidays and term breaks)

   Overview: This nationally recognised Certificate III in Bricklaying and Blocklaying bricklayer, blocklayer or paver who may have responsibility for undertaking heritage bricklaying, refractory bricklaying, bricklaying, blocklaying and paving work in residential, industrial and commercial contexts, in both existing and new constructions.

   Career Opportunities
   - Bricklayer
   - Blocklayer
   - Paver

2. **CPC30620 Certificate III in Painting and Decorating (CRICOS Course Code 121080M)**

   Duration: 52 Weeks (including 16 weeks of holidays and term breaks)

   Overview: This qualification provides a trade outcome in painting and decorating for residential and commercial construction work.

   Career Opportunities
   - Painter and decorator

3. **CPC31320 Certificate III in Wall and Floor Tiling (CRICOS Course Code 121081K)**

   Duration: 52 Weeks (including 16 weeks of holidays and term breaks)

   Overview: This qualification provides a trade outcome in wall and floor tiling for residential and commercial construction work. The qualification has core unit of competency requirements that cover common skills for the construction industry, as well as the specialist field of work, wall and floor tiling. Tilers work with materials like ceramic, glass, slate, marble and clay. They cut these materials and lay tiles on walls and floors, both interior and exterior. They may also add decorative touches to their basic work.

   Career Opportunities
   - Wall Tiler
   - Floor Tiler

4. **BSB40120 Certificate IV in Business (CRICOS Course Code 110960C)**

   Duration: 52 Weeks (including 16 weeks of holidays and term breaks)

   Overview: This nationally recognised Certificate IV in Business Course reflects the role of individuals in a variety of Business Services job roles. These individuals may have supervisory performance accountabilities. Individuals in these roles carry out a mix of specialist and moderately complex administrative or operational tasks that require self-development skills. They use well-developed skills and a broad knowledge base to apply solutions to a defined range of unpredictable problems and analyse information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

   Career Opportunities

   - Personal Assistant
   - Sales Assistant
   - Office Administrator
   - Sustainability Officer
   - Assistant Records Manager
   - Customer Service Assistant
   - Trade Coordinator

5. **BSB50120 Diploma of Business (CRICOS Course Code 109008J)**

Duration: 52 Weeks (including 16 weeks of holidays and term breaks)

Overview: This nationally recognised Diploma of Business Course helps you to develop broad and specialised skills across a wide range of business functions needed in dynamic business environments. You will learn how to manage risk, plan market research, manage budgets and financial plans, manage people's performance and much more.

Career Opportunities

- Team Leader
- Project Administrator
- Office Manager
- Executive Officer
- Business Manager

6. **BSB60120 Advanced Diploma of Business (CRICOS Course Code 109009H)**

Duration: 78 Weeks (including 24 weeks of holidays and term breaks)

Overview: You will develop specialised skills across a wide range of business functions needed in dynamic business environments. You will learn how to develop a business plan, manage organisational change, manage human resource strategic planning and much more.

Career Opportunities

- Senior Executive Officer
- Program Manager
- Regional Manager

7. BSB80120 Graduate Diploma of Management (Learning) (CRICOS Course Code 110222D)

Duration: 104 Weeks (including 32 weeks of holidays and term breaks)

Overview: This qualification reflects the role of individuals who apply highly specialised knowledge and skills in the field of organisational learning and capability development. Individuals in these roles generate and evaluate complex ideas. They also initiate, design and execute major learning and development functions within an organisation. Typically, they would have full responsibility and accountability for the personal output and work of others. This qualification may apply to leaders and managers in an organisation where learning is used to build organisational capability. The job roles that relate to this qualification may also include RTO Manager and RTO Director.

Career Opportunities

- General Manager
- Learning and Development Senior Consultant
- Learning and Development Manager
- RTO Manager
- Learning and Change Management Manager
- Human Resources Advisor

8. BSB50420 Diploma of Leadership and Management (CRICOS Course Code 104352M)

Duration: 104 Weeks (including 32 weeks of holiday and term breaks)

Overview: This nationally recognised Diploma of Leadership and Management Course helps you to build practical skills, invaluable communication techniques, leadership skills and more to become an effective leader across a range of enterprise and industry contexts.

Career Opportunities

- Senior Manager
- Departmental Manager
- Project Manager
- Business Manager
- Small to Medium Sized Business Owner

9. 22603VIC Certificate IV in Cyber Security (CRICOS Course Code 11604D)

Duration: 52 Weeks (including 16 weeks of holidays and term breaks)

Overview: The Certificate IV in Cyber Security is a technician level course. It provides participants with knowledge and a range of technical skills to enable them to seek employment as a cyber security technician in a range of organizations and government bodies.

Career Opportunities

- Cyber Security Technician
- Computer Helpdesk Technician
- Security Penetration Tester
- Website Security Support Officer
- Cyber Security Consultant
- Cyber Security Intrusion Tester
- Information Systems Technician

10. ICT50220 Diploma of Information Technology (CRICOS Course Code 110474F)

Duration: 78 Weeks (including 24 weeks of holidays and term breaks)

Overview: This qualification reflects the role of individuals in a variety of information and communications technology (ICT) roles who have established specialised skills in a technical ICT function. Individuals in these roles carry out moderately complex tasks in specialist fields, working independently, as part of a team or leading deliverables with others. They may apply their skills across a wide range of industries, business functions and departments, or as a business owner (sole trader/contractor).

Career Opportunities

- ICT System Admininstrator
- Network Support Technician
- Assistant IT Manager
- Network Administrator
- IT Support Analyst/Technician
- ICT Consultants

11. ICT60220 Advanced Diploma of Information Technology (CRICOS Course Code 110475F)

Duration: 52 Weeks (including 16 weeks of holidays and term breaks)

Overview: This qualification reflects the role of individuals in a variety of information and communications technology (ICT) roles who have significant experience in specialist technical skills, or managerial business and people management skills. Individuals in these roles carry out complex tasks in a specialist field, working independently, leading a team or a strategic direction of a business. They apply their skills across a wide range of industries and business functions, or as a business owner (sole trader/contractor).

Career Opportunities

- ICT System Administrator
- IT Support Analyst
- IT Manager
- Software Manager
- Network Administrator
- IT Project Manager
- Cyber Security Consultants
- ICT Consultants

12. BSB40820 Certificate IV in Marketing and Communication (CRICOS Course Code 110957J)

Duration: 52 Weeks (including 12 weeks of holidays and term breaks)

Overview: This qualification reflects the role of individuals who use well developed marketing and communication skills and a broad knowledge base in a wide variety of contexts. This qualification applies to individuals in full-time marketing roles, as well as those who are responsible for an organisation's marketing in addition to other duties. Individuals in these roles apply solutions to a defined range of unpredictable problems and analyse and evaluate information from a variety of sources.

