



International Student Handbook

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Welcome to Skills Training Australia

Skills Training Australia would like to thank you for choosing us as your preferred provider to undertake the course of your choice.

Now that you have made a commitment to achieve your goals, we in turn commit to ensuring you a safe and encouraging environment, providing you quality training and assessment to attain those goals.

Whilst you develop and advance your skills and knowledge base, we are here to support you from the commencement of your course through to completion.

Please familiarise yourself with the contents of this handbook, the purpose of which is to provide you with the information you need to settle quickly into study life with Skills Training Australia. The handbook should be retained for future reference; if you are unsure about anything in this handbook or if you need more help, our training and administrative team will be more than happy to assist.

We hope that you will participate actively in study life with Skills Training Australia and are confident that you will make many new friends. We look forward to your academic success.

The Skills Training Australia Team

<http://skillstraining.edu.au/>

CBD Campus Facilities for International Students

Melbourne Campus

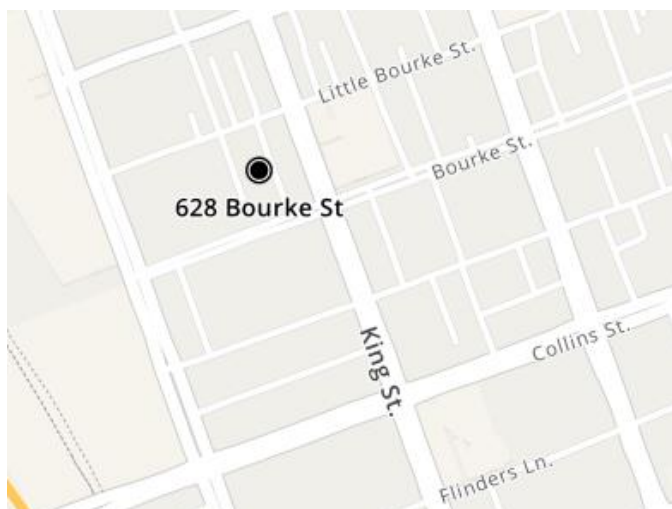
Level 7, 628 Bourke Street

Melbourne VIC 3000

PH: (03) 8610 4100

Parking: Limited Street parking available on Bourke Street. City rates apply.

Transport: Southern Cross station is approximately a 5 minute walk from campus



Introduction

Skills Training Australia is a registered training organisation (RTO) delivering nationally recognised qualifications. As such, we are responsible for the compliance of our training and assessment as directed by the National VET Regulator.

Skills Training Australia is committed to ensuring you are equipped with all the tools and information required to successfully complete your chosen educational pathway. To assist you in your study journey, we have put together the Student Handbook to include all the information you will need, in one handy place. Additional information is of course still available to you if required and separate parts of this document can be reproduced if needed.

On Induction into your chosen course, your trainer or representative from Skills Training Australia will run through the contents of this booklet and ensure you are fully aware of your rights and responsibilities.

If, at any point, you would like further information or clarification, please do not hesitate to contact your trainer in the first instance or one of our helpful staff.

Studying in Melbourne Checklist

Pre-Departure Preparations

- Apply for passport
- Apply for intended course of study
- Apply for applicable visa
- Apply for a credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements (book flights etc)
- Arrange travel insurance
- Advise institution of travel details
- Arrange accommodation
- Arrange transport from airport to accommodation

Important Documents to Bring

- Contact details of Skills Training Australia and accommodation
- Sufficient cash for taxis/buses/phone calls/food for first 1-2 days
- Travel documents (plane tickets etc)
- Passport
- Letter of Offer from Skills Training Australia
- eCoE
- Certified copies of qualifications & certificates
- Travel insurance policy
- Identification documents, driver licence

Upon Arrival in Australia

- Call/email home to let family know you have arrived safely
- Commence at Skills Training Australia
- Attend international student orientation
- Collect textbook(s) and class timetable
- Get student ID card
- Start classes
- Purchase household items
- Advise health insurance provider of address and telephone details in Australia
- Open a bank account
- Apply for tax file number if seeking work

Pre-Departure Information

About Melbourne

Melbourne is Australia's second largest city, famous for its parks and gardens, historic buildings, fine food and sporting events such as the Formula One Grand Prix, the Australian Open Tennis and Australian Rules Football. Melbourne is a vibrant multicultural city and is often referred to as the cultural capital of Australia and there is always a wide range of festivals, major art exhibitions, music and comedy shows on offer.

Living and Studying in Australia

You can find useful information about living and studying in Australia at www.studyinaustralia.gov.au/.

You will find information specific to being an international student in Melbourne on the city of Melbourne website - <https://www.melbourne.vic.gov.au/international-students>

There is also a downloadable International Student Guide available through Insider Guides - https://insiderguides.com.au/guide-download-intermediate/?guide_req=Melbourne

Applying for a visa

Prior to visiting Australia, you must ensure you hold a valid visa.

In order to apply for a Student Visa, you will need a valid passport, an electronic Confirmation of Enrolment (eCoE) and any other documentation required by the Australian diplomatic post where you lodge your application. You must ensure you allow enough time for processing between lodging your application and the start of your academic program as it can be a lengthy process depending on your country of origin.

Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa.

Depending on the type of visa granted (student, working holiday, tourist, spouse or other), the conditions including the amount of time you may study or work will vary. It is your responsibility to ensure that you are aware of the particular conditions of the visa you have been granted.

Visa conditions may include the following:

- Completing the course within the duration specified in the eCoE
- Maintaining satisfactory academic progress
- Maintaining approved Overseas Student Health Cover (OSHC) while in Australia
- Remaining with the principal education provider for a set period of time
- Notifying the college of any changes to address or contact details
- Restrictions to hours or permission to work

For a full list of visa conditions pertaining to various visas please visit the Department of Home Affairs <https://www.homeaffairs.gov.au/>

Department of Foreign Affairs and Trade (DFAT)

The Department of Foreign Affairs and Trade website www.dfat.gov.au has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

Money

Funds required

You will need to make sure you have enough funds to support yourself when you first arrive – around AU\$1500 to AU\$2000 is recommended to pay for transport, food, and initial accommodation for the first two to three weeks. Do not bring this as cash as lost cash cannot be replaced. You should obtain travellers cheques and/or an international credit card with access to your funds. Lost credit cards or traveller's cheques can be replaced if you have travel insurance.

Cost of living in Melbourne

The Australian Government estimates that the average living costs for an international student is approximately A\$20,290 per year. This pays for food, accommodation, telephone, gas, electricity, transport, and entertainment.

Your living costs could be higher or lower than this, depending on where you study, the lifestyle that you live and if you bring family. It usually costs more to live in Melbourne than in other cities or towns in Victoria.

The following website provides details of a wide range of living costs in Melbourne:

www.liveinvictoria.vic.gov.au/living-in-victoria/cost-of-living

Some basic approximate costs are listed below:

Daily train/tram/bus ticket - \$7.00 Coffee - \$3.50

Lunch - \$6.00 - \$15.00

Share accommodation - \$160 - \$200 per week

Local telephone calls – 50c

Food: A\$60 - A\$100 per week

Utilities: telephone, electricity, gas (shared costs with others) A\$40 - A\$80 per week

Entertainment: A\$30 - A\$60 per week

Currency

Only Australian dollars can be used as currency in Australia. If you have not brought some with you, you will need to exchange money as soon as possible after your arrival. You can do this at the airport or you can change money at any bank or at currency exchanges in the city and large shopping centres in the suburbs.

ATMs – Automatic Teller Machines

Automatic Teller Machines are located outside banks and in many convenience stores. If your bank card has international access, you can withdraw cash from your home account at any ATM displaying the Cirrus Logo. Check your level of access with your bank before leaving home.

Credit Cards

All major international credit cards are accepted in Australia but you must remember that repayments to many of these cards can only be made in the country where they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this can be very difficult due to credit and identification laws.

Bringing your family with you

Most student visas allow you to bring your family members to Australia as your dependents (check your individual circumstances with the Department of Immigration and Citizenship).

Family members include your spouse, and any dependent children that you and your spouse may have.

Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is very high. You may have to consider and discuss any issues with your family before deciding to bring them with you. Some students may find it easier to travel to Australia first before bringing their family, to settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before deciding to bring your family to Australia it is important to consider the following issues:

- The cost of airfares for your family to and from Australia
- The cost of rental properties in Australia
- Limited employment opportunities for your spouse
- Extra costs for food, clothing, and other necessities
- The effect on you and your studies if your family is not happy in Australia
- Whether your children will adjust to school in Australia
- Waiting lists for childcare centres.

More information about bringing your family can be found on the Department of Immigration and Citizenship website: www.immi.gov.au.

School-Aged Dependents

If you have school aged dependents travelling with you to Australia, it is law that they attend school in Australia. There will be tuition fees and charges which apply for them to attend, whether they enrol at a government funded or a private school.

Clothing

The standard of dress in Australia is quite casual. Jeans, casual skirts and dresses are all suitable attire for coming to school or most social places such as cafes, restaurants, bars and pubs. Jackets, ties, suits and formal dresses are not necessary unless attending formal functions or more expensive restaurants and bars where a dress code may apply. Summer months (December to February) can be warm with an average temperature of 25°C and several days of 30°C plus. We recommend lightweight clothing for summer along with sunglasses, hat, and sunscreen and at least one lightweight jacket and jumper as the weather can be variable. In winter (June to August) a jacket, a sweater and an umbrella are recommended, as the average temperature is around 14°C with some mornings being under 5°C so a hat, scarf and gloves can be useful. It only rains and never snows (except in the hills outside of the city centre).

Electrical Appliances

Electricity supply throughout Australia is 240 volts using a standard three pin plug, which is fitted to domestic appliances. Some visitors may need an adaptor socket and 110-volt appliances such as hairdryers and electric shavers cannot be used without a transformer.

Time Zone

Victoria is on Australian Eastern Standard Time (AEST), which is nine and a half hours ahead of GMT. From October to April, Victoria has Daylight Saving Time, which means that you have another hour of daylight in which to enjoy Melbourne.

Customs and Quarantine

Being an island, Australia is isolated and is relatively free from pests, harmful insects, and diseases. There are very strict quarantine laws controlling the importation of food, plants, and other items that may impact the Australian environment.

Travellers coming into Australia's international airports will have their luggage screened – by sniffer dogs, x-ray machines and/or inspection of their bags. You must declare food, wooden items or items of plant or animal origin that you are carrying with you. Make sure you complete the customs form honestly and accurately – you are better to declare all items if you are unsure rather than risk a fine for not declaring.

Life in Melbourne

Airports to the City

Melbourne Airport, Tullamarine, is located 20km North-West of the city centre and is Melbourne's main international and domestic airport.

<http://melbourneairport.com.au/>

Avalon Airport is located about 60km South-West from the city and mainly services domestic low fare flights.

www.avalonairport.com.au

Hire cars and taxis are available at both airports and shuttle bus services operate regularly between the airports and the city centre. Transfer time from Melbourne airport to the city is around 30 minutes.

Accommodation

Accommodation options are available for students in and around Melbourne, including rental properties, serviced apartments, share accommodation, hotels, and backpacker hostels.

Share accommodation

Renting a small house or apartment with other students can help you to share costs and can also be a great way to make new friends. You can find more information about share accommodation from the student accommodation website <http://www.find-studentaccommodation.com/>.

Homestay

'Homestay' is when you live with an Australian family in their home. The homestay family provides you with meals, laundry facilities and your own room with a study desk. You are usually asked to share some household chores. Homestay also gives you the chance to practice your English every day at home.

Hostel Accommodation

Hostels provide a friendly, safe, supervised environment. You get your own room or a shared room. Dining room, games room and television room are communal. Many hostels also provide meals.

Sharing a House or Apartment

When you share a house or apartment with one or more other people, you are more independent than if you are living in homestay or hostel accommodation.

You need to supply your own furniture if the house/apartment is unfurnished. You also must supply your own towels, pillows, sheets, and blankets.

You share the cost of rent, telephone, electricity, and gas. You need to buy your own food and do your own laundry and cooking, although many sharing arrangements include sharing the cooking.

Renting by Yourself

Studio apartments or one-bedroom apartments are smaller and less expensive to rent than larger apartments.

You need to provide your own furniture if the house or apartment is unfurnished. You also need to supply your own pillows, sheets, and blankets, and pay for expenses such as electricity, gas, and telephone. You also need to clean your apartment, do your own laundry, buy your own food, and do your own cooking.

Costs depend on the size and location of the apartment or house. Estimated costs for Melbourne may be \$150 – \$300 per week.

Please note: Accommodation is cheaper outside Melbourne CBD.

Requesting accommodation to be arranged by Skills Training Australia

If you would like Skills Training Australia to organise accommodation, we use Global Experience <http://www.globalexperience.com.au/>.

Accommodation Legal Advice

If you require any legal advice in relation to your accommodation whilst in Melbourne, contact Estate Agents Resolution Service (EARS) <https://www.consumer.vic.gov.au/> (Helpline: 1300 73 70 30).

Banking

Opening an Australian Bank Account

There are several banks close by to Skills Training Australia where you can open an account during your stay.

Branch opening hours

General banking hours are Monday to Friday from 9.30am to 4.30pm however some banks also open on Saturday mornings. A number of international banks have branches in the Melbourne CBD. It is best to check with the bank for their branch opening hours.

Currency Exchange

Foreign currency can be exchanged at many larger bank branches in the CBD, larger suburban shopping centres or at foreign currency exchange tellers.

ATMs

Automatic Teller Machines (ATMs) are located across the CBD and throughout shopping centres and suburban shopping strips. Most enable withdrawals using international cards such as Visa and Cirrus however, there may be fees applied (usually \$2-\$3 for using the ATM not associated with your own bank).

EFTPOS

EFTPOS (Electronic Funds Transfer at Point of Sale) is widely accepted at most supermarkets, cafes, restaurants and shops. EFTPOS can be used to pay for goods and services and to withdraw small amounts of cash. Check with your bank if a fee applies to the use of this service.