Career Opportunities

- Public Relations Officer
- Direct Marketing Officer
- Sales Administrator
- Marketing Officer
- Market Research Assistant
- Marketing Coordinator
- Media Planner
- Assistant Advertising Account Planner
- Assistant Account Manager (Advertising)
- Advertising Account Coordinator
- Analyst
- Promotions Assistant Manager

13. BSB50620 Diploma of Marketing and Communication (CRICOS Course Code 110958H)

Duration: 78 Weeks (including 24 weeks of holidays and term breaks)

Overview: This qualification reflects the role of individuals who use a sound theoretical knowledge base in marketing and communication and who demonstrate a range of skills to ensure that functions are effectively conducted in an organisation or business area. Typically, the individuals would have responsibility for the work of other staff and lead teams. This qualification applies to individuals in full-time marketing roles, as well as those who are responsible for an organisation's marketing in addition to other duties.

Career Opportunities

- Public Relations Officer
- Direct Marketing Officer
- Sales Administrator
- Marketing Officer
- Market Research Assistant
- Marketing Coordinator
- Media Planner
- Assistant Advertising Account Planner
- Assistant Account Manager (Advertising)
- Advertising Account Coordinator
- Analyst
- Promotions Assistant Manager

14. BSB60520 Advanced Diploma of Marketing and Communication (CRICOS Course Code 110959G)

Duration: 78 Weeks (including 24 weeks of holidays and term breaks)

Overview: This qualification reflects the role of individuals who provide leadership and support strategic direction in the marketing and communications activities of an organisation. Their knowledge base may be highly specialised or broad within the marketing and communications field. Typically, they are accountable for group outcomes and the overall performance of the marketing and communication, advertising or public relations functions of an organisation.This qualification applies to individuals in full-time marketing roles, as well as those who are responsible for an organisation's marketing in addition to other duties.

Career Opportunities

- Marketing Director
- Advertising Account Director
- Marketing Strategist
- Marketing Manager
- Client Services Executive
- Client Services Director
- Advertising Account Planning Manager

15. SIT40521 Certificate IV in Kitchen Management (CRICOS Course Code 112178J)

Duration: 78 Weeks (including 24 weeks of holidays and term breaks)

Overview: This qualification reflects the role of individuals who provide leadership and support strategic direction. This qualification reflects the role of chefs and cooks who have a supervisory or team leading role in the kitchen. They operate independently or with limited guidance from others and use discretion to solve non-routine problems. This qualification provides a pathway to work in organisations such as restaurants, hotels, clubs, pubs, cafes and coffee shops, or to run a small business in these sectors. The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice. No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Career Opportunities

- Cook
- Assist a Section Chef
- Chef de Cuisine
- Commis Chef
- Chef de Partie – Trained Chef
- Sous Chef de Cuisine – Second handler in Kitchen

16. SIT50422 Diploma of Hospitality Management (CRICOS Course Code 112179H)

Duration: 78 Weeks (including 24 weeks of holidays and term breaks) For packaged course with Certificate IV in Kitchen Management, the duration of SIT50422 will be 6 months.

Overview: This qualification reflects the role of highly skilled senior operators who use a broad range of hospitality skills combined with managerial skills and sound knowledge of industry to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions. This qualification provides a pathway to work in any hospitality industry sector as a departmental or small business manager. The diversity of employers includes restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multiskilling and for acquiring targeted skills in accommodation services, cookery, food and beverage and gaming. The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice

Career Opportunities

- Bar Manager
- Executive Housekeeper
- Café Manager
- Club Manager

- Chef de Cuisine
- Chef - Patissier

Note:

- All courses are delivered face to face.
- Students are expected to attend all classes to maximise the learning opportunities and not to fall behind.

GENERAL ENTRY REQUIREMENTS:

- All students must be over 18.
- Completed equivalent to Australian Grade 12, and demonstrated English proficiency level as per below:
- Achieved IELTS band 6 (with no individual band below 5.0) or equivalent score in acceptable English Language Tests (PTE, TOEFL, or OET) Or
- Completion of Certificate IV or higher-level qualification in Australia in the last two years Or
- Achieved satisfactory score in English placement test as conducted by the College (Level 3 or higher in CSPA ACER LLN test will meet the requirements for this purpose)

COURSE LOCATIONS

All our courses are delivered face to face at our Rockdale Campus. The campus is located at Level 3, 633 Princes Highway, Rockdale NSW 2216. Our practical classer for trade course and kitchen management course will be off campus . Contact our office for the location.

For further details of individual course requirements including the entry requirements (academic and English), course credit/RPL, content, duration and cost, assessment methods and modes of study please refer to the individual course marketing material found on our website www.cacademic.edu.au .

EDUCATION AGENTS

Choice Academic College utilises the services of Education Agent's both in Australia and Overseas to promote and recruit student on its behalf. All agent's acting on behalf of Choice Academic College are under a strict Agents Agreement with Choice Academic College and are required to adhere to the Australian International Education and Training - Agent Code of Ethics. IMPORTANT NOTE: If an Education Agency Agreement is terminated on the basis demonstrated or reasonable suspected unethical, unprofessional and/or criminal behavior, Choice Academic will terminate the agency agreement and reserves the right to cease payment of agent commission or bonuses to the education agent.

As part of Choice Academic College's regulatory obligations, it provides to ASQA the details of all Agreements in place with Education Agent's; and a complete list of all Education Agents who work with Choice Academic College is available on our website www.cacademic.edu.au/our-agents/

SELECTION AND ENROLMENT

Choice Academic College accepts applications from all students who meet the entry requirements published in the course information.

To apply to enrol in a course, you must complete an Enrolment Form. The form is available on our website and can also be posted or emailed to you. If you are applying for a course that has entry requirements you will also need to provide the necessary evidence (as indicated on the Course Outline) *such as copies of qualifications, identification including your passport, schooling and evidence of English Language level (within the last 2 years) such as IELTS or PTE.*

If you are applying for Credit you should indicate this on your enrolment and supply certified copies of your transcripts so we can assess your application for Credit. See the section on Credits in this Handbook below.

Once you have completed your enrolment form and gathered all the necessary evidence, send it to

apply@cacademic.edu.au. You will be contacted within 2 business days to let you know the status of your application and to confirm your details.

As part of the entry requirement, you may be required to attend an interview. Details of the interview will be provided at this stage.

Upon approval of your enrolment, you will be sent further information about the next steps, payment arrangements and how you can get started in your course.

Please note that there is a $200 enrolment fee (non refundable administration fee) applicable if your application for Enrolment is approved.

UNIQUE STUDENT IDENTIFIER (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

For information about exemptions for individuals please review this webpage: https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: http://www.usi.gov.au/Students/Pages/default.aspx We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

CREDITS

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Choice Academic College can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed. There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your enrolment. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your Credit Application.

Reduction of Course Duration as a result of Credit or RPL

If Credit or RPL is granted after the acceptance of a place in a course or on commencement of studies and will affect the duration of studies, Choice Academic College will provide you with a new Confirmation of

Enrolment Letter (CoE) including the new duration.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

Choice Academic College has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment, but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning and you will be advised of these fees upon contacting us.

For more information about submitting an application for RPL, contact the Choice Academic College reception.

VISAS

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at:

https://www.homeaffairs.gov.au/trav/stud

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with the process of applying for a course to arrival at Choice Academic College and including assistance with visas.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa. See more information at the following link:

https://www.homeaffairs.gov.au/trav/stud

Conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant- maximum 48 hours per

fortnight during the semesters.

- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Re enrol for the class every Term within 14 days and failure to do so may result in cancellation of CoE as cessation of studies.
- Complete the course within the duration specified in the CoE.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

ARRANGING TRAVEL AND DOCUMENTS TO BRING

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Sydney at least 2 weeks before your course orientation to give you time to settle in.

The Sydney international airport is located at Link Road Sydney - Mascot, NSW, 2020.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (CoE)
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by Choice Academic College at the time of confirmation of enrolment.

If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

ENTRY INTO AUSTRALIA

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back.

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at www.aqis.gov.au.

ARRIVING IN AUSTRALIA

Getting from Sydney airport to your accommodation

There are taxis, buses and train available at the airport. Please refer to Sydney Airport website for more information.

The college can also arrange airport pick up for an additional charge of $160. Please contact the head office if you would like to use this service.

Keeping in contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived into Sydney, you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you, and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters

LIVING IN SYDNEY

Sydney is the state capital of New South Wales and the most populous city in Australia. Sydney is famous for its beautiful beaches, historical sites, fabulous shows, delicious restaurants and much more. Sydney harbour is world famous for its 200km shoreline and has many of Sydney's most famous landmarks right on its waters edge such as the Sydney Opera House and the Sydney Harbour Bridge.

The climate of Sydney is humid subtropical, shifting from mild and cool in winter to warm and hot in the summer, with no extreme seasonal differences. January is the hottest month in Sydney with an average temperature of 23°C and the coldest is July at 13°C with the most daily sunshine hours at 9 in December.

For more information, please visit the links below:

https://www.sydney.com/ - Official tourism, destinations and events website.

http://www.study.sydney/ - This website is an initiative of the NSW Government to help you access factual information about studying in Sydney and NSW.

ACCOMMODATION

It is best book temporary accommodation before you arrive and look for long-term accommodation once you get to Australia. Temporary accommodation could be a hotel or hostel. Temporary accommodation can be found through:

- Alfred Park
- Sydney Central YHA
- Sydney Backpackers

There are a range of long-term accommodation options for international students. For example:

Private rental

A private rental is where you sign a lease for a whole apartment or house. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules.

Share house

A share house is when you share a private rental with friends or housemates. All tenants are listed on the lease and pay their own share of rent and bond.

Boarding or homestay

Boarding or homestay is when you rent a room in a home and live with the homeowners. This is a private agreement between you and the homeowner.

Some rental websites:

www.realestate.com.au
www.domain.com.au
www.gumtree.com.au

It is important to remember that as an international Student, you have the same renting rights as local residents. Free tenancy advice is available from Tenants NSW and the Tenants Union of NSW.

LIVING COSTS IN AUSTRALIA

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.
While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

The following web site includes information about average living costs in Australia:

https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs

Carefully review the information at the web site link noting that the figures provided are average only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

BUDGETING

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs.

Costs associated with living in Australia are included at:

https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at www.understandingmoney.gov.au

SHOPPING

All Australian major town centres and capital cities shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some

supermarkets are open 24 hours a day seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.

CLOTHING

While there are no set rules on clothing in Australia, however many workplaces, restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where you can find low-cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.

For more information about the cost of living, visit the Study in Australia website at:

http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs

WORKING IN AUSTRALIA

As a student visa holder, you are allowed to work up to 48 hours a fortnight during term time and unrestricted hours during holidays. Before you undertake any paid work, you need to make sure your visa allows you to work. Find out more at the https://www.homeaffairs.gov.au/trav/stud

You should also visit the following website to find out more about working in Australia, including your employment rights and conditions.

https://www.studyinaustralia.gov.au/english/live-in-australia/working

If you require any further information about your workplace rights and obligations, for example, resolving a workplace dispute, visit the Fair Work Ombudsman site at www.fairwork.gov.au

ADJUSTING TO AUSTRALIAN CULTURE

While living and studying abroad may be an exciting adventure, it can also present a range of challenges. Having decided to study and live in Australia you will be undertaking adjustments in many areas of your life including cultural, social and academic.

Adjustment to a new country and culture is a process that occurs gradually and takes time. It is not unusual to experience culture shock. Culture shock is the feeling of being out of place in an unfamiliar environment. The values, beliefs, traditions and customs of your home country may vary greatly from those in Australia and adapting to the Australian way of life may take some time. This advice may help:

Listen, observe and ask questions - Adjustment to a new culture and way of life takes time. Allow yourself time to observe those around you and patterns of both verbal and non-verbal communication. Don‘t be afraid to ask questions if there are things you do not understand as this will reduce the chance of confusion or misunderstandings.

Become involved - Make an effort to meet people and become involved in groups both on campus and in the wider community. Maintain an attitude of openness to new situations and experiences. Establishing friendships and joining groups is the best way to experience and learn about Australian culture and will certainly mean you have a richer and more enjoyable time here.

Try to maintain a sense of perspective - When confronted with difficulties remind yourself that living and studying abroad is a challenge and it is normal to feel stressed, overwhelmed and out of your depth at times. Try to recall or make a list of the reasons you initially wanted to study abroad in the first place, Also, listing positive events or changes within yourself that have occurred since you arrived may also assist with getting things in perspective.

Maintain some of the routines and rituals you had at home - This can include small things such as continuing to drink a certain type of coffee or tea or eating specific foods. It may also include maintaining

involvement in bigger events such as celebrating a national day in your country of origin with a group of friends.
Communicate with friends and family at home - Communicating with those at home regularly about your experiences of study and life in Australia, through emails, telephones and letters, is vital. Not only does it help to keep you connected with important social supports, it also assists your friends and family to understand your experiences which will smooth the transition when you return home.

Sense of humour - Importantly, remember that living in a different culture means you will inevitably find yourself in a range of unusual and often confusing situations. Being able to laugh in these situations will remind you that it takes time to understand different cultures and that it is ok to make mistakes.