Credit Cards

Visa and MasterCard are accepted widely throughout Australia. Diners Club and American Express (Amex) are accepted at many places but may incur additional charges.

If your card is lost or stolen, call your bank or credit card provider immediately to report and cancel the card. Most banks have a phone app or a 24-hour number you can call in such a situation. You may wish to record your credit card numbers and keep them in a safe place, so it is easier to cancel your account if your card is lost.

VISA Hotline Ph: 1800 450 346 Mastercard Hotline Ph: 1800 120 113

Study and Work in Melbourne

International students can work up to 40 hours per fortnight whilst studying if it does not interfere with studies. You should ensure you are financially independent before coming to Australia.

Tax file number (TFN)

What is a Tax File Number (TFN)?

An identity number issued to you by the Australian Tax Office (ATO).

Do I need a TFN?

- It is not compulsory to have a TFN. However, if you do not have a TFN, you may pay more tax than necessary on your income from your job, or on the interest on your savings in your bank account.
- When you earn money from a part-time job you must pay Australian taxes. At the end of each financial year (30 June), you claim back the income tax from the ATO. This is easy to do. You then receive a tax refund cheque from the ATO.
- Your employer and your bank (if you open a bank account) will ask you for your Tax File Number.

When should I apply for a TFN?

- Before you start part-time work
- You can only apply for a TFN when you arrive in Australia

Mobile Phones

Both prepaid and contracted mobile phones can be purchased in Australia. A prepaid mobile phone is an inexpensive way to purchase a mobile if you will only be staying in the country for a short time. You can also purchase prepaid SIM cards to use in your own mobile phone if it is compatible and is unlocked.

If you are staying for 12 months or longer in Australia, you can take out a contract with a mobile phone provider and pay for the phone over the course of the contract rather than upfront. Please ensure that you understand which deal you are accepting before signing a contract with a provider. For a comparison of mobile phone plans in Australia see:

<http://youcompare.com.au/mobilephones?gclid=CL20w67bis0CFRUDvAodwz4O4g>

https://www.whistleout.com.au/MobilePhones?utm_campaign=62268486&utm_medium=cpc&utm_source=google&gclid=CMyd4Ljbis0CFYcrvQodaDwAuA

Public Transport

Melbourne's public transport includes a network of trains, trams and buses providing access around the CBD and suburbs. The electronic Myki system is the only ticket option in Melbourne. It allows you to use any of Melbourne's buses, trains, or trams within your ticket zone. Myki cards must be pre-purchased, and credit added to them online or at Myki outlets. Your travel costs are electronically deducted when you swipe on and off various modes of transport.

For more detailed information in relation to Myki visit <http://ptv.vic.gov.au/tickets/myki/>.

Please note that international students are not entitled to student concession fares. When using public transport, you should always have a valid ticket and ensure to follow the rules displayed as fines do apply. For more information in relation to Melbourne's public transport, please visit <http://ptv.vic.gov.au/>.

Shopping

Most shops in the CBD and suburban shopping streets and malls are generally open Monday to Friday 9:00am to 5:30pm. Many larger retail stores have extended trading hours on Thursday and/or Friday evenings until 9:00pm and are also open on Saturdays 10:00am to 5:00pm and some on Sundays 10:00am to 1:00pm. It is best to check with individual stores as to their specific opening hours so as not to be disappointed.

Smoking

In Australia it is illegal to smoke in public buildings. This includes Skills Training Australia, restaurants, bars, and hotels. If you are smoking outside the building, please stay away from the steps and entranceway and use the bins provided. Any cigarette butts thrown on the ground will wash down the drain and end up in our bays and beaches. If you are caught throwing your cigarettes on the ground, heavy fines may be incurred.

Bicycles

Melbourne is a bicycle friendly city with many bicycle paths and lanes to use. Cycling is a cheap and efficient alternative form of transport, a great way to keep fit and is also a good social activity on the weekend.

Please visit <https://www.bicyclenetwork.com.au/general/about-us/> for further information.

Please be aware that in Victoria, helmets are compulsory when riding a bike. If caught riding without a helmet, fines do apply.

Driving

Driver's licences

If you have a driver's licence from your country, you can only use it for the first 3 months you are in Victoria. International driver's licences can generally be used for up to 12 months, but make sure you familiarise yourself with Victorian road rules as they will likely be different from your country and may be different in some way from other Australian states and territories. A copy of The Victorian Traffic Handbook is available from most newsagents. While driving with either a licence from your country or an international drivers' licence, you must also carry your passport with you at all times.

If you are planning to stay for more than a few months and plan to drive regularly, we suggest you get a Victorian Driver's Licence as soon as possible after your arrival. For more information about obtaining a Victorian Driver's Licence, please visit <http://www.vicroads.vic.gov.au/>.

Car Insurance

If you are planning to buy a car, new or second hand, you must at a minimum purchase third party property car insurance. For higher cover you can purchase comprehensive car insurance.

Without insurance, if you hit another car, you must pay to have the other car fixed as well as your own. Third party property car insurance cover will cover you for damages to someone else's vehicle or property if you have an accident, but not the repair costs of your own car. Comprehensive insurance will cover you for both damages to your own and someone else's vehicle.

Eating and Drinking

Melbourne boasts a wide range of cafes, bistros, bars, and restaurants offering all types of cuisine including modern Australian, Chinese, Japanese, Indian, Italian, Greek, Vietnamese, and Thai, just to name a few. There are also many markets and specialty grocery stores where ingredients from your home country can be purchased, enabling you to cook your favourite meals at home.

In Australia, the legal age for drinking alcohol is 18 years. If you order alcohol at a restaurant, bar, pub, or bottle shop you may be asked to show proof of age identification before being allowed to complete the purchase. There are also strict laws applied to the responsible service of alcohol. If you are already intoxicated, you will be refused entry, will not be sold alcohol, or be asked to leave a venue.

Overseas Student Health Cover (OSHC)

Australia's Medicare system does not cover international visitors, except where a reciprocal agreement exists, as such, you will require private health insurance to cover you for any medical expenses whilst in Australia or you will have to pay all costs up-front yourself.

If you are coming to Australia on a Student Visa, you are required to purchase OSHC to cover you for the full duration of your stay in the country. Unless you show proof of having purchased OSHC prior to commencing your course with Skills Training Australia, you will be invoiced for OSHC along with your enrolment and tuition and Skills Training Australia will arrange your OSHC for you.

Skills Training Australia uses BUPA as its default provider of Overseas Student Health Cover.

For more information in relation to BUPA OSHC visit

<http://www.bupa.com.au/health-insurance/cover/oshc>

With BUPA Overseas Student Health Cover, you will receive:

- Cover if you need to go to hospital
- Cover if you need to visit a doctor or specialist
- Ambulance services
- Benefits for some of your prescription medicines
- Special offers and discounts.

BUPA will not pay for the cost of dental treatment, physiotherapy, or glasses. Waiting periods apply for the cover of medical conditions which existed prior to your arrival in Australia.

Legal Services

For free legal advice contact Legal Aid:

350 Queen Street, Melbourne

Phone: 1300 792 387

<http://www.legalaid.vic.gov.au/>

Code of Practice and Student Service Policy

Quality Management

Skills Training Australia adopts a quality management strategy with the aim to achieve quality through focusing on customers and continuously improving all processes in its core business of vocational education. The organisation is committed to compliance with the National Vocational Education and Training Regulator Act 2011.

Quality through Customer Focus and Continuous Improvement

Skills Training Australia has deliberately emphasised the principles of customer focus and continuous improvement because we believe they are:

- core to the requirements of the various accreditation authorities;
- fundamental to the quality management process; and
- helpful, if correctly followed, to achieving our goals.

Customer Focus is a goal and standard for analysing each decision, process, or plan. In every case, we must consider how a decision or process will improve or enhance our service to customers. The emphasis on Customer Focus sends a strong message to our customers and to all staff about the fundamental importance of our customers.

Continuous Improvement provides an ongoing strategy for achieving our customer focus goal. This also signals to all staff and customers that Skills Training Australia has an ongoing process of planning, implementation, and review.

With these core principles in mind, we appreciate the feedback that we receive. Students are encouraged to provide feedback on all aspects of Skills Training Australia's operations to enhance the quality of service we provide. Students may convey their feedback in the following ways:

- by speaking to a Trainer/Assessor or Skills Training Australia staff member; or
- by e-mail/letter; or
- by completing our student surveys

Student Rights

Students are entitled to:

- a safe and healthy working environment;
- a culturally diverse, friendly, and non-discriminatory working and learning environment free of harassment;
- courteous, fair and respectful personal treatment;
- confidential treatment of their private information;
- advice about complaints and appeals procedures;
- recognition of their prior learning and current competencies;
- counselling on academic matters;
- information about each unit they study and its assessment procedure; and
- the opportunity to access welfare related support services to assist with issues that may arise during their study.

Student Responsibilities

Students are required to:

- be aware of safety - follow Occupational Health and Safety (OHS) and emergency procedures and to report dangerous incidents, accidents, and injuries;
- have their Student ID cards whilst on premises;
- refrain from participating in, condoning or approving conduct which is harassing, discriminatory or unfair;
- treat all other students and staff with courtesy, fairness, and respect;
- comply with laws of Victoria and Australia including laws about crimes, harassment, discrimination, and copyright;
- comply with Skills Training Australia assessment procedures and refrain from plagiarism, collusion and cheating in assessment tasks;
- be punctual and regular in attendance;
- comply with student visa and ESOS Act requirements
ESOS Framework Link:
<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx> ;
- inform Skills Training Australia of any changes to their personal details, visa status or enrolment status;
- obtain textbooks as required;
- move quietly and briskly between classrooms, in corridors and generally in the campus premises. When entering and leaving the premises, students must not raise their voice or participate in any activity which may disrupt teaching in other classrooms;
- dress in an appropriate standard for a commercial office environment;
- pay fees as required by Skills Training Australia's guidelines; and
- provide Skills Training Australia with the Unique Student Identifier (USI) details within two weeks of commencement of the course.

Students are not allowed to (and may be penalised if they do):

- smoke in the building, including the foyer and near the entrance, and in fire escapes;
- loiter anywhere within the premises, entrances to the RTO premises or on the pedestrian thoroughfares within the vicinity of the premises;
- engage in dishonesty or misconduct in examinations or assessments such as plagiarism, collusion or cheating;
- swear or act in an offensive manner;
- take food or drink into the classrooms or simulated laboratories;
- litter the RTO premises, the entrances to the premises or on the pedestrian thoroughfares within the vicinity of the premises;
- harass other students or staff;
- damage, steal, modify or misuse Skills Training Australia's property;
- be under the influence of alcohol or drugs on premises;
- engage in behaviour which could offend, embarrass or threaten others;

- promote any religious or political ideology while on premises;
- breach copyright laws including those relating to software;
- use Skills Training Australia’s computers (or data/telephone points or Wi-Fi) to send, broadcast, search for or download inappropriate, offensive, defamatory or illegal material;
- be dressed inappropriately; and
- use or leave chewing gum on Skills Training Australia’s premises.

Students must abide by these rules at all times on Skills Training Australia’s premises, in class and in accommodation arranged by Skills Training Australia. The organisation reserves the right to discipline or expel students whose conduct is unsatisfactory. No refund will be made in the case of expulsion from Skills Training Australia.

International Student Admission

Admission to Skills Training Australia is open to any person who:

- is an adult (18 years or older)
- can attend timetabled lessons at the campus premises
- meets the course entry requirements
- pays the current course fees
- agrees to abide by Skills Training Australia policies and procedures
- agrees to comply with the laws of Victoria and Australia; and
- meets the requirements of the Department of Home Affairs and is granted a student visa to study at Skills Training Australia.

Induction/Orientation

Prior to the commencement of the course, students are invited to attend an induction/orientation program. This program introduces students to the study environment and allows them to complete the necessary administrative processes before they begin their studies.

Unique Student Identifier (USI)

A USI is a reference number made up of numbers and letters that give students access to their USI account. A USI will allow an individual’s USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications. The USI will make it easier for students to find and collect their VET achievements into a single authenticated transcript. It will also ensure that students’ VET records are not lost.

Students will need a USI to obtain their certificate or qualification from their registered training organisation, when studying nationally recognised training in Australia.

Students without a USI are required to create their USI account from the USI website, www.usi.gov.au. To create a USI, students must provide details from one form of identification documentation listed below:

- ImmiCard
- Non-Australian Passport (with Australian visa).

The USI details must be provided to Skills Training Australia within two weeks of commencement of the course. USI details are entered and verified in the Student Management System. Students must provide verified USI details before Qualifications or Statement of Attainment can be issued.

Deferring, Suspending or Cancelling Student Enrolment

Skills Training Australia may allow students to defer (before study commencement), or to temporarily suspend their studies (after study commencement) including granting leave of absence on grounds of compassionate or compelling circumstances such as serious illness (e.g. illness where a medical certificate states that the student is unable to attend classes); death in the family or for other reasons acceptable to Skills Training Australia; or to withdraw from the course.

Students who wish to defer studies before commencement need to inform their Marketing Manager contact as soon as possible.

Students who wish to apply for leave of absence should do so by completing a “*Leave of Absence Form*” at least 2 weeks in advance, where possible, and submit it to the Student Support Officer. In their application, they should state clearly their reasons for leave and provide copies of any documents that will help support their application. The Student Support Officer will advise the student of any missing documentation. All required documents must be provided within 7 working days of the advice. Failure to do so may result in the Leave of Absence being disapproved. Students must report to the Student Support Officer with their passport once they return from their approved leave of absence, if the student exited Australia. They must also contact the Program Manager to discuss their study plan. Prior to applying to suspending their course, students must ensure that they have paid their tuition fee.

Students who wish to withdraw must give at least one full term’s notice in writing to the Student Support Officer. If less than one term’s notice is given, in addition to the student receiving no refund of the course fees they have already paid, the student has an obligation to pay the following term’s fees in lieu of the required notice. No final documents will be issued until all outstanding fees are settled.

Skills Training Australia will initiate cancellation of student enrolment if:

- the student does not start the course on the commencement date (non-commencement)
- the student failed to pay fees (non-payment of fees)
- the student breached a condition of his/her student visa
- the student misbehaved (when student has committed serious misbehaviour such as criminal activity or non-serious misbehaviour repeatedly after suspension)
- The student did not return after the term break.

Upon approval from the CEO, when cancellation is due to student’s failure to pay fees, breaching of a condition of student visa or student misbehaviour, the student is notified in writing of the decision. The notification includes:

- Cancellation may have an impact on student visa;
- 20 working days in which to access the internal appeals process;
- External appeals process (Overseas Student Ombudsman);

Students may appeal against the decision to cancel their enrolment. The cancellation will not take effect until the internal and external appeals processes are completed unless extenuating circumstances relating to student welfare apply.

Skills Training Australia must advise the Department of Home Affairs via PRISMS, of any breach particulars, by an accepted student, of a prescribed condition of a student visa, as soon as practicable after the breach occurs.

Skills Training Australia must give particulars of a breach by a student even if the student has ceased to be an accepted student of the provider.

Changing Courses

New Student

Students wishing to apply to change their course at Skills Training Australia after commencement of their enrolment must complete the [Application to Change Course](#) form outlining the reasons for this change and submit it to the Student Support Officer within the first week of the term. Students must also pay the change-of-course fee of \$150 in addition to the difference in fees between the old and the new course.

Current Student

Students wishing to change their course at Skills Training Australia must complete the Application to Change Course form outlining the reasons for this change and submit it to the Student Support Officer within the first week of the term. Students must also pay the change-of-course fee of \$150 in addition to the difference in fees between the old and the new course.

Overseas Student Transfers - Transferring between Registered Providers

Under the National Code, Skills Training Australia will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing 6 months of the *principal course of study except where:

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

Students wishing to transfer to another provider must complete and submit to the Student Support Officer the *Application to Transfer to Another Registered Provider Form*.

**The principal course of study refers to the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses.*

General Guidelines

Applying to Transfer to Another Registered Provider does not preclude students from the requirement to enrol on time. Non-enrolment will not automatically result in approval of transfer. It will however result in the student being reported to the Department of Home Affairs for failing to enrol.

Circumstances for granting or refusing a transfer

To apply to transfer to another provider within the first 6 months of the Student's Principal Course, the student must apply for a release from Skills Training Australia.

Granting a transfer

Students granted a release based on the following range of factors:

- if the course the student wishes to transfer to:
 - better meets the study capabilities of the student
 - better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations
- If the student wishes to change course in order to get access to greater support (may be through the services offered by another provider, commercial or non-for-profit services or through access to family, friends or a cultural support network);
- If the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met;
- If the student is to be reported to Department of Home Affairs because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Skills Training Australia's intervention strategies#

#Note: Skills Training Australia reserves the right to refuse transfer requests from students who are not genuinely engaging with an intervention strategy with the intention of failing and being released.

Skills Training Australia will report on the student's course progress even if the transfer request is granted.

- Skills Training Australia fails to deliver the course as outlined in the Offer Letter and Student Agreement.

A release should also be provided for a student where:

- a student can provide evidence that he or she was misled by the provider or an education or migration agent regarding the provider or its course, which constitutes a breach of the ESOS Act, or
- an appeal (internal or external) on a matter that may reasonably result in the student wishing to seek a transfer supports the student.

Refusing a transfer

Skills Training Australia may refuse to grant a release based on the following range of factors:

- if the transfer may jeopardise the student's progression through a package of courses;
- if 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 (it is good practice to revisit the issue within a timeframe negotiated with the student); and
- if the student is trying to avoid being reported to the Department of Home Affairs for failure to meet the provider's attendance or academic progress requirements.

Exception for obtaining a release

No Release is required where:

- the student has completed at least 6 calendar months' study in his/her Principal Course; or
- the student is government sponsored and that government sponsor provides written support for the change as it considers the change to be in the student's best interests; or
- Skills Training Australia has ceased to be registered or the program in which the student is enrolled has ceased to be registered; or
- Skills Training Australia has a sanction imposed on it that prevents the student from continuing his/her Principal Course.

Enrolment

Unit enrolment schedule and notification

- Students are notified by public notices of the key dates for enrolling in units.
- Any student who may be unable to attend the enrolment must apply for approval for late enrolment.
- One week prior to enrolment/re-enrolment, students are reminded of the key dates for enrolment via email and SMS.
- No student is allowed to enrol in a unit that does not belong to their current course.

Requirements for enrolment/re-enrolment

At enrolment/re-enrolment, the following information must be verified by the student:

- the student's current residential address;
- the student's mobile phone number (if any);
- the student's email address (if any); and
- any other details prescribed by the regulations.

Skills Training Australia will also confirm with the student, at least every 6 months that those details are still correct and records are updated accordingly.

Monitoring Course Progress

Skills Training Australia divides its vocational courses into four study periods per academic year. These study periods are named Terms. Each term comprises of 10 weeks. Within these terms, specific units are allocated to the student to make up a full-time study workload of twenty (20) contact hours per week. The student's allocated units, detailed in the timetable, must be followed. A student wishing not to undertake the required study in a certain unit, must obtain approval from the Program Manager within the first two weeks of the term.

If the student is in their last term of study the full-time study workload of twenty (20) contact hours per week will be adjusted to reflect the remaining number of units/units of competency/modules that the student is required to complete in order to satisfy their course requirements.

To check that the student's course progress is satisfactory, Skills Training Australia will monitor academic performance in each unit of competency in each term. Progress is assessed throughout each unit of competency and results will be collated at the end of every term. At the same time, Skills Training Australia will also check the student's progress towards completion of the course within the specified duration. The student will be able to access the End of Term Results within the first week of the following term. A final assessment of the student's overall achievements will occur at the end of every term.

Students returning from Leave of Absence (LOA) are expected to meet course progress requirements. When a student returns from LOA he/she is expected to meet course progress and catch up on his/her studies in the following term, failing to do so would trigger the reporting process, any previous warning letters would also be counted towards the reporting cycle.

Satisfactory Course Progress

To meet the requirement for satisfactory course progress, students enrolled for courses with duration of more than one year must pass a minimum of 50% of non-placement activities of allocated units in a term.

Students enrolled for courses with duration of two terms or less (6 months) must endeavour to complete all units allocated in each term. This will enable them to complete the course within the expected duration.

Course progress is monitored based on the duration of the course a student is enrolled in.

Warning letters such as Risk of Unsatisfactory Course Progress and Non-Compliant Rate of Course Progress are sent to students by email. Intention to report letters are sent to students by email.

Course duration: 18 months (6 terms equivalent to 6 study periods)

Students, whose end of term result indicate that they have not successfully completed or demonstrated competence in 50% of non-placement component of allocated units of competencies, will receive a Risk of Unsatisfactory course progress letter (CPL1-18M) via email before commencement of the following term. The letter will indicate that they are at risk of not achieving satisfactory course progress and that they must arrange a one on one meeting by with the Program Manager by Friday the first week of term. The Program Manager will implement intervention strategies to assist the student.

Students who have not successfully completed or demonstrated competence in 50% of non-placement component of allocated units of competencies at the end of the second term will be issued a Non-Compliant Rate of Course Progress letter (CPL2-18M) to the student via email. The letter will indicate that they are at risk of not achieving satisfactory course progress and that they have been placed on probation for the following term. Students will also be advised to arrange a one

on one meeting with the Program Manager by Friday of the first week of the term as per Non-Compliant Rate of Course Progress Letter (CPL2-18M) to implement intervention strategies. Student continues in units after paying for reassessment (if applicable) or agreeing to any other intervention strategy. If the student does not contact the Program Manager by Friday of the first week of the term, the student will be issued with an *Intention to Report letter within 14 days (after the end of the first week of the term) via email.

Students who have not successfully completed or demonstrated competence in 50% of non-placement component of allocated units of competencies at the end of the third term will be issued a Continued Non-Compliant Rate of Course Progress letter (CPL3-18M) via email. The letter will indicate that they are at risk of not achieving satisfactory course progress and that they have been placed on probation for the following term. Students will also be advised to arrange a one on one meeting with the Program Manager by Friday of the first week of the term as per Non-Compliant Rate of Course Progress Letter (CPL3-18M) to implement intervention strategies. Student continues in units once outstanding assessments are submitted and have been deemed competent or at the Program Manager's discretion if he/she has demonstrated an active attempt at resolving course progress issues. The student is also kept on probation for the following term. If the student does not contact the Program Manager by Friday of the first week of the term, the student will be issued with an Intention to Report letter within 14 days (after the end of the first week of the term) via email.

Student who does not show improvement after contacting the Program Manager by failing to abide by the agreed intervention strategies and satisfactorily complete the reassessment and as a consequence fails to complete or demonstrate competency in 50% of the course requirements, he/she will be issued with an Intention to Report Letter via email. The Intention to Report letter informs him/her of Skills Training Australia's intention to report their breach to the Department of Education and the Department of Home Affairs via PRISMS. This letter will also inform the student of his/her right to appeal this decision, and the student will have 20 working days to appeal the decision.

Where the student has chosen not to access the grievance and appeals processes within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting Skills Training Australia, the Student Support Officer is responsible for notifying the Secretary of Department of Education and the Department of Home Affairs through PRISMS of the student not achieving satisfactory course progress within 31 days of finalising the decision to report in accordance with Section 19 of the ESOS Act.

Course duration: 9 Months (3 terms which is equivalent to 3 study periods)

Students, whose end of term result indicate that they have not successfully completed or demonstrated competence in 50% of non-placement component of allocated units of competencies, will receive a Risk of Unsatisfactory Course Progress letter (CPL1-9M) via email. The letter will indicate that they are at risk of not achieving satisfactory course progress and that they have been placed on probation for the following term. Students will be advised to arrange a one on one meeting with the Program Manager by Friday the first week of the term. The Program Manager will implement intervention strategies to assist the student. Students may continue after paying for reassessment (if applicable) or agreeing to any other intervention strategy. If the student does not contact the Program Manager by Friday of the first week of the term, the student will be issued with an Intention to Report letter within 14 days (after the end of the first week of the term) via email.

Students who have not successfully completed or demonstrated competence in 50% of non-placement component of allocated units of competencies at the end of the second term will be issued a Non-Compliant Rate of Course Progress letter (CPL2-9M) to the student via email. The letter

will indicate that they are at risk of not achieving satisfactory course progress and that they have been placed on probation for the following term. Students will also be advised to arrange a one on one meeting by Friday of the first week of the term as per Non-Compliant Rate of Course Progress Letter (CPL2-9M) to implement intervention strategies. Student may continue in new units once outstanding assessments are submitted or at Program Manager's discretion if he/she has demonstrated an active attempt at resolving course progress issues. If the student does not contact the Program Manager by Friday of the first week of the term, the student will be issued with an Intention to Report letter within 14 days (after the end of the first week of the term) via email.

A student who does not show improvement after contacting the Program Manager by failing to abide by the agreed intervention strategies and satisfactorily complete the reassessment (if applicable) and as a consequence fails to complete or demonstrate competency in 50% of the course requirements, he/she will be issued with an Intention to Report Letter via email. The Intention to Report letter informs him/her of Skills Training Australis's intention to report the breach to the Department of Education and the Department of Home Affairs via PRISMS. This letter will also inform the student of his/her right to appeal this decision, and the student will have 20 working days to appeal the decision.

Where the student has chosen not to access the complaints and appeals processes within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting Skills Training Australia, the Student Support Officer is responsible for notifying the Secretary of Department of Education and the Department of Home Affairs through PRISMS of the student not achieving satisfactory course progress within 31 days of finalising the decision to report in accordance with Section 19 of the ESOS Act.

***Non-contact Intention to Report will not be issued if:**

- Student has notified the Student Support Officer of his/her request to withdraw from Skills Training Australia, including a request to transfer to another provider and does not require a release from Skills Training Australia.
- Student has contacted Skills Training Australia indicating that he/she no intention of attending course progress counselling to meet course progress requirements.

Course duration: 6 Months (2 terms which is equivalent to 2 study periods)

Students, whose end of term result indicate that they have not successfully completed or demonstrated competence in 50% of non-placement component of allocated units of competencies, will receive by the end of the week a Non-Compliant Rate of Course Progress letter (CPL1) via email. The letter will indicate that they are at risk of not achieving satisfactory course progress and that they must arrange a one on one meeting with the Program Manager by Friday the first week of the term. The Program Manager will implement intervention strategies to assist the student and the student continues in units once outstanding assessments are submitted. If the student does not contact the Program Manager by Friday of the first week of the term, the student will be issued with an Intention to Report letter within 14 days (after the end of the first week of the term) via email.

If the student does not show improvement after contacting the Program Manager by failing to abide by the agreed intervention strategies and to satisfactorily complete the reassessment (if applicable), and as a consequence fails to complete or demonstrate competency in 50% of the course requirements, he/she will be issued with an ITR via email. (The Student Support Officer in consultation with the Program Manager generates a list of students to be reported.) The ITR letter informs him/her of the College's intention to report their breach to the Department of Education and the Department of Home Affairs via PRISMS. This letter will also inform the student of his/her right to

appeal this decision, and the student will have 20 working days to appeal the decision. Refer to the Grievances and Appeals Policy and Procedure for further details.

Students failing to meet satisfactory course progress for 2 consecutive terms will be issued with an Intention to Report Letter (ITR) via email informing them of Skills Training Australia's intention to report his/her breach to the Department of Education and Department of Home Affairs via PRISMS. This letter will also inform the student of his/her right to appeal this decision, and the student will have 20 working days to appeal the decision. Refer to Grievances and Appeals Procedure for further details.

Where the student has chosen not to access the grievance and appeals processes within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting Skills Training Australia, the Student Support Officer is responsible for notifying the Secretary of Department of Education and the Department of Home Affairs through PRISMS of the student not achieving satisfactory course progress within 31 days of finalising the decision to report in accordance with Section 19 of the ESOS Act.