Ask for help - Don‘t be afraid to ask for assistance or support if you need it. In addition to the college’s support services, there are also external organisations that can help you have a successful and enjoyable time in Australia.

(Source: Macquarie University)

SOCIAL CUSTOMS

Greetings and goodbyes - most people say “Hello” or “Hi”. In a more formal situation say “Good morning, “Good afternoon” or “Good evening”.
When you leave friends say “Bye” or “See you later” or “Cheers”. In a more formal situation say “It was nice to meet you” or “Goodbye”.

Polite Behaviour - 'Please' and 'thank you' are words that are very helpful when dealing with other people, and buying goods or services. When asked if you would like something, like a cup of tea, it is polite to say, 'Yes please', or just 'please' if you would like it, or 'no, thank you' if you do not. When you receive something, it is polite to thank the person by saying 'thank you'.
Australians tend to think that people who do not say 'please' or 'thank you' are being rude. Using these words will help in building a good relationship.

Pot luck and bring a plate - if an Australian invite you for a ‘pot luck’ meal at their home this means everyone brings along some prepared food to share with all the guests. Or they might ask you to ‘bring a plate’. This also means you bring some food. Don’t bring an empty plate!

Smoking - Smoking has become less acceptable because of the health risks. You cannot smoke in any public building. People go outside if they want to smoke. If you want to smoke, ask people around you “Do you mind if I smoke?”

ESSENTIAL AUSSIE SLANG FOR INTERNATIONAL STUDENTS

Full on: Intense/Wild	**Heaps:** A lot or very i.e. ‘heaps good’
No worries: Don’t worry about it/It’s OK	**How ya going/How’s it going?:** How are you?
Arvo: The afternoon	**ATM:** Automatic Teller Machine
Barbie: BBQ	**Bikkie:** A biscuit
Bottle-o: Liquor store	**Brekie:** Breakfast
Flat White: Coffee with milk or cream	**Footy**: Football (the game or the ball)
Cuppa: A hot beverage	**Mate**: Friend

Mozzie: Mosquito	**Dunny:** Toilet
Goon: Cheap wine in a bag.	**Servo:** Service station/gas station

[source: https://insiderguides.com.au/essential-aussie-slang-international-students/]

HEALTH

Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

For more information visit:
www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/emergencies

Overseas Student Health Cover (OSHC)

Overseas Student Health Cover (OSHC) is health insurance that is compulsory for international students applying for a student visa for studying in Australia. OSHC must be arranged to cover you from your arrival in Australia until you leave.

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

Where can I purchase OSHC?

OSHC is offered by certain insurers under a Deed of Agreement with the Department of Health to provide adequate health insurance to students at a reasonable cost. Only a small number of registered health insurers offer OSHC:

Health Insurer	Insurer website
ahm OSHC	www.ahmoshc.com
Allianz	www.allianzassistancehealth.com.au/en/student-visa-oshc/
BUPA Australia	www.bupa.com.au/health-insurance/oshc

CBHS International Health	www.cbhsinternationalhealth.com.au/overseas-students-oshc
Medibank Private	www.medibank.com.au
NIB OSHC	www.nib.com.au

Learn more about OSHC, visit www.privatehealth.gov.au/

YOUR SAFETY

We take your safety seriously, so we strongly advise you to read all the information below to be well informed on all aspects of your safety prior to coming to Australia.

Personal safety

While Australia is generally a safe place to live and study, it is still important that you take precautions to reduce the chance of an incident occurring.

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

Safety when 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.
- 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 large sums of money with you.

For more information visit:

www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal

http://www.cityofsydney.nsw.gov.au/community/health-and-safety/community-safety/safety-advice - *Personal safety tips in a variety of community languages*

Sun and water safety

Students coming to Australia need to be aware of the very different conditions such as swimming at our beaches and swimming safety as well as becoming aware of sun safety.

Tips for sun safety

- Wear sunscreen protection (such as SPF30+ water resistant sun cream) and apply before you go outside.
- Wear a hat and UV protective sunglasses.

Tips for staying safe in the water

- Never dive into a body of water if you are not sure how deep it is.
- Only swim at patrolled beaches (a beach where there are lifeguards on duty - look for signs) and always swim between the red and yellow flags where lifeguards can see you.

For more information visit the link below:
www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/sun-and-water

Fire safety

International students are increasingly appearing in statistics related to fire incidents and deaths in Australia.

Tips for fire prevention

- Make sure your house or room has a working smoke alarm.
- Keep electric heaters and radiators at least a metre from your bed, furniture or any curtains.
- Remember to turn off all appliances when finished cooking

For more information visit the link below:
www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/fire

FIRST AID

The first aid kit is located at the reception marked with a Green Cross. The First Aid Officer / Student Support Officer will assist you with any medical emergency.

EMERGENCY ON CAMPUS

Students must follow all directions given by staff to ensure their own and other individual's safety at Choice Academic College. Students have an obligation to ensure that their activities do not place anyone at risk.

Emergency evacuation procedures

If the fire alarm is sounded:

- everyone must evacuate the area and proceed to the "Emergency Exit"
- move quickly (do not run) but calmly to the designated assembly area (check evacuation diagram located in the main foyer)
- do not use lifts
- DO NOT re-enter the building until instructed to do so

Critical incident

Critical incident means a traumatic event or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. Critical incidents that may cause physical or psychological harm could include, but are not limited to, events such as:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.

Choice Academic College has set up a critical incident team to plan an immediate response, allocate responsibilities and determine ongoing strategies. This role has been allocated to:

- Student support officer (designated officer)
- Admin officer
- Academic / Compliance manager
- CEO

If an incident occurs that has a significant impact on your well-being, please speak to us immediately at 0402 570 806 or email studentservices@cacademic.edu.au

In a life-threatening situation please dial Triple Zero (000)

COURSE INDUCTION / ORIENTATION

The below may differ depending on your delivery mode and offering. Adjust accordingly.

At the start of your course will be provided with an induction. The induction will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

As an international student you will also be provided with information on:

- details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- legal, emergency and health services
- safety and awareness relevant to life in Australia
- information on how to see assistance for and report an incident that impacts significantly on your well-being, including critical incidents
- transport to Choice Academic College
- timetables
- facilities and resources
- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- any student visa conditions relating to course progress and attendance.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures, critical incidents and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in.

At your induction you will receive your first set of learning materials so that you can start on your learning journey.

NOTE: Students will be permitted to attend classes only after they have attended and completed the orientation session for the enrolled course.

General housekeeping arrangements are also discussed as stated in the section below.

STUDENT CODE OF CONDUCT

Student Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Choice Academic College holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.

- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Choice Academic College on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

Student Responsibilities

All students, throughout their training and involvement with Choice Academic College, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to Choice Academic College in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Make regular contact with their Trainer/Assessor and attend all classes.
- Notify Choice Academic College if any difficulties arise as part of their involvement in the program.
- Make payments for their course as per the agreed payment schedule (included in the written agreement) otherwise risk cancellation of enrolment.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

COURSE EXPECTATIONS AND REQUIREMENTS

The training and assessment offered by Choice Academic College focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency- based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally, our courses may involve classes and some homework.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

ATTENDANCE AND HOMEWORK REQUIREMENTS

All courses are delivered face-to-face in campus (16 hours per week and 4 hours online/week). Choice Academic College reports students for Unsatisfactory Course Progress. It is an expectation that you attend classes so as to not fall behind.

Please notify your trainer at least 30 minutes prior to class if you are unable to attend for some reason.

There will also be an expectation that you complete a certain amount of homework each week in order to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected.

ASSESSMENT ARRANGEMENTS

At the beginning of each unit, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time, you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

Submitting your assessments

You must submit written assessment tasks as per scheduled date.

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 1 further attempt to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re- submission.

If, after the second attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.

- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

STUDENT PLAGIARISM, CHEATING AND COLLUSION

Choice Academic College has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

SUPPORT SERVICES

Choice Academic College is here to support all international students to adjust to study and their new lives in Australia.

We offer a range of support services to help our international students reach their academic and career potential.

Services that we can offer to you at no charge includes:

- Academic support sessions
- Academic writing sessions
- Catch up classes
- Personal counselling

Students are also assisted with information in the following areas:

- Public transport system
- Health and medical services
- Banking facilities
- Telephone and postal services
- Available counselling services
- Availability of Legal services to students
- Personal safety and security including sun and beach safety

If your needs are greater than the capability of our available free support resources, Choice Academic College may need to refer you to an external service. Where possible the college will support you at no cost to find an external service that does not charge additional fees. Where this is not possible, any additional charges associated with accessing the external service will be at your own cost and will vary between providers.

Contact the College to discuss your support needs in person, by phone or email.

WELFARE SERVICES

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of international students. These services may include, through referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Internal welfare services will be provided at no additional cost to the student. However, where a student is referred to an external provider, the student will be responsible for meeting the costs of the provider. Choice Academic College does not charge for such referrals to the provider.

EXTERNAL SUPPORT SERVICES

For students requiring additional support with their studies, work or life, Choice Academic College provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

Reading and Writing Hotline

Telephone: 1300 655 506 Website: http://www.literacyline.edu.au/index.html

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Kids Help Line

Telephone: 1800 55 1800 Website: www.kidshelpline.com.au

If you're under 18 years of age you may consider contacting who provide access to telephone, web and email counselling.

Fair Work Australia

Telephone: 1300 799 675 Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

International Student Legal Service *- Redfern Legal Centre*

Website: International Student Legal Service NSW

The International Student Legal Service NSW, funded by Study NSW, gives free, confidential legal advice to international students living in New South Wales. International students in NSW can get advice about housing problems, fines, debts, car accidents, employment, discrimination, family law, domestic violence, and complaints about colleges or universities.

MAINTAINING YOUR ENROLMENT AND COURSE PROGRESS

You must meet course progress requirements in order to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program.

Unsatisfactory Course Progress is where a student:

- Is judged as NYC in 50% of units included in the course load at the end of a study period
- Is identified by a trainer/assessor as requiring intervention
- Has an attendance pattern that is considered to be placing the student at risk of not achieving satisfactory course progress
- Does not participate in the course as per the course schedule.

Study period is defined as one term (9 study weeks) of the course in which the student is enrolled.

Choice Academic College will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. Choice Academic College uses a range of methods to monitor course progress including review of participation in tuition activities and assessment tasks.

Where we consider you are at risk not meeting course progress requirements, we will issue you with a first warning-letter inviting you to attend a meeting to discuss why you are not meeting course progress requirements and support that you require. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs to meet course progress requirements. Agreed support will be documented in an Intervention Plan that both you and the Academic Manager will sign.

Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are not still meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

Where the student is still not meeting course progress requirements despite interventions implemented, a written 'Notice of intention to report for unsatisfactory progress' will be issued. Students will have 20 working days to access Choice Academic College's Complaints and Appeals process. If the student chooses to access this process, the student will not be reported until this process iscomplete.

If the student does not appeal against the decision to report or if their appeal is unsuccessful, or if they withdraw from the process, then student is reported to Department of Education and Training via PRISMS for breach of course progress requirements.

Please refer to full *Course Progress policy and procedure* available on cacademic.edu.au.

COURSE TRANSFER

- *All decisions made by Choice Academic College with regard to student transfer requests will be made in accordance with this policy and procedure, will be fair and take into account the student's individual circumstances and any other relevant factors.*

1. Transferring from another registered provider

- *Choice Academic College will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course unless one or more of the following conditions apply:*
  - the releasing registered provider or the course in which the student is enrolled has ceased to be registered;
  - the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing his or her principal course at that registered provider;

- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

2. Transferring to another registered provider

- For Choice Academic College students seeking to transfer to another registered provider's course of study prior to completing 12 months of their principle course, the transfer request will be assessed and granted in any of the following circumstances:
  - the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Choice Academic College's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).
  - there is evidence of compassionate or compelling circumstances.
  - Choice Academic College fails to deliver the course as outlined in the student agreement.
  - there is evidence that the student's reasonable expectations about their current course are not being met.
  - there is evidence that the student was misled by Choice Academic College or an education or migration agent regarding Choice Academic College or its course and the course is therefore unsuitable to their needs and/or study objectives.
  - an appeal (internal or external) on another matter results in a decision or recommendation to release the student.
- *A transfer to another course will not be granted where:*
  - The transfer may jeopardise the student's progression through a package of courses.
  - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.
  - The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
  - There are no legitimate compassionate or compelling circumstances.
- *In order for a request for transfer to be considered and a letter of release provided, students must provide a valid offer of enrolment from another registered provider.*
- *The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.*
- *Where a student's application is refused, the reasons for this will communicated plus the right to access the complaints and appeals process as outlined below.*
- *There is no cost in releasing students. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid will be in accordance with*

Choice Academic College's Fees and Refunds Policy and Procedures.