Intervention Strategies

For students identified as being at risk of not meeting, or have not met, course progress requirements the following support / intervention strategies may be implemented to assist the student:

- English language course to support oral and written comprehension
- Supplementary assessment/program
- Assistance with academic skills such as essay and report writing, meeting assessment requirements and research skills provided by the supervising trainer and assessor
- Counselling with the Student Support Officer for assistance with personal issues affecting course progress
- Opportunity for reassessment
- Changing courses
- Mentoring by the supervising Trainer/Assessor
- Referral to external organisations for assistance
- Reduction in course load approved by the Program Manager
- Extension of course
- And a combination of the above

When an intervention strategy is implemented the student will be required to meet the Program Manager on a regular basis for follow up. This is to be determined as part of the intervention strategy. The students will be reminded that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to Department of Home Affairs.

It is the responsibility of the student on probation to maintain regular contact with the Program Manager. An academic staff member may initiate and recommend a support program at any stage during the term if they believe that the student is at risk of not achieving satisfactory course progress. Intervention measures implemented are documented on the Student Management System.

Students are able to discuss any additional support that they require with their Trainer/Assessor at any stage during their studies. This will be recorded in the Student Management System/file.

Progress during intervention

Students who do not show improvement, by failing to abide by the agreed intervention strategies and satisfactorily complete the supplementary assessment and as a consequence fail to complete or demonstrate competency in 50% of the course requirements, will be issued with an Intention to Report Letter via email.

Extension of Course and Study load

During each intervention process the Program Manager will review the student's academic progress and study plan. A new study plan is agreed with the student, taking into consideration the following factors:

- Student's academic progress within the enrolled program i.e. remaining units to complete
- Any academic difficulties in the previous term (intervention strategy)
- Student's eCoE duration

If the student is unlikely to complete the course within expected duration by failing 50% or more of the course by the end of the first study period, he/she will be advised to apply for an extension to the eCoE by completing the Application for Extension of Course Form. The Program Manager will decide whether to reduce the current workload of the student - a reduction in workload does not result in reduction of hours in class.

Note: A student cannot undertake more than one third of the total course by distance and/or online learning at any one enrolment period. A COE may be generally extended once for a maximum of 1 study period only.

The student must submit the approved Extension to eCoE form and pay the additional tuition fees as a result from the extension to Student Administration for processing. Student Administration will enter a variation to the student's enrolment in PRISMS and provide the student with a new eCoE covering the period which the student can reasonably be expected to complete his/her enrolled program.

Appeal to an Intention to Report (ITR) for unsatisfactory course progress

The ITR letter informs students of Skills Training Australia's intention to report their breach to the Department of Education and the Department of Home Affairs. This letter will also inform students of their right to appeal this decision. The student will have 20 working days to appeal the decision. Refer to Grievances and Appeals Procedure for further details.

Where the student has chosen not to access the grievances and appeals processes within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting Skills Training Australia, the RTO will notify Department of Home Affairs of the student not achieving satisfactory course progress within 31 days of finalising the decision to report in accordance with Section 19 of the ESOS Act. Alternatively, if the appeal is in favour of the student, Skills Training Australia will not report the student.

Internal and External Appeals against Course Progress Outcomes

A student may appeal the ITR issued for unsatisfactory course progress on the following grounds:

- Skills Training Australia's failure to record or calculate a student's marks accurately,
- Compassionate or compelling circumstances, or
- Skills Training Australia has not followed its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student

The student has the right to appeal a decision made by Skills Training Australia to report their unsatisfactory course progress. The written notice (of intention to report the student for unsatisfactory progress) will inform the student that he/she is able to access the RTO's grievances and appeals process and that the student has 20 working days in which to do so. Refer to Skills Training Australia's Academic and Non-Academic Grievance Policy and Procedure for further details such as on procedures for accessing external appeals

Complaints Process

Grievance/Complaint

Sometimes students may have a complaint or be unhappy about a particular decision or action of Skills Training Australia or of a trainer/assessor or other staff members. For formal academic grievances students should approach the Program Manager. For formal non-academic grievances student should approach the Student Support Officer.

Informal Grievance Procedure

(A = Academic related and B = Non-Academic related)

A: Skills Training Australia recommends students speak to their Trainer/Assessor in the first instance to resolve any issues of concern. There may have inadvertently been a mistake or misunderstanding which can be quickly rectified. Many problems can be resolved by the Trainer/Assessor on the spot and the Trainer/Assessor can give the student information which clears up the problem.

B: For other informal complaints, the student must raise the matter with the Student Support Officer.

If the student is not satisfied with the response or the matter is more serious, the student has the option to lodge a formal grievance.

Formal Grievance/Appeal Guidelines

General principles applying to all stages of the grievance/appeals procedure:

- The complainant and respondent will have the opportunity to present their case at each stage of the procedure.
- At all meetings, the student has the option of being accompanied/assisted by a support person if he/she so desires (at the student's cost).
- The complainant and the respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the complainant and/or the respondent.
- Records of all grievances including but not limited to forms, letters, emails, minutes of meetings at which actions arising from grievances/appeals, will be kept for a period of five years. These records will be kept strictly confidential.
- The outcome and reasons of the grievance/appeal will be stored on the student management system and student's file.
- The complainant shall have appropriate access to these records.
- A complainant shall have access to this internal grievance procedure without charge.
- For academic grievances, a complainant may contact Skills Training Australia and speak with the Program Manager for progress updates at any time.
- For non-academic grievances, a complainant may contact Skills Training Australia and speak with the Student Support Officer for progress updates at any time.
- If Skills Training Australia considers more than 60 calendar days are required to process and finalise the student grievance/complaint or appeal, Skills Training Australia will inform the student in writing the reasons as why more than 60 calendar days are required and will regularly update student on the progress of the matter.

- Nothing in this policy and procedure inhibits student’s rights to pursue other legal remedies under Federal or State law. Students are entitled to resolve any dispute by exercising their rights to other legal remedies.
- Skills Training Australia will maintain the student’s enrolment whilst the grievance/complaints and appeals process are ongoing.
- There is no cost to the complainant and/or appellant for utilising the complaints and/or appeals process.
- Student has the right to appeal a decision made by Skills Training Australia to report his/her unsatisfactory course progress based on the following grounds.
 - Skills Training Australia’s failure to record or calculate a student’s marks accurately;
 - Compassionate or compelling circumstances; or
 - Skills Training Australia has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

Stage One – Formal Grievance/Complaint

(A = Academic related and B = Non-Academic related)

1.1A: Formal academic grievances should be submitted in *writing to the Program Manager of Skills Training Australia including any supporting documentation (if applicable). If the matter is very serious and confidential, the student may wish to make an appointment with the Program Manager to give notice of the complaint.

**FM027 Complaints, Grievances, Appeals form is available on the Skills Training Australia website or from Reception. The student to complete the complaints section of the form.*

Alternatively, the student may submit the complaint via email/letter/fax and state that the matter is a complaint.

1.1B: Formal non-academic grievances should be submitted in #writing to the Student Support Officer of Skills Training Australia including any supporting documentation (if applicable). If the matter is very serious and confidential, the student may wish to make an appointment with the Student Support Officer to give notice of the complaint.

#FM027 Complaints, Grievances, Appeals form is available on the Skills Training Australia website or from Reception. The student to complete the complaints section of the form

Alternatively, the student may submit the complaint via email/letter/fax and state that the matter is a complaint.

1.2A: The complainant will receive notification in writing of acknowledgement of the receipt of the complaint within 1 - 3 business days from the Program Manager.

1.2B: The complainant will receive notification in writing of acknowledgement of the receipt of the complaint within 1 - 3 business days from the Student Support Officer.

1.3A: Upon receiving written notification with supporting evidence, the Program Manager immediately logs the complaint in the grievance/complaint register and forwards it to CEO within 1 working day.

1.3B: Upon receiving written notification with supporting evidence, the Student Support Officer immediately logs the complaint in the grievance/complaint register and forwards it to CEO within 1 working day.

1.4A: Within 10 working days of the receipt of a formal complaint the Program Manager will consider the information provided and may contact the student and/or Trainer/Assessor/staff members if further information is required. The Program Manager shall, if the individual sees fit, make a decision on the matter and advise the student and Trainer/Assessor/staff members (as applicable) in writing the actions/plans and details of the reasons for the outcome within 20 working days of the complaint being lodged. A copy of written outcome is forwarded to the CEO.

1.4B: Within 10 working days of the receipt of a formal complaint the Student Support Officer will consider the information provided and may contact the student and/or Trainer/Assessor/staff members if further information is required. The Student Support Officer shall, if the individual sees fit, make a decision on the matter and advise the student and Trainer/Assessor/staff members (as applicable) in writing the actions/plans and details of the reasons for the outcome within 20 working days of the complaint being lodged. A copy of written outcome is forwarded to the CEO.

If the outcome is in favour of the student, Skills Training Australia immediately implements any decision or corrective/preventative actions required and commences continuous improvement process.

If the outcome is not in favour of the student, the student will choose either to withdraw the complaint or proceed further. If the student proceeds, he/she must, within 5 working days of the written outcome, request the complaint be referred to the CEO. The Program Manager/Student Support Officer refers the complaint to the CEO by the next working day. If the student does not proceed and withdraws the complaint, the Program Manager/Student Support Officer proceeds with Skills Training Australia's decision.

Stage Two – Internal Review (Appeal)

If the complainant is dissatisfied with the outcome of Stage One, he/she may lodge an appeal in *writing with the CEO. The student must submit the appeal within 20 working days of receiving the outcome notification.

**FM027 Complaints, Grievances, Appeals form is available on the Skills Training Australia website or from Reception. The student to complete the appeals section of the form*

Alternatively, the student may submit the appeal via email/letter/fax and state that the matter is an appeal.

The complainant's appeal will be determined by the CEO of Skills Training Australia.

The CEO will conduct all necessary consultations with the complainant, the Program Manager/Student Support Officer and other relevant persons and make a determination of the appeal. The complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within 10 working days of receipt of the appeal.

Should a decision not be reached within 10 working days, the complainant will be advised in writing of all matters relating to the progression of the appeal.

Examples of types of Appeals	Staff involved in the appeal process (may also include other relevant persons)	Staff responsible for appeal
Assessment marks	Program Manager	Program Manager/CEO
ITR for Course Progress	Program Manager	Program Manager/CEO
ITR for Non-payment	Finance Officer	CEO
ITR for Misbehaviour	Program Manager	Program Manager/CEO
Course Credit (RPL/RCC/CT)	Program Manager	Program Manager/CEO
Refusal of Leave of Absence	Coordinator International Students	CEO
Refusal of Release Letter	Coordinator International Students	CEO
Refusal of Refund	Coordinator International Students	CEO
Late enrolment	Coordinator International Students	CEO

If the outcome is in favour of the student, Skills Training Australia immediately implements any decision or corrective/preventative actions required and commences the continuous improvement process.

If the outcome is not in favour of the student, the student will choose either to withdraw the appeal or access an independent external appeal process conducted by the Overseas Student Ombudsman (OSO). If the student proceeds, he/she must contact the OSO within 5 working days of the written outcome and inform the CEO. The CEO will advise the respective Program Manager of this decision.

If the student does not proceed and withdraws the complaint, the CEO proceeds with Skills Training Australia's decision.

Stage Three – External Appeal

If the complainant is dissatisfied with the outcome of Stage Two the matter may be referred to the Overseas Student Ombudsmen (OSO), within 5 working days of receiving the outcome from Stage 2.

The OSO investigates and informs the student and Skills Training Australia of the outcome. The appeal procedure will be determined by the independent mediator. If required, all documentation from the student and Skills Training Australia related to the appeal will be forwarded to the independent body.

If the outcome of the external appeal is in favour of the student, Skills Training Australia immediately implements any decision or corrective/preventative actions required and commences the continuous improvement process.

If the outcome is not in favour of the student, the CEO proceeds with Skills Training Australia's decision and is responsible for ensuring a record is kept in the student management system.

External Appeal

The student will have access and receive the outcome of only **one external appeal process** before Skills Training Australia may report the student to the relevant authorities. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a grievance or want to lodge an external appeal about a decision made by their private education or training provider. The student can initiate the external appeals process to OSO by telephone, in writing, by fax, or using OSO's online complaint form.

Overseas Students Ombudsman (OSO)
GPO Box 442 Canberra ACT 2601
Tel: 1300 362 072
Fax: 02 6276 0123
Email: ombudsman@ombudsman.gov.au
Website: www.oso.gov.au

Withdrawal of Grievance/Complaint or Appeal

The student may withdraw a grievance/complaint or appeal at any time during the resolution process. The student must make the withdrawal in writing and submit, either in person or via email, to the relevant staff member.

Grievance Type or Appeal	Relevant Staff Member
Academic Grievance	Program Manager/CEO
Non-Academic Grievance	Program Manager/CEO
Academic/Non-Academic Appeal	Program Manager/CEO

The relevant staff member will send a written acknowledgement of the withdrawal to the student. The matter will be concluded and deemed to be resolved.

Skills Training Australia and Local Facilities

Skills Training Australia has:

- classrooms equipped with whiteboards, and access to data projectors, televisions, laptops;
- computer area and Internet access; and
- kitchen/recreation area.

Students are not allowed to eat or drink on Skills Training Australia's premises except in the designated recreation area. This is to ensure that a healthy working and learning environment is maintained. This policy also ensures that computer hardware and other equipment/furniture are not damaged by accidental spillage.

Any unauthorised installation or downloading of computer software including games and screensavers will lead to disciplinary action, up to and including expulsion. Copyright infringements arising from unauthorised copying, installation or downloading of computer software may also lead to criminal charges being laid.

Facilities closely located to Skills Training Australia include public transport, numerous food outlets, supermarkets, post offices, banks, libraries, medical centres, clubs and cinemas.

Student Support Services

Skills Training Australia offers appropriate support services to students to ease the transition into life and study in Australia and allow access to appropriate assistance as needed.

Counselling services are available to students in order to assist them with their career aspirations and any other matters concerning their study at Skills Training Australia. Students with issues regarding the transition into life and study in Australia should contact the Student Support Officer.

The students' progress is reviewed regularly to ensure that they are progressing in accordance with their particular program. The Student Support Officer and Program Manager are available for consultation in this matter by appointment.

Students with any special medical or physical requirements should advise the Student Support Officer. Skills Training Australia endeavours to assist students with special needs to ensure their comfort and convenience are optimised. Information regarding available support services is accessible to all students.

For the benefit of international students, Skills Training Australia maintains close liaison with Department of Home Affairs so that applications and any queries can be attended to promptly.

Where it is not appropriate for Skills Training Australia, its Trainer/Assessors or staff to advise on any issue, the student may be referred to an external party for advice. Where a student requires more formalised assistance, recommendations can be provided for appropriate language and/or bridging courses.

Payment of Fees and Refund Policy

A binding contract is created between the student and Skills Training Australia when the student accepts the place offered by the provider upon signing the Student Agreement and paying the fees indicated in the Letter of Offer. The fees are due before commencement of the course. The due date for subsequent payments is indicated in the Student Agreement under 'Payment Schedule'.

Protection of Student Fees in Advance

Skills Training Australia adheres to the rules and regulations set under the ESOS Act 2000 and associated legislation (Tuition Protection Service and Other Measures).

Refund Policy

The refund policy does not remove the student's right to take further action under Australia's consumer protection laws. In addition, Skills Training Australia's grievance resolution process does not inhibit the student's right to pursue other legal remedies.

1. Students must provide written notification to the Student Support Officer where an application to study at Skills Training Australia is withdrawn or cancelled. Any request for refund must be forwarded in writing, addressed to the Student Support Officer.
2. Excluding situations mentioned in paragraph in the [Defaults by Skills Training Australia](#) section below, Skills Training Australia will pay the refunds within 4 weeks after receiving from the student the written request for a refund with all the completed relevant supporting documents. A statement explaining how the refund was calculated will be provided.
3. Where a refund is due, only the tuition fees paid will be refunded and they will be calculated as per the refund schedule, less any non-refundable fees.
4. Refunds will be paid to the student unless written authorization is given by the student in favour of another party.

No Refunds

Other than when a visa is refused before commencement of the course, no refund will be given for Administration/Enrolment fees, eCoE fees, accommodation placement fees, airport pick-up fees and any fees other than tuition fees (Note: Tuition fees are defined as fees directly related to the provision of the course), unless specified otherwise.

Student Default

A student is not eligible for a refund in the event of a student default. Situations of student default include the following:

- The student fails to pay an amount he/she was liable to pay to Skills Training Australia, directly or indirectly, in order to undertake the course;
- The student breaches a condition of his/her student visa;
- The student fails to start the course on the agreed start day or attend classes and fails to inform Skills Training Australia in writing;
- Misbehaviour by the student; or
- The student withdraws from the course after the agreed start day.

Defaults by Skills Training Australia

Situations of Skills Training Australia in default include the following:

- The course does not start on the agreed starting day; or
- The course ceases to be provided at any time after it starts but before it is completed; or
- The course is not provided in full to the student because a sanction has been imposed on the registered provider by the authorities;
- and the student has not withdrawn before the default day

In the unlikely event that Skills Training Australia is unable to deliver the course in full, the organization will notify the Tuition Protection Service (TPS) Director and students within three (3) business days of the Provider default and will have a period of fourteen (14) days to satisfy its tuition protection obligations in relation to an affected student.

The student will be offered a place in a suitable alternative course at Skills Training Australia, at no extra cost to the student, or will be provided with a refund of all unspent Tuition fees. The refund will be paid to the student within two weeks of the day on which the course ceased being provided.

The student has the right to choose whether to receive a refund of the unspent Tuition fees or accept a place in another course at Skills Training Australia.

If Skills Training Australia is unable to provide a refund or placement in an alternative course, or if it appears to the TPS Director that Skills Training Australia is unlikely to satisfy its tuition protection obligations, the student will have access to an on-line placement facility under the TPS. If a student requires any assistance with the placement process, a TPS Administrator or service provider will be available to help the student to place them in a suitable alternative course, or if this is not possible, they will be eligible for a refund as calculated by the TPS Director.

Visa refusal

Where a visa application is refused before commencement of the course, the amount of the refund payable by Skills Training Australia is the sum of both tuition and non-tuition fees received by Skills Training Australia in respect of the student (the course fees), less a small amount to account for administrative costs that Skills Training Australia may have incurred in enrolling the student and undertaking other activities in preparation for providing the course to the student.

The small amount of course fees that Skills Training Australia will retain on account of administrative costs is either:

- 5% of the amount of course fees received; or
- \$500; whichever is lesser.

Where a visa application is refused after commencement of the course, the amount of refund is calculated as follows:

Refund amount = weekly tuition fee x weeks in default period¹

¹ This calculation method also applies to refunds of fees in the following circumstances: Provider default (s46A and 46D of the ESOS Act); and Student default where the provider has not entered into a written agreement with the student that meets the requirements of (s47B)

In both circumstances, the student must show proof of refusal and evidence of payment to Skills Training Australia. However, Skills Training Australia is not required to provide a refund if the visa was refused for one or more of the following acts or omissions by the student that directly or indirectly caused the student to default:

- student's failure to start the course on the agreed starting day;
- the student's withdrawal from the course;
- the student's failure to pay an amount that he/she was liable to pay Skills Training Australia in order to undertake the course.

Withdrawal from course of study

Notification of withdrawal from a course of study must be made in writing and signed by the student. Refund for withdrawal will be calculated based on the date of the notice to withdraw and will be calculated as indicated in the following tables:

Before commencement of course:	
More than 4 weeks before course commencement	70% refund of course fees paid
4 weeks or less before course commencement	50% refund of course fees paid

After commencement of course#:	
No refund	

At least one full term's notice in writing is required of a student's intention to withdraw from a course. If less than one term's notice is given, in addition to the student receiving no refund of the course fees they have already paid, the student has an obligation to pay the following term's fees in lieu of the required notice. No final documents will be issued until all outstanding fees are settled.

Payment of Fees

Fees payable

Fees vary for different training programs. The determination of course fees are dependent on program duration, course requirements and commercial viability.

Reissuance of certificates and final documents

Where a student has lost or misplaced an issued certificate and/or final documents, Skills Training Australia will charge a fee of \$60.00 per qualification to reprint/reissue the certificate/final documents. Information relating to the reissuance of certificates can be found in the fees schedule under Section 5: Fees, Payment and Refund of the Student Agreement.

Payment of Fees

To ensure students are well informed of the financial considerations of their enrolment, Skills Training Australia provides fee information to each student prior to enrolment.

Skills Training Australia Schedule of Fees and Charges Fee are explained by staff to students/employers on course application and prior to the payment of Fees. The full schedule of fees and charges is made available through the Letter of Offer and Student Agreement.

All course fees and charges are payable in Australian dollars in accordance with the current Fee Schedule. Fees may change so student should confirm with Skills Training Australia prior to enrolment. Once enrolled in a course, the course fees will remain the same for the normal duration of that course. For international students, fees must be paid in advance before the Confirmation of Enrolment (COE) is issued.

Protecting fees being paid in advance

Skills Training Australia acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities, Skills Training Australia deposits the initial tuition fees in a designated account prior to student commencing the course. Upon commencement of course the monies received are then taken into the operational account.

Consequences for failure to pay course/enrolment fees

Students must pay the fees by the payment schedule. Failure to pay fees by the due date may incur a financial penalty. Skills Training Australia reserves the right to charge, each month, an administration fee of \$10 plus a penalty fee computed at the rate of 1% per month on the amount outstanding from the day after the due date.

Students are reminded about when their fees are due. Email and SMS reminders are sent 14 days before the fee is due for payment. If students do not pay the fees on the due date, they will be sent an overdue notification by email and SMS the day after the due date. Three days after the due date, an 'Intention to Report' letter is sent to the student, advising of Skills Training Australia's intention to cancel their enrolment (eCoE) for non-payment of fees. Students then have 20 working days to appeal. Refer to the Appeals Process section for further details. If the student does not appeal the eCoE is then cancelled.

Skills Training Australia may agree to reissue the eCoE to a student whose eCoE has been cancelled for non-payment of fees. There will be an administration charge of \$300 to be paid, in addition to outstanding fees and penalties.

Skills Training Australia reserves the right to take any or all of the following actions should a student not have paid their fees:

- bar access to the computers;
- bar access to lessons;
- bar access to examinations;
- withhold transcripts, certificates, and other documents;
- suspend or dismiss the student from Skills Training Australia;
- collect an administrative and interest fee on the amount outstanding;
- pursue legal action to recover the debt.

If students continue to default on payment of fees, legal action may be taken to recover the debt. Skills Training Australia reserves the right to recover from the student the costs of any such action taken.

Notice of enrolment cancellation

Students must provide at least one full term's notice in writing to the Student Support Officer if they wish to withdraw or cancel their enrolment. Any request for refund must be forwarded in writing to Skills Training Australia, addressed to the Student Support Officer. Refer to the Deferring, Suspending and Cancelling Student Enrolment Policy and the Refund Policy in this handbook for further details.

Training Delivery

The Learning Environment

Skills Training Australia has policies, procedures, and information to help create a working and learning environment that is safe and healthy, culturally diverse, friendly, and non-discriminatory.

Academic Year

The academic year is divided into four terms of 10 study weeks each. Generally, intakes are at the beginning of each term.

The Courses

The courses offered by Skills Training Australia include Training Packages and courses that are accredited by the National VET Regulator and that are registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The training programs comply with the Australian Qualifications Framework (AQF). The course content within our training programs is relevant. Regular meetings are held to review progress and ensure that course content and delivery meet quality standards.

The courses offered:

- have been structured to suit the needs of students;
- assist students' employment goals and maximise their career potential;
- are delivered by qualified Trainer/Assessors with practical field experience.

The courses offered fall within the major areas of nursing and health.

The course coordination includes:

- Communication between Skills Training Australia administration, Trainer/Assessors and students in matters relating to courses run by the organisation;
- Liaison with other educational bodies to monitor educational trends in training and methods of assessment; and
- Recommendation of matters and priorities for inclusion in the staff training program.

Trainer/Assessors

Skills Training Australia seeks to employ Trainer/Assessors with the best mix of vocational and education training qualifications; qualifications in their field of expertise, with current and ongoing industry experience. It is an objective of Skills Training Australia to recruit, develop and reward Trainer/Assessors who are committed to improving and educating students.

Course Delivery Methods

Course delivery methods include face-to-faced classroom tuition, individual tuition, project work, videos, simulation, practical placement, and other methods as appropriate to ensure that the students achieve the desired outcomes and competencies.

Clinical Placement

The following qualifications have compulsory Clinical Placement (Professional Experience Practice) requirements:

- HLT33115 Certificate III in Health Services Assistance (CRICOS Course Code 093438M)
- CHC33015 - Certificate III in Individual Support (CRICOS Course Code 102270G)
- CHC52015 - Diploma of Community Services (CRICOS Course Code 090553K)

Skills Training Australia holds placement agreements for its Health portfolio with Eastern Health, Austin Hospital, Monash Health, Epworth Healthcare and Melbourne Health and other facilities to provide Clinical Placement for students.

Whilst undertaking Placement within the facilities, students will be supervised by staff from the Host Facility and are required to maintain logbooks that record their experience and maintain their participation. The logbooks that students maintain whilst on Placement form an essential part of the assessment requirements for their qualifications. Student's logbooks will be monitored regularly by Skills Training Australia Trainer/Assessors whilst they undertake Placement assessment.

All Clinical Placements will be organised and paid for by Skills Training Australia.

Immunisation

Students must be immunised prior to attending clinical placement.

Students will come into contact with a large variety of individuals while attending clinical placement. Some of these people may have a communicable disease. Immunisation is one of the most effective public health measures for the control of communicable diseases, protecting both the individual and the community as a whole.

For the protection of students and of potential clients, evidence of vaccination status is required by certain clinical placement agencies prior to attendance. The Program Manager or Student Support Officer can assist you in recommending a suitable medical facility to organise this.

For further information on recommended immunisation for Category A Health Care Workers, please refer to the Department of Health website at: <http://www.health.vic.gov.au/immunisation>

National Police Check – Placement Requirement

All students must provide a Police Record Check, also known as a National Police Certificate, prior to clinical placement. The host employer will **not** allow you to attend clinical placement without a current (12-month) Police Record Check. Application forms can be downloaded from:

<http://www.police.vic.gov.au/>

When you have a disclosable result

Any criminal records should be discussed with the Program Manager. Depending on the nature of the offence, you may be advised to discuss the impact that your record will have on your ability to become registered.

You may be asked to meet with a Host Employer representative to discuss the Police Record Check findings. Be aware that the Host Employer has the right to refuse your request to attend clinical placement.

The use and retention of the information contained on the National Police Certificate may be unit to State or Commonwealth legislation. The recipient is therefore urged to make own inquiries with respect to any applicable legislative obligations or requirements.

Working with Children’s Check – Placement Requirement

Students undertaking Placement are required to obtain a Working with Children’s Check as there may be the opportunity to work with patients under the age of 18.

Working with Children’s Check application details can be found at the following site:

www.workingwithchildren.vic.gov.au/ .

When completing the application, you will need to enter the details below in Section E - Details of Organisation:

**Skills Training Australia
Level 7
628 Bourke Street
MELBOURNE VIC 3000**

Once lodged you will receive an application number – this must be presented to the Program Manager or Student Services Officer to indicate that you have commenced this process. An official card will be sent directly to you through the mail and Skills Training Australia will require a copy of this.

Attendance at Class

Skills Training Australia implements a Course Progress Policy. Although attendance is not required to be monitored under this policy, student attendance is recorded in the Student Management System.

To maximize the benefits of study and to achieve academic success, students are required to regularly attend their classes.

Any absence is to be supported with documentary evidence within 7 days of the student’s return. For absences that are due to medical reasons, students are required to provide a medical certificate from a registered practitioner.