3. Transferring to another course offered by Choice Academic College

- *Students may transfer to another course offered by Choice Academic College in the following circumstances:*
  - *Where it is considered that the course that the student wishes to transfer to;*
    - better meets the study capabilities of the student; and/or
    - better meets the long term goals of the student, whether these relate to future work, education or personal aspirations; and/or
  - Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
- *A transfer to another course within Choice Academic College will not be granted where:*
  - The transfer may jeopardise the student's progression through a package of courses.
  - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
  - The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
- *In order for a request for transfer to be considered, students must complete an* Internal Course Transfer Application Form.
- *The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.*
- *Cost involved in transferring to another course plus any refund of course fees paid for the student's current course will be in accordance with Choice Academic College's Fees and Refunds Policy and Procedure.*

4. Visa advice

- All students who are either considering a course transfer, or have had their transfer request approved, will be advised that they must contact DHA to seek advice on whether a new visa is required. To find out more about visa requirements, students will be advised to contact DHA on 131881 or visit the following website: https://www.homeaffairs.gov.au/trav/stud

5. Complaints and Appeals

- Where the decision is made to refuse a course transfer or Choice Academic College does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing Choice Academic College's Complaints and Appeals process within 20 days. If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.
- The refusal status will not be finalised in PRISM until the complaints and appeals process is finalised within the 20 working day period or the student withdraws from the course.

6. Records

- All records relating to course transfers will be kept for two years after the student ceases to be an enrolled student. This includes requests for release, the assessment of the request and the decision.

7. Publication

- This policy is provided to students in the *International Student Handbook*, which is provided to students prior to or upon commencement of a course, and also via Choice Academic College's website at cacademic.edu.au

DEFERRAL, SUSPENSION AND CANCELLATION

1. DEFERRAL AND SUSPENSION OF STUDIES

- Requests from students for deferral and suspension of studies will only be granted in compassionate or compelling circumstances which are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:
  - serious illness or injury, where a medical certificate states that the student was unable to attend classes.
  - bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
  - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
  - a traumatic experience that has impacted on the student which could include involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports
  - where Choice Academic College is unable to offer a pre-requisite unit
  - inability to begin studying on the course commencement date due to delay in receiving a student visa.

  These circumstances are an example of what may be considered compassionate or compelling circumstances, however each case will be assessed on its individual merits.
- When determining whether compassionate or compelling circumstances exist, Choice Academic College considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.
- A retrospective deferment or suspension may be justified if the student was unable to contact Choice Academic College because of a circumstance such as being involved in a car accident.
- Where a student initiated deferral or suspension of enrolment is granted, Choice Academic College will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

2. Provider initiated suspension or cancellation

- Choice Academic College may suspend or cancel a student's enrolment including, but not limited to, on the basis of:
  - misbehaviour by the student (including plagiarism, collusion and cheating)
  - the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement
  - a breach of course progress or attendance requirements by the overseas student, which will occur in accordance with Standard 8 (Overseas student visa requirements) and as specified in Choice Academic College's *Course Progress Policy and Procedures*.
- Standards of behaviour required are outlined in the International Student Handbook.
- Where Choice Academic College suspends or cancels a student's enrolment, before imposing a suspension or cancellation Choice Academic College will inform the student in writing of that intention and the reasons for doing so and advise the overseas student of their

right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

- Under no circumstances will the suspension or cancellation of the overseas student's enrolment cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

3. STUDENT INITIATED CANCELLATION OF STUDIES

- Students may initiate cancellation of their studies at any time during their course.
- Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per Choice Academic College Course Transfer Policy and Procedure.

4. VISA STATUS

- When there is any deferral, suspension or cancellation action taken under this standard, Choice Academic College will inform the student of the need to seek advice from DHA on the potential impact on their student visa, as well as the report the change to the overseas student's enrolment under section 19 of the ESOS Act i.e. notification via PRISMS.
- Students are referred to the DHA web site at https://www.homeaffairs.gov.au/ or Helpline (131 881) for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

5. COMPLAINTS AND APPEALS

- Where a student accesses the Complaints and Appeals process, Choice Academic College will not notify DET via PRISMS until the internal appeals process is complete unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Where the student chooses to access an external appeals process, DET will still be notified via PRISMS.

6. RECORDS

- All records relating to deferrals, suspensions and cancellations will be kept on the student's file. This will include all decisions made.

7. PUBLICATION

- This policy is provided to students in the *International Student Handbook*, which is provided to students prior to or upon commencement of a course, and also via Choice Academic College's website at cacademic.edu.au

CHANGE IN VISA STATUS

Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, Choice Academic College will notify the Department of Education and Training via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Student's are to refer to the DHA web site at https://www.homeaffairs.gov.au/trav/stud or telephone 13 881 for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by Choice Academic College, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, Choice Academic College will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months

the student shall have to re-apply once the initial suspension period has expired

If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to DHA via the DHA helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

Choice Academic College will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

In cases, where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that Choice Academic College holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Training Manager using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records however there is a cost of 40c per page for photocopying.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file

Amendment to records

If a student considers the information that Choice Academic College holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

NOTIFYING CHANGES

As an RTO under the VET Quality Framework and CRICOS Education Provider under the National Code, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, Choice Academic College will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message.

Please make sure we always have your most current home address, email address, mobile number and emergency contact on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Change of Details Form. As an

international student, you are required to provide this form to us within 7 days of any change occurring.

LEGISLATION AND YOU

As a student, you have both rights and responsibilities under applicable legislation.

Education Services for Overseas Students

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 (ESOS) Act 2000 and the National Code 2018. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

https://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, Choice Academic College must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Choice Academic College has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Choice Academic College emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

Harassment, victimisation or bullying

Choice Academic College is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Choice Academic College will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Choice Academic College Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by Choice Academic College aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Choice Academic College.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Choice Academic College provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

For information on the VET Quality Framework please visit:

https://www.asqa.gov.au/about/australias-vet-sector/vet-quality-

framework

Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification of a statement of attainment for any student if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.

- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc. as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to http://www.usi.gov.au/About/Pages/default.aspx

PRIVACY POLICY

In collecting your personal information Choice Academic College will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless:
  - We have made you aware that information of that kind is usually passed to that person or organisation.
  - You have given written consent;
  - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
  - The disclosure is required or authorised by or under law; or
  - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

    A full copy of our Privacy Policy is available at **cacademic.edu.au**

FEES, CHARGES AND REFUNDS

Fees and Refunds Policy

1. Protection of fees paid in advance

- Choice Academic College protects the fees that are paid in advance by international students.
  - All course fees will be held in a separate bank account that can only be drawn down when the student commences. The course fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system.
  - Choice Academic College does not require international students to pay more than 50% of course fees prior to course commencement. However, Choice Academic College provides students with the opportunity to pay more than 50% of their tuition fees prior to course commencement if they wish. Where a student chooses not to pay more than 50% upfront, the remaining amount will be collected according to an agreed payment schedule. However, where a course is less than 25 weeks, Choice Academic College

will require students to pay the full cost of the course prior to course commencement.

- Choice Academic College pays into the Tuition Protection Service (TPS) provided by the Australian Government. In the event Choice Academic College is unable to deliver a course a student has paid for and does not meet the obligation to either offer a student an alternative course or pay a student a refund of the unspent prepaid tuition fees, the TPS will assist students in finding an alternative course or to get a refund if a suitable alternative is not found.