Any student wishing to take a leave of absence during the terms must inform Skills Training Australia in advance. Please refer to ‘Deferring, Suspending or Cancelling Student Enrolment’ section in this handbook for further details.

The student must ensure that their leave of absence does not affect their academic progress and that their fees are paid up to date as required by Skills Training Australia's regulations. If the student does not follow the correct procedure for requesting a leave of absence Skills Training Australia may determine that the student is a non-bona fide student and may choose to cancel the student's enrolment.

Only in extenuating circumstances would the student be permitted to take leave of absence that coincides with an assessment. (See the 'Conduct of Assessments' section in this Handbook.)

Classroom Conduct

A mature attitude in respect to classroom conduct is expected of all students. Students are expected to be punctual for lessons.

Students are not allowed to bring unsealed food or drinks into the computer areas or any other classroom on Skills Training Australia's premises or consume any food or drink in the clinical laboratory or classrooms.

Mobile telephones must be on silent during class. Students may receive or make a telephone call only during a break.

Special Learning Needs

Students should advise Skills Training Australia of any special learning needs that they have. Where any particular learning needs are known, Skills Training Australia, if possible, designs or adapts training delivery, learning and assessment strategies to meet these needs.

Homework and Assignments

The training provided includes assignments which students must complete and submit as part of the ongoing assessment of their training and progress. Failure to complete assignments will be recorded on the student's records and taken into consideration when final results are being reviewed.

Textbooks

Most qualifications require that students use recommended textbook(s). Students must ensure that they have access to the requested textbook(s) so that their academic progress is not jeopardised.

Skills Training Australia will arrange to purchase textbooks from suppliers to assist students to obtain them. Orders for textbooks will be placed on receipt of the money from students.

State Library of Victoria

Skills Training Australia is a short distance to the State Library; the block is bound by Swanston, La Trobe, Russell, and Little Lonsdale Streets, in the northern centre of the central business district and can be accessed via the Museum Station.

Assessment Information for Students

Assessment is an extremely important part of the whole education process. The purpose of assessment is to evaluate what students have learned, how they are progressing and where any problems are. Skills Training Australia has flexible learning and assessment procedures.

Assessment is ongoing and may take both formal and informal forms. The more formal assessments are tests, projects, presentations, assignments, workplace demonstrations and examinations. The form that assessment takes will depend on the competency or outcome being assessed, course requirements and any special needs of the students.

Skills Training Australia's assessment policy should result in a process which:

- is clearly communicated
- is fair to all students
- leads to accurate measurement of student achievement
- provides timely and meaningful feedback on student performance
- complies with the assessment requirements of the particular unit curriculum
- records, reports and stores information accurately, reliably, confidentially and securely.

Skills Training Australia has a number of procedures and guidelines for Trainer/Assessors to follow to ensure that the features of this policy are achieved. All students are entitled to information about the assessment in each unit they are studying.

If a student has any questions about assessment, they should ask their Trainer/Assessor or the Program Manager in charge of the course.

Special Needs

If a student has any special needs in relation to assessment, preparing for assessment, or understanding the assessment plan, they should notify their Trainer/Assessor. (They should also notify Skills Training Australia of this upon induction and should inform their Trainer/Assessor about this for the purposes of lesson or training delivery.) The student needs to give Skills Training Australia sufficient notice. Ideally, the student should inform the Trainer/Assessor of these when joining the class and remind him/her two weeks before the particular assessment event.

Common special needs that may be catered for are:

- assistance and support with literacy
- a scribe for students with injured writing hands, etc.

Other needs where the student is requesting some advantage such as extra time and/or dictionaries may have to be assessed by the Program Manager so the student should provide sufficient time and evidence for this request to be considered.

Assignments

Where assignments are required in any unit, it is the student's responsibility that such assignments be:

- set out in an acceptable format
- the student's own work (except in group projects)
- copied on completion and the copy stored securely

- submitted on time and as the Trainer/Assessor instructed.

Plagiarism

All assignments (except group work) must be the sole original work of the student. Plagiarism is not accepted at any Australian education institution and carries strict penalties. Plagiarism occurs when a student takes ideas, passages, text or any work of someone else and pretends that it is their own work. All sources and references should be properly acknowledged by footnotes, end notes or a bibliography. Plagiarism will result in a zero mark for that assignment and may lead to serious consequences, up to and including expulsion.

Assessments

Assessment in most units involves assignments and examinations. More information about the conduct of such assessments is found in the next section of the Handbook.

Language, Literacy and Numeracy (LLN)

Support is available to provide students with advice and assistance with LLN in order to provide them with as much opportunity as possible to complete their assessment requirements.

Skills Training Australia is committed to:

- Promote LLN to students at initial enquiry and before the training course commences
- Advise students of the availability of available support services for those with LLN problems
- Ensure Trainers/Assessors can identify students with LLN problems and can implement appropriate strategies to assist them with their learning
- Ensure that LLN issues are considered during development of training courses and assessment tools
- Foster links with professional organizations for the referral of students with LLN problems

Academic/ Training Personnel Responsibility

All Academic/ Training Personnel have the responsibility to:

- Promote LLN to Students at initial enquiry and before the training course commences and of the availability of confidential support services if they have LLN problems
- Identify Students LLN skill level
- Provide students with as much opportunity as possible to learn given their current LLN skill levels
- Refer students to professional organizations specializing in LLN skills, where required
- Escalate any LLN problems to the Program Manager for final approval on strategy.

Needs Identification

Skills Training Australia endeavors to establish Students LLN needs, prior to course commencement, however, should a Student's LLN needs not be identified until the course has commenced, Skills Training Australia analyses these needs and provides a strategy for assistance.

Where it is not possible to meet the Students LLN needs, Skills Training Australia will refer the participant to a professional organization specializing in LLN for further assistance.

Access & Equity

Skills Training Australia does not discriminate against students or potential students who have been identified as having low LLN skills. However, the individual will be referred to a professional organization specializing in LLN for further assistance.

Conduct of Assessments

Tests/Exams

The assessment tasks for some units may include a test or group of tests. These assessment tasks may be either “open book” where you can use resources and texts to answer the questions or “closed book” where no resources are allowed to be used at all.

All students sitting an assessment for Tests/Exams must arrive 15 mins before the exam commences. Any time after the exam commences you will not be allowed entry. This will be considered attempt one, a time will be provided by your Trainer for you to re-sit your assessment at a time suitable for the Trainer. Students are allowed two attempts only.

All tests are timed and must be completed within the allowed timeframe. The allowed timeframe will be identified in the assessment task document so you will know how long you have to complete the test.

Tests will be conducted under strict test conditions. This means:

1. Do not pick up your pen, start writing or entering answers onto your tablet until instructed to do so.
2. All bags, books, mobile phones, smart watches etc. will be left in the designated area. Mobile phones must be turned off or to silent mode.
3. Only pens, pencils, clear drink container and student ID will be allowed into the test room.
4. Once the test/exam has commenced you will not be permitted to leave the room until you have completed the test.
5. If you do leave the room, you will NOT be permitted to re-enter.
6. There must be no communication of any kind between students. Any communication will result in all involved being asked to leave the room. The paper will be recorded as a fail attempt. At the examiners discretion the student may be permitted to sit a supplementary test at another time.
7. When finished, raise your hand. The examiner will collect your paper. You may then leave quietly. Remember that others are still working. Respect others and remain quiet outside the room until all students have completed the test/exam.
8. You must stop writing and put your pen down as soon as the examiner tells you time is complete. Failure to do so will mean the paper will be recorded as a fail attempt. At the examiners discretion the student may be permitted to sit a supplementary test/examination at another time.
9. If required to sit a supplementary test/exam, this will only be graded as Satisfactory (S)/Not Satisfactory (NS) and the minimum passing grade applied.

If you have any questions or need further clarification of any questions during the test raise your hand and wait for the examiner to come to your desk.

To obtain a satisfactory outcome for a test you must achieve a satisfactory outcome for core questions. Core questions will be identified in the test paper and will be assessing essential knowledge related to the unit that is required for safe and effective nursing practice. To achieve competency a satisfactory result for **all** core questions is required. For further information about core questions, please refer to the general assessment instructions. The pass mark on all exams is 60%, (with the exception of medications unit, which requires 100%).

Remember to read each question carefully in the allocated reading time and leave time at the end to review your answers

If a resit is required, this may be allocated in classroom time or during the scheduled weekly resit time (your teacher will let you know which applies to you). If not in classroom time you will need to book your resit with the Program Manager and make yourself available for the allocated time. If you do not attend the scheduled re-sit time this will be recorded again as Not Yet Competent (NYC) and you will need to discuss your options with the Training Department.

Decision Making Rules

Every task must be completed satisfactorily for competence to be achieved.

* For graded units, competence must be demonstrated before a mark will be given.

Reasonable adjustment

Reasonable adjustment for assessment tasks for a unit may be requested by the student for consideration by the teacher for the methods by which evidence is collected. However, the evidence criteria for making competent/not yet competent decisions (and/or awarding grades) must be the same irrespective of the group and/or individual being assessed.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g.: allowing additional time, varying the venue)
- the evidence gathering techniques (e.g.: oral rather than written questioning, use of a scribe, modifications to equipment).

Special Consideration

- Students can apply for special consideration if personal circumstances or illness have adversely affected their result in an assessment, or their ability to undertake an assessment. If they wish to seek special consideration, a special consideration form must be completed no later than 3 days after the due date of the assessment and submitted to the relevant Program Manager.

Submissions Flow Chart

2nd attempts/re-sits/submissions

Not Yet Satisfactory – After 2nd attempt

Student failed less than 5 questions

Satisfactory after re-sit. No extra marks awarded, only a 50% grade given for second attempt (trainers must show evidence that the student has met 50% for the re-sit)

Student failed more than 5 questions

Has student passed all other assessments linked to unit?

Student proceeds with course as normal

Student required to re-do the unit. Meet with student:

- Timetable change to be given
- Placement cancellations to be explained, if unit is linked to placement
- Invoice costs explained
- COE date change (if international student)
- Explain appeals process to student

Yes

No

Reasonable adjustment to be provided if all other assessments have been passed. EG: verbal for questions not answered
Simulation provided for unanswered questions

Re-do of the unit required if other assessments have been failed in this unit

Student fails reasonable adjustment. Student required to re-do unit. Meet with student. Timetable change to be given. Placement cancellations to be explained if unit is linked to placement. Invoice costs explained, COE date change (if international student), explain appeals process to student.

Student passes reasonable adjustment, proceeds as normal

Transformations - Pathways to Competence and Developing Excellence Pty Ltd T/as Skills Training Australia ABN 13 093 116 619
RTO Provider No: 20828 CRICOS Provider No: 03521F
: Level 7 628 Bourke Street, Melbourne VIC 3000
Phone: +61 03 8610 4100

Email: info@skillstraining.edu.au Website: <http://skillstraining.edu.au/>

What should students do

To maximize their performance in assessments all students should:

- be prepared for the assessment (i.e. have studied the topics being assessed, brought all the required equipment and material along and arrive at least 10 minutes before the assessment);
- advise their Trainer/Assessor immediately if there is any factor which will affect their performance in the assessment or if they have any special need;
- read the instructions on the exam and complete all the identification details;
- write legibly; and
- ensure that their fee payments are up to date according to Skills Training Australia's guidelines before sitting assessments.

Skills Training Australia reserves the right to bar a student from taking assessments or to withhold results if there are fees outstanding.

Academic Misconduct

Students who do not attempt an assessment will receive a zero mark. In the case of competency-based assessments, students will receive an NYC for the competencies that assessment was assessing.

Students who do not follow the directions of an assessor or supervisor may be guilty of academic misconduct and face severe penalties including failing a unit and, in very serious cases expulsion.

Failure to Attempt an Assessment

Students who do not attempt an assessment without a valid reason will receive a zero mark and will not complete the competencies that that assessment was assessing.

However, Skills Training Australia understands that there may be valid reasons why a student did not attempt an assessment. Students may apply for an alternative assessment or special consideration if because of illness or other circumstances (not work-related) beyond their control. They may have:

- missed a formal assessment;
- attended an assessment but was forced to leave before the allocated time has expired;
- finished an assessment, but believed that their performance was affected; or
- had difficulty in completing an assessment.

To be considered, the students must:

- inform Skills Training Australia as soon as is practicable and no later than two working days after the assessment; or
- inform the Trainer/Assessor at the time, if they attempted any part of the assessment; **and** provide external independent evidence of the illness or misadventure in the form of a doctor's certificate from a registered medical practitioner or a Police Report or any other evidence that will support their application.

Assessments and Grading

In addition to performance in assessments, other factors are taken into consideration including class participation and a positive attitude demonstrated by a sense of co-operation, tact, enthusiasm, and flexibility, all of which are encouraged by Skills Training Australia.

Competency Based Assessment

Each assessment component is recorded as either Satisfactory (S) or Not Satisfactory (NS). A student can only achieve competence when all assessment components listed under the 'Purpose of the Assessment' section are Satisfactory. Trainers will provide student with feedback after the completion of each assessment. A student who is assessed as NS (Not Satisfactory) is eligible for re-assessment.

Once the student has been deemed competent, the student may also be given one of the following grades for their performance:

Grade	Description
HD	High Distinction, mark range 85-100
D	Distinction, mark range 75-84
C	Credit, mark range 65-74
P	Pass, mark range 50-64
F	Fail, mark range 0-49

Late Assessment Submission

Late assessment submissions will be awarded a pass mark only. Assessments will not be accepted after 30 days after the original due date. After 30 days the student will be deemed to have failed the unit.

Students who have compelling reasons for late submission should apply for an extension in advance or as soon as practicable.

Re-Enrolment

Students are allowed to re-enrol two times upon failing a unit under the following conditions:

- If a student has failed an assessment for a unit;
- If a student has failed due to partial submission of assessment for a unit;
- If a student has not satisfactorily completed a part of an element for a unit.

Deferred Assessment

The Program Manager will have the discretion to accept or reject an application for Special Consideration for a deferred assessment. Special Consideration for a deferred assessment will be considered on the following ground:

- The student has been affected substantially by illness or other extenuating causes that prevented the student from preparing for all or part of a component of an assessment.

Reassessment

It is inevitable that some students will not meet the requirements of the assessment evidence and will be judged as not-yet-competent (NYC). Skills Training Australia's approach to these situations is to work with the student in order to address deficiencies and to build their skill and knowledge in preparation for additional assessment. This will be undertaken within the scheduled training plan or may be completed under alternative arrangements agreed between the student and the assessor. Students have a maximum of one re-assessment opportunity in any one unit, for example:

Attempt 1 - Initial submission

Attempt 2 - 1st and final resubmission for reassessment.

In some rare circumstances, students may find it difficult to develop the necessary skills and knowledge within the constraints of the scheduled training plan. When this occurs, arrangements may be agreed to that allows the student to undertake additional learning in his/her own time and return for additional assessment at a time suitable for Skills Training Australia. This may be during a period of reduced training activity or at a time when planned assessments are occurring and it is convenient to facilitate the additional assessment of the student.

As a general guide, assessors are to make alternative arrangements to provide opportunities for assessment within the constraints of available time and resources. In all circumstances, the assessment is to be a planned activity that is conducted in accordance with the assessment procedures in the following section. In some cases, after alternative arrangements have been exhausted, it will be suitable to find a student as NYC and record this result with their statement of attainment.

Students who failed an assessment may be allowed to re-sit that assessment for an additional fee.

- Activity: \$100
- Assignment: \$100
- Exam/Test: \$100
- Placement: \$85 per day

An email will be sent by the respective Trainer/Assessor to inform the student of the details of the reassessment; this email will also be recorded into the Student Management system. The Trainer/Assessor will notify the student on the outcome of the reassessment.

All the results must be updated on the student management system within 14 days of assessment submission.

Appeals Against Assessment Outcomes

Please refer to the "Appeals Guidelines" section in this handbook.

Administrative Matters

Change of Personal Details

Students must inform Skills Training Australia, as soon as practicable but not later than 7 days following the change of any of the following information:

- Name
- Address
- Mobile/landline telephone number(s)
- Email address
- Visa status

This is information that Department of Home Affairs requires Skills Training Australia to keep.

Both Department of Home Affairs and Skills Training Australia need your current address and contact details in order to provide you with information.

Use of Personal Information

Student information may be shared between Skills Training Australia and relevant regulatory authorities. This information includes personal details, course enrolment details, and the circumstances of any suspected breach of student visa conditions.

Transcripts and Certificates

Students who have a valid Unique Student Identifier (USI) and successfully completed a qualification will be issued with a transcript of all the units and the grades that they obtained and, where relevant, units of competency they have completed. They will also receive a certificate stating the qualification that they have attained.

Students who do not successfully complete a qualification will be issued with a Statement of Attainment, listing the units of competency that they have attained.

Students who wish to obtain an interim official transcript may do so by paying an administrative charge of \$60.

Student ID Cards

All students are required to carry their Student ID card on their person so that they may be easily identified while on the premises. This helps Skills Training Australia to maintain a safe working environment.

Students who cannot produce their Student ID cards may be:

- denied access to lessons and assessments/examinations;
- denied access to computers; and
- removed from the premises.

Students who lose their Student ID cards must have them replaced. An administrative fee of \$15 will be charged.

Access and Equity Policy

General Guidelines

Skills Training Australia is committed to ensuring that all eligible students have access to educational opportunities. Skills Training Australia applies easily defined and tangible rules in support of access and equity, namely:

- All students are given fair and reasonable opportunity to attend and complete their training within expected and agreed timeframes.
- Direct or indirect discrimination is not tolerated and will lead to disciplinary action of the offender if proven.

Skills Training Australia believes that opportunities to participate in education and training ought to be available to all people on an equitable basis. The potential for education and training to improve a person's life chances, and to give them security and satisfaction both in work and in life has positive consequences for society as well as for the individual.

Skills Training Australia is committed to the creation of a working and learning environment which caters for the culturally diverse society in which we live. Skills Training Australia supports laws and policies which eliminate discrimination and harassment and promote fair treatment for all. This policy is in line with best practice management and is cost effective since it aims to ensure that the community's entire pool of talent is drawn upon to create and provide services more representative of, and better suited to, community needs.

Skills Training Australia recognizes the need to:

- identify and remove structural barriers to access and equity in education and training; and
- encourage the customization of training delivery which suits the needs of all students and is sensitive to cultural differences.

To achieve this, Skills Training Australia will:

- include Equity and Access Policies in Student Handbooks and provide training to staff on these policies;
- take these policies into account when recruiting, developing, and promoting staff;
- require staff to be aware of and enforce these policies, particularly with its strong focus on international students;
- encourage staff to take these policies into account in delivering training and assessment; and
- continue their policies and procedures such as Recognition of Prior Learning (including assessing overseas qualifications and courses) and flexible timetabling which allow greater participation by minorities and disadvantaged groups.

Students from Non-English-Speaking Backgrounds

A number of Skills Training Australia's students come from a non-English speaking background. Skills Training Australia tries to recruit Trainer/Assessors with experience in teaching these students.

Equal Opportunity Legislation

Skills Training Australia abides by the Equal Opportunity Legislation of each State that protects those involved in the training system. This legislation makes discrimination and harassment in the provision of education, employment and the provision of goods and services unlawful.

Equality in Student Selection

Skills Training Australia is committed to ensuring that student selection processes are fair and equitable and are consistent with competency level and Training Package requirements. Skills Training Australia ensures that any applicants who do not meet entry requirements are advised of pre-entry training if they meet eligibility criteria.

Therefore, selection into our programs is based upon the applicant student:

- Meeting required entry requirements, minimum level of English language proficiency, educational qualifications, or work experience.
- Meeting required age requirements (students must be 18 years or older to enrol in a course).
- Has or can access particular requirements pertaining to their mode of study.

Equality in Student Enrolment

Skills Training Australia is committed to the enrolment of students when there is a capacity to deliver the course for which the student is enrolling and where the student has;

- Applied in the prescribed manner.
- Met the selection requirements for the relevant course.
- Supplied accurate personal and previous qualification information.
- Agreed to abide by the organization's policies, procedures, and code of conduct.
- Paid the prescribed fees.

Recognition of Prior Learning/Recognition of Current Competencies/Credit Transfer

In addressing access and equity matters, it is important that learning experiences that have not occurred in the traditional Victorian education timeline and environment are considered. Importantly, many disadvantaged groups may have had their education interrupted and/or been forced to use flexible learning or other non-traditional means. At Skills Training Australia, many students would have obtained their education overseas.

Skills Training Australia also has an obligation under the Australian Qualifications Framework (AQF) for the mutual recognition of qualifications and competencies gained by study at other institutions registered under these guidelines. Where a student has obtained an AQF qualification or Statement of Attainment from another Registered Training Organization (RTO), Skills Training Australia will recognize all the units of competency or course modules relevant to the student's current or proposed course.

Skills Training Australia encourages students who have completed units, competencies, or outcomes from other institutions to apply to have that prior learning recognized. They would then be exempt from studying that unit, unit of competency or module.

Skills Training Australia also recognizes that a student's current competencies may have been obtained from work experience or life experience. Thus, students who can demonstrate that they

have current competencies similar to what is required in their course are encouraged to have these competencies recognized. They would also then be exempt from studying that unit or competency.

Recognition of Prior Learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal, and non-formal learning) to determine the credit outcomes of an individual application for credit.

Recognition of Current Competencies is the assessment of a person's current capacity to perform; it applies if an individual has previously successfully completed the requirements for a unit of competency or a module and is now required to be reassessed to ensure that the competence is being maintained.

Credit Transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

The procedure for applying for Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) or Credit Transfer (CT) is as follows:

1. Students must complete the Course Credit Application Form to formally apply for RPL/RCC or CT within the first week of a term. Students will submit the form with the supporting documents to the Marketing Manager/Student Support Officer/Program Manager where documents will be photocopied and signed by the staff member.
2. Students must provide Skills Training Australia with the ORIGINAL or certified copies of the documents, whether it is a transcript of the qualification, credential, testamur, award or reference letter. The document MUST be in English. If it is not, Skills Training Australia requires that it be translated by a RECOGNISED body.
3. Students who apply for RPL by using competencies gained through work experience must supply a document on the company letterhead stating:
 - place of employment;
 - name of employer/supervisor/manager;
 - contact details of the employer/supervisor/manager;
 - period of employment;
 - specific job roles.
4. Students who apply for RPL using their life experience must be able to provide documentation to support their case.
5. The Program Manager will assess applications. Only the Program Manager can grant RPL/RCC or CT.
6. In some situations, the documents submitted by the student may not provide adequate information or may be from an unrecognized body. In order to qualify for RPL/RCC or CT, the student would then be required to either provide additional information or to undertake an assessment to test the student's knowledge or competency. This may occur during an interview with the Program Manager.

7. The student will be informed of the outcome of the request in writing. A copy of the letter will be retained in the student's file.
8. Students have the right to appeal in circumstances where they do not agree with the outcome of the request. Please refer to the Grievances and Appeals section in this handbook for details on how to appeal against a decision of Skills Training Australia.

Students should note that the granting of RPL/RCC or CT may lead to the shortening of their course. If this happens, Skills Training Australia will notify Department of Home Affairs of the shortened course duration. The student may then need to either enrol in another full-time course or depart Australia when their (shortened) course finishes. The granting of RPL/RCC or CT does not affect the Department of Home Affairs' requirement that overseas students on a student visa must undertake a full-time study workload of 20 contact hours per week.

After the commencement of the student's course, approval of RPL/RCC or CT does not lead to a reduction of fees payable.

Students who wish to apply for RPL may do so by paying an RPL fee of \$500 per qualification, upon application.

For CT applications, there are no assessment fees.

Privacy Policy

As a registered training organisation (RTO), Skills Training Australia collects the student's personal information to process and manage their enrolment in a VET course.

Under the Privacy Act, Skills Training Australia is not allowed to give an individual's information to any other person except for administration purposes and as required by law. The student's personal information protected by the Privacy Act includes the student's name, address, and phone number, timetable, and academic results.

How Information is Collected

The type of information collected and held by Skills Training Australia includes: personally, identifiable information, including sensitive information, about students before, during and after the completion of training. Consent for student information is gained at application via the application and enrolment form.

Information may include:

- Student Name
- Current and previous address details
- Contact information
- Date of birth
- Gender
- Driver's Licence or other identification details
- Assessment results
- Passport information
- Relevant Visa information
- File notes
- Records of previous training and qualifications
- Fee payment information, such as credit card details
- AVETMISS data
- Disability and special needs
- USI

Students are required to declare that they understand Skills Training Australia's use of personal information in the student agreement prior to enrolment.

Generally, information is provided to Skills Training Australia by the individuals themselves. Individuals provide personal information over the phone, in person, online, via email and by completing various forms, including:

- General Course Enquiry (via the College website or email)
- Online Enquiry (via Skills Training Australia's website or email)
- Application for Enrolment Form (may also include Visa data if applicable)
- Application for Recognition
- Application for Credit Transfer
- Verification of Qualifications Consent
- Assessment Task Submission
- Unit Assessment Record
- Working with Children Check (if applicable)

- National Police Check (if applicable)

In some situations, information could be provided to Skills Training Australia by another party. Examples may include other RTOs, or migration and/or education agents.

How We Hold Information

Depending on the circumstances, we may hold individual's information in either hardcopy or electronic form, or both.

How Information is Used

Skills Training Australia only uses information for its intended purpose. We use the student's personal information to enable us to deliver vocational education and training (VET) courses to the students, and otherwise, as needed, to comply with our obligations as an RTO. This includes the following:

- For data reporting, such as: AVETMISS data collection
- Quality indicator reporting (RTOs are required to collect and report their performance against the learner questionnaire and competency completion quality indicators to the Australian Skills Quality Authority).
- For internal purposes such as assessments policies, procedures and processes, risk management, program and assessment validation and moderation and staff training.
- To identify and inform individuals of transitioning of training packages or qualifications in which they may be enrolled.

Student Identification Number

Students who enrol in a Skills Training Australia course are required to submit their USI. The USI is also used when issuing Statements of Attainment and Certificates.

Assessment Task Submission and Examination

Upon submission of assessment tasks or when taking an exam, students must indicate their name and student number as identification. Students are provided with a student number upon acceptance of their enrolment. In cases where students misplace their student number, they can request this information from Student Administration. Skills Training Australia will ask for evidence of identity before distribution of this information.

Disclosure (Sharing)

Information collected or held by Skills Training Australia will only be disclosed to third parties after written consent has been obtained by the individual or where required by law. This may include:

- The individual's authorised representative or legal advisors;
- Government and Statutory Authorities where required by law;
- National VET Regulator auditing purposes.

Skills Training Australia will make all reasonable effort to secure and protect confidential information from unlawful disclosure. No personally identifiable information will be disclosed by Skills Training Australia without the consent of the individual(s) concerned.

Skills Training Australia is required by law (under the National Vocational Education and Training Regulator Act 2011 (CTH) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd

(NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose student's personal information to the relevant state or territory training authority.

How the NCVER and Other Bodies Handle Your Personal Information

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

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

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

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

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

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

If you would like to seek access to or correct your information, in the first instance, you must contact Skills Training Australia.

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

Surveys

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

Contact Information

At any time, student may contact the College by sending an email via info@skillstraining.vic.edu.au to:

- request access to your personal information
- correct your personal information

- make a complaint about how your personal information has been handled
- ask a question about this Privacy policy and procedure.

Access and Requests for Information Correction

Individuals may request access to the personal information held and may also make requests to correct personal information if it is not accurate, up-to-date or complete. All change of details are in keeping with privacy laws.

In rare circumstances, and only where it is permitted under the Privacy Act 1988 (Cth), we may not be able to provide individuals with access to information; for example, where it will have an unreasonable impact upon the privacy of others, where it relates to legal proceedings between us through which the information would not otherwise be available, where it would be prejudicial to negotiations, where we are required by law to withhold the information or where it would reveal information relating to our commercially sensitive decision making processes. If we are unable to provide individuals with access, we will provide an explanation in writing within five working days.