2. Fees and refund information

- Fee information relevant to a course is outlined in detail on the Student Agreement and summarised on the RTO's website. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
- For international students, fee information is always provided prior to enrolment or receipt of payment as per the requirements of the National Code 2018 Standard 2 and 3. Fee information provided to domestic and international students includes:
  - All course fees, including both tuition fees and non-tuition fees and the period to which these fees apply
  - Any additional charges that may apply and the circumstances in which they apply
  - The potential for changes to fees over the duration of the course
  - Payment options (including that international students may choose to pay more than 50% tuition fees before their course commences)
- The Student Agreement and the Student Handbook which are provided prior to enrolment, includes this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students are required to sign the Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy.
- Students have the right to a 'cooling off period' if they signed up to a course as a result of tele-marketing or door-to-door sales. The cooling off period is 10 days from the date they signed their Agreement. To exercise this right, the student must notify our office in writing within 10 days of enrolment.

3. Course fee inclusions

- The Student Agreement will clearly itemise all course fees, including both tuition and non-tuition fees.
- Tuition fees include:
  - All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
  - Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion).
- Non-tuition fees include:
  - Enrolment fee is the administration fees that is charged upon successful enrolment.
  - Material fees, this covers the cost of required text and learning materials in the course.
  - Additional fees that apply for re-assessment, where a student fails to achieve a satisfactory outcome after two attempts at an assessment task.
  - Fee for Re-issuance or additional copies of certification documents will attract a fee of $50 per document.

  - Fees for deferral of study, late payment of tuition fees, or other circumstances in which additional fees may apply.
- Otherwise course fees (tuition or non-tuition) do not include:
  - Any optional textbooks and materials that may be recommended but not required to complete a course.
  - Stationery such as paper and pens.
  - Uniform (if required for placement).
  - Overseas Student Health Cover
  - Airport pick ups
  - Re-assessment if required, as outlined above.
  - Re-issuance of AQF certification documents – a cost of $50 per document applies.
  - Direct debit setup, transaction and dishonour fees (where applicable).
  - Credit card payment surcharges.
- Choice Academic College cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

4. Payments

- Payments can be accepted by EFTPOS, electronic transfer, credit card or money order.
- Credit card payments incur a surcharge of 3% per transaction.
- Late payment of fees will attract a penalty of $50 per week late.
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- Choice Academic College reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.
- International students who do not pay their fees will receive a Notice of Intention to Cancel regarding non-payment of fees and thereafter will be reported to DET via PRISMS under student default.
- Receipts of payments made by international students will be kept for at least 2 years after the person ceases to be an accepted student.

5. Refunds for international students

- All course fees for international students include a non-refundable enrolment fee which is detailed on the Course Outline and Student Agreement. The deposit is non-refundable, except in the circumstance detailed below.
- A full refund of any fees paid (including the deposit) will apply if Choice Academic College is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- **Circumstances in which a refund will be paid – FULL REFUNDS APPLY**

  A full refund of any course fees paid will be provided to students in any of the

following circumstances:

- Where a course does not start on the starting date outlined in the Letter of Offer.
- At the discretion of Choice Academic College's CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.
- If an offer of a place is withdrawn by Choice Academic College and this is not due to incorrect or incomplete information being provided by the student.

- **Refund process for full refunds**
  - In any of the above situations, Choice Academic College will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 days.

- **Circumstances in which a partial refund will be paid – PARTIAL REFUND**
  - Partial refunds will be paid in the event of provider default. The refund will be calculated from the day of the default as per section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
  - Partial refunds will also be provided in the same manner as for provider default (as above) where Choice Academic College fails to enter into a written agreement with a student or the Student Agreement is not compliant with the requirements of the ESOS Act or the National Code.
  - If an international student is refused a visa (student default) before commencing their course, Choice Academic College will refund the total amount of all course fees (tuition and any non-tuition fees) received for the course less whichever is the lower amount of 5% of the total amount of the fees (tuition and non-tuition) or the sum of $500.
  - If an international student is refused a visa (student default) but has already commenced their course, non-tuition fees will not be refunded. However, tuition fees will be refunded from the day of the student default as per Section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
  - If a student has supplied incorrect or incomplete information and as a result Choice Academic College withdraws the offer prior to commencement of the course, the student will be eligible to receive a refund of all course fees paid less a 20% administration fee.
  - Where a student has not met the conditions included in the letter of offer and withdraws 0 – 28 days before cause commencement, the deposit paid will be refunded less a 20% administration fee.
  - Where a student withdraws from a course 0 – 28 days before the course commencement, 50% of the deposit paid will be refunded.

- **Refund process for partial refunds**
  - Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.
  - The outcome of the refund assessment will be provided in writing to the student's registered address within 28 days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.

- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

- **Circumstances in which a refund will not be paid – NO REFUND**
  - A student is not entitled to a refund in the following circumstances:
    - Where the student fails to start the course at the location on the agreed starting day or the student withdraws from the course after the commencement date.
    - Where Choice Academic College terminates the student's enrolment because of a failure to comply with Choice Academic College policies, misbehaviour or unsatisfactory course progress.
    - Where a student's visa is cancelled due to their own actions including fraud or failure to comply with the visa conditions.
    - No refund will be given if the student visa is refused on the grounds of fraud or the student visa is subsequently cancelled by the Australian Government (on grounds of fraud)
    - Where the student is enrolled through an education agent and if the agent agreement is terminated due to agent's failure to comply with College requirements, the agent will not be entitled to the commissions, if any.

6. Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our Complaints and Appeals Policy and Procedure.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

7. Publication

- Choice Academic College will publish in a prominent place on its website the following:
  - All tuition and non-tuition fees
  - This Fees and Refunds Policy.

Additional Fees and Charges

Choice Academic College has the following of additional charges/ Details, which are also included in the written agreement.