Complaints

Individuals may make a complaint about how their personal information is handled, without incurring a fee (refer to the contact details below for access to these services).

There are three stages in the complaint-handling process:

- The complaint is made directly to Skills Training Australia in the first instance
- The complaint may be taken to a recognised external dispute resolutions scheme (if applicable), and lastly
- The complaint may be taken to the Office of the Australian Information Commissioner (OAIC).

Individuals can contact Skills Training Australia by phone, email, and drop into our office or send a request or complaint to the address below. Skills Training Australia undertakes to respond to the complainant within 10 working days. If the request or complaint takes longer to resolve, Skills Training Australia provides individuals with a date by which they can expect a response.

Contact Information

Phone +613 8610 4100
Email info@skillstraining.vic.edu.au
Address Level 7, 628 Bourke Street, Melbourne Vic 3000
Website <http://skillstraining.edu.au/>

Protecting Personal Information

To help protect the privacy of data and personal information that Skills Training Australia collects and retains, the organization uses physical, technical, and administrative safeguards. We update and test our security technology on an ongoing basis.

All employees undergo privacy training that emphasizes the importance of confidentiality and the maintenance of student/employer privacy and security of personal information. Access to personal information is restricted to employees who need it to provide benefits or services to students, also refer to *'How information is used'* section of this policy.

Website

Skills Training Australia website may contain links to other websites. Please be aware that Skills Training Australia is not responsible for the privacy practices of such other sites. If individuals go to other websites, Skills Training Australia advises caution and to read the related site's privacy policy.

Direct Marketing

Skills Training Australia practices ethical direct marketing. Where Skills Training Australia is permitted to use or disclose personal information for the purpose of direct marketing, it must always allow an individual to request not to receive direct marketing communications (also known as 'opting out'), and comply with that request. Skills Training Australia will, on request, provide its source for an individual's personal information, unless it is impracticable or unreasonable to do so.

Data Breaches

Security is a basic element of information privacy. In Australia, this principle is reflected in the Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012. Skills Training Australia takes reasonable steps to protect the personal information held from misuse and loss and from unauthorised access, modification, or disclosure.

Depending on the circumstances, those reasonable steps may include the implementation of data breach procedures; notification of the individuals who are or may be affected by a data breach; and notification to the OAIC, may also be a reasonable step.

Appropriate security safeguards for personal information need to be considered across a range of areas. This includes maintaining physical security, computer and network security, communications security, and personnel security. To meet information security obligations, Skills Training Australia undertakes the following activities:

- Privacy impact assessment – Evaluates, in a systemic way, the impact that a project (includes full range of activities and initiatives that may have privacy implications) might have on the privacy of individuals.

Privacy impact assessments are conducted in the planning and development stages of the project, and when changes to the project are being considered.

- Policy development – Reviews and updates the policy that implements measures, practices, and procedures to reduce the identified risks to information security.
- Staff training – Trains staff and managers in security and fraud awareness, practices and procedures and codes of conduct.
- The responsible person or position – The CEO is the designated position within the organization to deal with data breaches. This position has responsibility for establishing policy and procedures, training staff, coordinating reviews and audits, and investigating and responding to breaches.

Occupational Health and Safety Information

The purpose of the Victorian Occupational Health and Safety (OHS) Act is to ensure the health, safety, and welfare of all persons at work. The Act protects all persons including visitors, customers, and contractors. OHS is the shared responsibility of all management and staff within an organization. To be effective, OHS requires the active participation of both staff and management.

General Health and Safety

- Students and staff should avoid whenever possible, or otherwise carry out carefully and correctly, any lifting.
- They should not leave items/cords or obstructions in walkways or passageways.
- They should wear footwear appropriate for the activities that they expect to undertake.

Hazard Control and Reporting

Anyone who sees a potential or existing hazard should:

- take action to signal or warn of the hazard to those who may be near
- report the hazard to the Student Support Officer who will arrange any further control of the hazard required and record it in the Critical Incident Reporting and Investigation forms and Critical Incident Register.
- assess if they can safely remove or reduce the hazard themselves without undertaking any unnecessary risks

Incident/Accident Reporting

Skills Training Australia recognizes the duty of care owed to its students and that planning for the management of a critical incident is essential.

A critical incident is defined as *'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'*.

Skills Training Australia has in place efficient, sensitive, and supportive strategies for dealing with a critical incident and provides support to members of staff, students and others in the community who are involved.

If the incident is on Skills Training Australia's premises, the first action will be to contact the emergency services - fire, ambulance, or police – as would be the case with other OHS matters. The CEO must also be contacted immediately when the incident involves death, serious injury or a threat to life or property.

If the critical incident involves a student or staff member and is off campus, the person receiving the information must immediately contact the CEO or person nominated by him/her who will communicate with other staff as appropriate.

All accidents and injuries must be reported to the Student Support Officer and entered in the Critical Incident Reporting and Investigation forms and Critical Incident Register. The aim of the reporting system is to prevent accidents from recurring by identifying the problem or hazard.

First Aid

A First Aid kit is located with the Student Support Officer. All injuries requiring first aid must be reported, treated, and recorded in the Critical Incident Reporting and Investigation forms and Critical Incident Register.

Skills Training Australia is not permitted to administer medication to any student.

Emergency Procedures

In the Event of Fire

1. Raise the alarm – contact the Fire Brigade (000).
2. Alert other occupants.
3. Notify the Chief Warden of the Building and Student Support Officer.
4. Evacuate the immediate area.
5. Assemble as directed by the floor wardens and Trainer/Assessors.
6. When instructed, evacuate the building.

Evacuation

1. Move to the Floor Assembly Point as directed by floor wardens and Trainer/Assessors.
2. When instructed to evacuate, leave by the Fire Stairs/Exits. DO NOT USE LIFTS.
3. Move quietly and calmly to the Assembly Area.
4. Await instructions.

Building Alarms and Other Emergencies

If the building fire alarm rings or if you are advised that there is an emergency in the building:

1. Stay calm.
2. Follow the directions of floor wardens and Trainer/Assessors.
3. Follow the evacuation procedure if required.

Laws that All Students and Staff should Know

The purpose of the Victorian **Occupational Health and Safety (OHS) Act 2004** is to ensure the health, safety, and welfare of all persons at work. The Act protects all persons including visitors, customers, and contractors. The Act prescribes certain standards that are intended to maintain a safe working environment.

The **Anti-Discrimination Act 1977** and the Federal **Sex Discrimination Act 1984** and **Race Discrimination Act 1975** prohibit discrimination against a person or group of people on the grounds of:

- race, colour, ethnic or ethno-religious background, descent, or national identity
- sex
- pregnancy or potential pregnancy
- marital status
- family responsibilities
- disability (physical and intellectual)
- homosexuality or transgender
- age.

The **Crimes Act 1958** and related legislation prohibits many types of behaviour including harassment. Harassment is generally defined as behaviour which is unwelcome and threatening. Examples of a number of behaviours which are illegal are:

- graffiti
- indecent exposure
- obscene phone calls and letters
- offensive behaviour
- physical threats or intimidation
- stalking (i.e. following a person, or continually trying to contact a person who has indicated that this is unwelcome)
- sexual harassment.

Sexual Harassment is a particular type of harassment that is prohibited by law. It is a basic right of all people in Australia to have a workplace and learning environment free of sex discrimination and sexual harassment. The following types of behaviour are illegal:

- suggestive behaviour
- sexual staring or leering
- sexual or smutty jokes and sexual comments
- sexually offensive gestures
- sexually explicit or offensive material that is displayed publicly or put in your workplace or belongings
- sexual propositions (such as continually asking someone out, phoning or asking for sexual favors) that are not welcomed
- sexual or physical contact, that is not welcomed such as touching, slapping, kissing, or pinching.

Under the **Racial Vilification and Racial Hatred Legislation**, it is illegal to vilify or spread hatred about or against a person or group of people because of their race. It is not permissible to:

- make jokes
- write graffiti
- abuse or threaten
- display racist slogans
- distribute racist literature or materials
- incite or encourage violence.

Equal Employment Opportunity (EEO) is about fair practices in the workplace, management decisions being made without bias, recognition of and respect for the social and cultural backgrounds of all staff and customers.

EEO means that all people have the right to be considered for any job for which they are skilled and qualified, and that they will be judged for the job on the basis of merit. EEO aims to redress past disadvantage by improving employment outcomes for disadvantaged groups by programs and policies which increase the capacity of these groups to compete for employment opportunities on merit.

The **Education Services for Overseas Students (Registration of Providers and Financial Regulations) Act 2000 (ESOS Act)** states that only registered providers may provide courses to overseas students. The Act is administered by the Department of Education (DOE). Education providers wishing to offer courses to overseas students must comply with the ESOS Act and the relevant State Acts.

Under the provisions of the ESOS Act, to recruit, enrol and teach overseas students, all private providers must:

- be registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) in respect of each course that can be offered to overseas students
- ensure that ethical practices are observed in the recruitment of overseas students
- enrol overseas students in accordance with correct procedures
- comply with the financial requirements of the ESOS Act. This means that Skills Training Australia must adhere to all legislative requirements relating to the Tuition Protection Service (TPS) which is a single mechanism to place students when Skills Training Australia fails to meet its obligation, or as a last resort, to provide refunds of unexpended prepaid tuition fees.

The **National Vocational Education and Training Regulator Act 2011** has established a national regulator, the Australian Skills Quality Authority (ASQA), to regulate the vocational education and training (VET) sector in Australia.

ASQA's functions include:

- registering training providers as 'registered training organizations' (RTOs)
- recommending RTOs as CRICOS providers that can enrol international students
- accrediting vocational education and training (VET) courses
- ensuring that RTOs comply with the conditions and standards for registration, including by carrying out compliance audits.

ASQA undertakes its role by assessing relevant organizations against the **conditions of registration** found in the **National Vocational Education and Training Regulator Act 2011** (in Part 2, Division 1, sections 21–30).

One of the core conditions of registration is that RTOs comply with the requirements set out in the VET Quality Framework.

The VET Quality Framework comprises:

- the Standards for Registered Training Organisations (RTOs) 2015.
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements
- the Data Provision Requirements, and
- the Australian Qualifications Framework.

Under the **Copyright Act 1968** a copyright owner is entitled to take legal action against a person who infringes their copyright. Unless permitted either under the statutory licenses contained in the Copyright Act or under the CAL license, any unauthorized copying of a work in which copyright exists may infringe the copyright in that work.

The Copyright Act defines ‘fair dealing’ for the purpose of research or study as follows:

- Students may copy up to 10% of a work for research or study.
- If a work is divided into chapters, students may copy in excess of 10% of a work provided it contains the whole or part of only a single chapter of that work.
- Students may copy one or more articles in each issue of a newspaper, periodical or magazine (unless otherwise prohibited) relating to the same subject matter. However, they may not copy another article from the same issue of a newspaper, periodical or magazine if the other article is on a different subject matter

Students must not copy any software licensed to Skills Training Australia nor install or download unauthorized software applications or games or any other programs on Skills Training Australia’s computers.

Infringement of the Copyright Act can expose individuals to fines of up to \$50,000 together with possible terms of imprisonment and claims for civil damage. These fines are in addition to any disciplinary action that the College may take, which may include expulsion.

Important Numbers and Contact Details

Organisation	Address	Phone number	Website
Department of Home Affairs	2 Lonsdale Street Melbourne Vic 3000 Australia	131 881	https://www.homeaffairs.gov.au/
BUPA	247 Collins Street Melbourne VIC 3000 Australia	134 135	www.bupa.com.au
ATO – Australian Tax Office	Collins Square 747 Collins St Docklands VIC 3008 Australia	132 861	www.ato.gov.au
Consumer Affairs Victoria	North Western Metropolitan office Justice Service Centre 444 Swanston Street Carlton VIC 3053 Australia	1300 55 81 81	https://www.consumer.vic.gov.au/
VIC Police	313 Spencer Street Docklands VIC 3008 Australia	000	http://www.police.vic.gov.au
VIC Police 'Residential Information Kit'	-	-	http://www.police.vic.gov.au/content.asp?a=internetBridgingPage&Media_ID=63446
VIC Police 'Reporting Crime – Your Rights'	-	-	http://www.police.vic.gov.au/content.asp?Document_ID=45257

Emergency Numbers

AMBULANCE 000	
FIRE 000	
POLICE 000	
The following details are for additional emergency services, national and/or state-based:	
ABORTION & GRIEF COUNSELLING 1300 363 550	VICTORIAN AIDS COUNCIL MEDICAL SERVICES 9525 5866
ALCOHOL AND DRUG INFORMATION SERVICE 1800 888 236	AUSTRALIAN SEARCH AND RESCUE Aviation Rescue 1800 815 257
CENTRE AGAINST SEXUAL ASSAULT 03 9635 3610	ETHNIC/MULTICULTURAL ASSISTANCE 9349 4122
CONSULAR SERVICES 1300 555 135	CRISIS PREGNANCY 1800 650 840
DOMESTIC VIOLENCE VICTORIA 1800 737 732	EMERGENCY ANIMAL DISEASE WATCH 1800 675 888
FAIR WORK AUSTRALIA 131 628	FAIR WORK OMBUDSMAN 131 394

CONSUMER AFFAIRS VICTORIA 1300 55 81 81	OVERSEAS STUDENT OMBUDSMAN 1300 362 072
GAMBLERS ANONYMOUS 1800 858 858	LEGAL ACCESS HOTLINE 1300 792 387
LIFELINE 131 114	MENTAL HEALTH SERVICE HELPLINE 1800 332 388
POISONS INFORMATION CENTRE 131 126	QUIT LINE (Smoking) 131 848
VICTIMS OF CRIME 1800 000 055	THE ROYAL MELBOURNE HOSPITAL 9342 7000
ST VINCENT'S HOSPITAL 9288 2211	