Description	Amount
Airport Pickup fee (Optional service)	$160
Re-assessment/late submission fee	$200 per unit of competency
Change to Confirmation of Enrolment (CoE)	$50/per CoE
Late payment of tuition fees	$50/per week
Replacement testamur (award certificate)	$50
Student ID card replacement	$10
Copy/Printing/Scanning	$0.40 per page
Reinstatement of enrolment after cancellation	$200
Revision to payment plan	$50
RPL (Recognition of prior Learning)	$200 per unit of competency

COMPLAINTS AND APPEALS

1. Nature of complaints and appeals

- Choice Academic College responds to all allegations involving the conduct of:
  - The RTO, its trainers and assessors and other staff.
  - Any third-party providing Services on behalf of Choice Academic College and including education agents.
  - Any student or client of Choice Academic College.
- Complaints may be made in relation to any of Choice Academic College's services and activities such as:
  - the application and enrolment process
  - marketing information
  - the quality of training and assessment provided.
  - training and assessment matters, including student progress, student support and assessment requirements

  - the way someone has been treated
  - the actions of another student
- An appeal is a request for a decision made by Choice Academic College to be reviewed. Decisions may have been about:
  - course admissions
  - refund assessments
  - response to a complaint
  - assessment outcomes / results
  - other general decisions made by Choice Academic College

2. Principles of resolution

- Choice Academic College is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Choice Academic College ensures that complaints and appeals:
  - Are responded to in a professional, consistent and transparent manner.
  - Are responded to promptly, fairly, objectively, with sensitivity and confidentiality.
  - Are able to be made at no cost to the individual.
  - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- Choice Academic College will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- There are no charges for students to submit, a complaint or appeal to Choice Academic College, or to seek information or advice about doing so.
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

3. Making a complaint of appeal

- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- Complaints and appeals should be made in writing using the *Complaints and Appeals Form*, or other written format and sent to Choice Academic College's head office at Level 1, Hassall Street, Parramatta, NSW 2150, attention to the Chief Executive Officer.

  When making a complaint or appeal, provide as much information as possible to enable Choice Academic College to investigate and determine an appropriate solution. This should include:
  - *The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.*
  - *Any evidence you have to support your complaint or appeal.*
  - *Details about the steps you have already taken to resolve the issue.*
  - *Suggestions about how the matter might be resolved.*

4. Timeframes for resolution

- The complaint or appeal will be acknowledged in writing within 3 business days.
- The complaints and appeals process will commence within 10 business days of receipt of the application. Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer.
- In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is

resolved.

5. Resolution of complaints and appeals

- Some members of the management team of Choice Academic College will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- *Where a third-party delivering Services on behalf of the RTO is involved, they will also be included in the process of resolving the complaint or appeal.*
- Each party involved in the complaint or appeal may have a support person of their choice present at meetings scheduled to resolve the issue.
- *In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task. The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.*
- The enrolment status of student will be handled as follows:
    - For domestic students that choose to access this policy and procedure, Choice Academic College will maintain the student's enrolment while the complaints and appeals process is ongoing.
    - For international students, Choice Academic College will maintain a student's enrolment throughout the internal appeals processes without notifying DET via PRISMS of a change in enrolment status. In the case of an external appeals process it will depend on the type of appeal as to whether Choice Academic College maintains the student's enrolment as follows:
        - If the appeal is against Choice Academic College's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported Choice Academic College's decision to report.
        - If the appeal is against Choice Academic College's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, Choice Academic College will notify DET via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process.

6. Independent Parties

- Choice Academic College acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Choice Academic College.
    - *For domestic students, complainants and appellants are able to use their own external party at their own cost. Domestic students may also access the external complaint avenues indicated below free of charge.*
    - *For international students, the independent party is the Overseas Students Ombudsman. This service is free of charge. Where an international student is not satisfied with the outcome or conduct of the internal process, they are referred to the Overseas Students Ombudsman (OSO). See information under external complaint avenues.*
    - *Choice Academic College will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.*
    - *The CEO will ensure that any recommendations made are implemented within twenty (20)*

days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation, and any recommendations being actioned by Choice Academic College.

7. External complaint avenues

- Complaints can also be made via the following avenues:
  - *National Training Complaints Hotline:*

    The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:
    - *Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.*
    - *Email: ntch@education.gov.au*
  - *Australian Skills Quality Authority (ASQA):*

    Complainants may also complain to Choice Academic College's registering body, Australian Skills Quality Authority (ASQA).

    ASQA can investigate complaints about Choice Academic College in relation to:

    - the quality of our training and assessment
    - our marketing and advertising practices

    For students:

    - ASQA may not be able to investigate complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above.
    - If your complaint does not fall within ASQA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible as listed on the relevant webpage below.
    - Please refer to the relevant webpage below before making a complaint to ASQA:
      - https://www.asqa.gov.au/complaints/make-complaint- overseas-students/before-you-submit-complaint

    For other stakeholders:

    - Information about the process and information you should provide is available here: https://www.asqa.gov.au/complaints/make-complaint-other-stakeholders
  - *The Overseas Student Ombudsman (OSO)*

    International students may complain to the OSO if their complaint is in relation to Choice Academic College:

    - *refusing admission to a course*
    - *course fees and refunds*
    - *course or provider transfers*
    - *course progress or attendance*
    - *cancellation of enrolment*
    - *accommodation or work arranged by your provider*
    - *incorrect advice given by an education agent.*
    - *if you believe we have failed to take action or are taking too long to take some action. This might include (for example), failing to provide your results in the normal timeframe, or failing to provide services included your written agreement with Choice Academic College.*

The OSO may not be able to investigate your complaint if you have not already exhausted our formal internal complaints process as above.

Please refer to the following website if you are considering making a complaint: http://www.ombudsman.gov.au/making-a-complaint/overseas-students#quality-of-education-provider

ISSUING OF CERTIFICATION DOCUMENTS

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

Choice Academic College reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where Choice Academic College is not permitted to do so by law.

Choice Academic College must have a valid USI on file for the student for a qualification or Statement to be issued.

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge of $50 per document;

YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students to contribute to our continuous improvement processes, so we are always striving to do better.

All students will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We welcome feedback from you at any time by email and phone.

STUDENT DECLARATION

All students are required to sign the following declaration. You should hand the signed declaration to the designated member of staff at the completion of the orientation session.

If you have any questions about the declaration, you should go to the Choice Academic College reception desk to make an appointment for a meeting with the Student Services Team.

You will be allowed to attend any classes only after you have submitted the signed declaration.

1. I have read and understood the information in this handbook and agree to terms and conditions including reading the pre- enrollment information on College website www.cacademic.edu.au
2. I understand that Choice Academic College is obliged to provide information to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service and the ESOS Assurance Fund Manager. This information includes:
    - student personal and contact details.
    - course enrolment details and changes
    - the circumstance of any suspected breach of a student visa condition.
3. I have read and agreed with the Refund Policy.
4. I agree to comply with the Student Code of Conduct.
5. I acknowledge that Choice Academic College may cancel my enrolment should I not comply with the student code of conduct.
6. I understand that Choice Academic College will cancel my enrolment if:
    - I do not make satisfactory course progress, or
    - I do not pay my tuition fees according to the agreed payment schedule, or
    - I am found to have plagiarised, colluded or cheated in any submission in response to an assessment task.
7. I confirm that I will be explained Choice Academic College's Complaints and Appeals processes explained to me in detail at the student orientation session.
8. I have read the Complaints and Appeals policy and procedures in this Handbook.

Student ID: _____

Full name:_____

Signature: _____

Date: _____