



APSLEY
COLLEGE
Empowering through Education

STUDENT HANDBOOK

2024 - 2025

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About the Student Handbook

This student handbook is your guide to Australian Techno Management College Pty Ltd T/A Apsley College. Inside you will find information on how Apsley College works, where students should go, and whom they should see to resolve any problems.

Policies, procedures, and regulations are outlined so that you understand how Apsley College operates.

Disclaimer

Apsley College attempts to ensure that the information distributed is accurate and up to- date, but sections may be amended without notice. People intending to act on any information contained herein should first check with Apsley College to ascertain whether any updated information is available in respect of the relevant material. Australian Techno Management College Pty Ltd T/A Apsley College, its agents and employees will not be liable for any loss or damage arising directly or indirectly from the possession, publication or use of reliance on information obtained from distributed information. It is provided in good faith without express or implied warranty.

Introduction

Organization Overview

Apsley College is a Registered Training Organization (RTO) by the Australian Skills Quality Authority (ASQA) under the authority of the National Vocational Education and Training Regulator Act 2011 (NVR2011) and the Standards for Registered Training Organizations 2015. Apsley College is registered on the Commonwealth Register of Institutions & Courses for Overseas Students (CRICOS).

AUSTRALIAN TECHNO MANAGEMENT COLLEGE PTY LTD T/A Apsley College

ABN: 33 609 216 757

RTO Code: 45335

CRICOS Provider Code: 03672B

Apsley College is in Parramatta central business district and is very close to public transport and Westfield shops and cafes.

The purpose of this Student Handbook is to provide you with all the information that you need to know about studying at Apsley College. It covers essential information needed by international students.

Apsley College is a multicultural college, and this is reflected in its staff and students.

Vision Statement

Having firm commitment to excellence and to be recognized as one of the leading ones based on providing high-standard industry-specific training by maintaining the benchmark of quality and innovation.

Mission Statement

Our mission is to design and deliver superior training to meet and exceed customers'/ clients' expectations through our commitment to quality, excellence and innovation.

Location

Parramatta Campus: Suite 44, 1 Macquarie Street, Parramatta NSW 2150

Parramatta CBD Campus: 8/8-10 Hunter Street (Entrance via O'Connell Street), Parramatta NSW 2150

Sydney CBD Campus: Suite 2, 161 New South Head Road, Edgecliff NSW 2027

Wollongong Campus: 325-327 Crown St, WOLLONGONG, New South Wales 2500

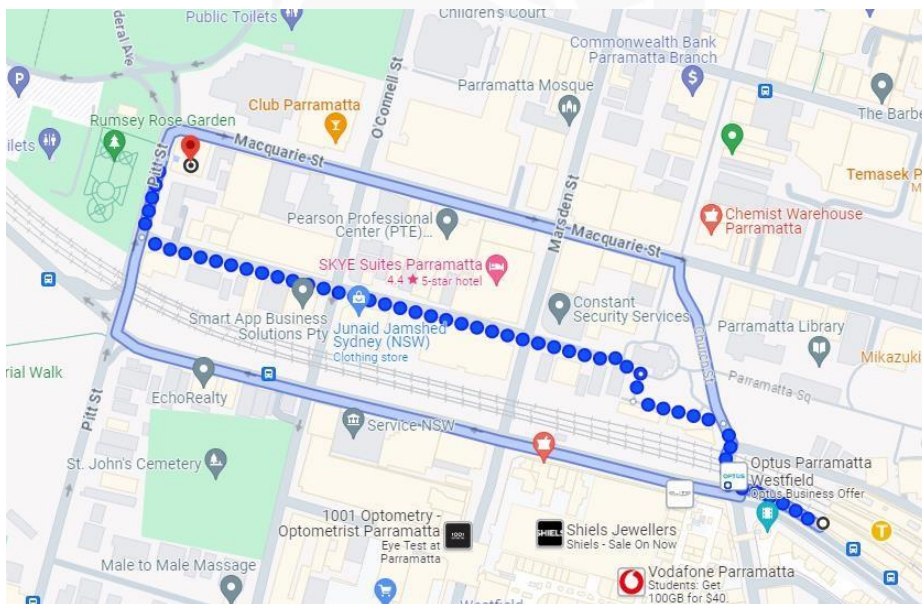
Getting to Apsley College Parramatta Campus

Parramatta Campus: Suite 44, 1 Macquarie Street, Parramatta NSW 2150

Apsley College Parramatta Campus is a 12-minute walk from Parramatta Station, one of Sydney's busy public transport hubs. To find the easiest way to Parramatta Station from your accommodation, go to <http://www.transportnsw.info/>



Below is a map of the area, showing 44/1 Macquarie St, Parramatta NSW 2150 where Apsley College Parramatta Campus is located.

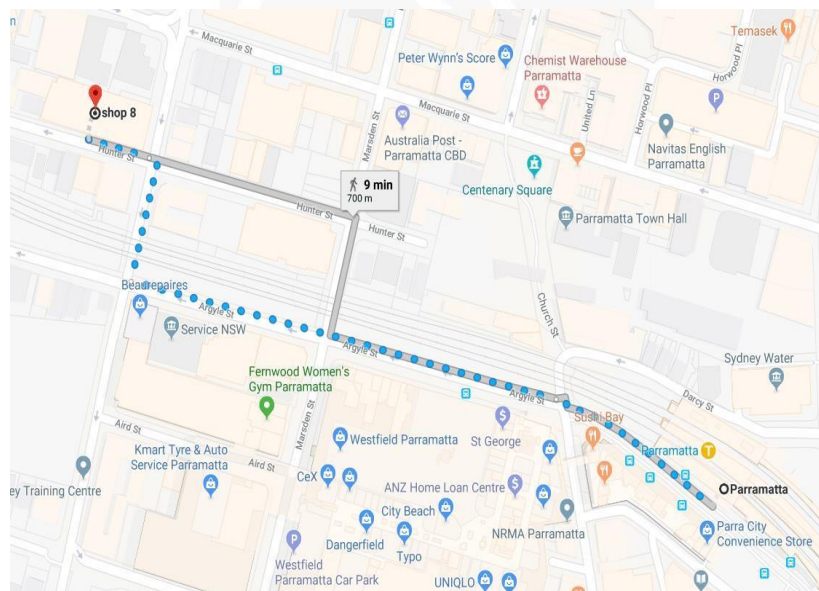


Parramatta CBD Campus: 8/8-10 Hunter Street (Entrance via O’Connell Street), Parramatta NSW 2150

Apsley College Parramatta Campus is an 8-minute walk from Parramatta Station, one of Sydney’s busy public transport hubs. To find the easiest way to Parramatta Station from your accommodation, go to <http://www.transportnsw.info/>

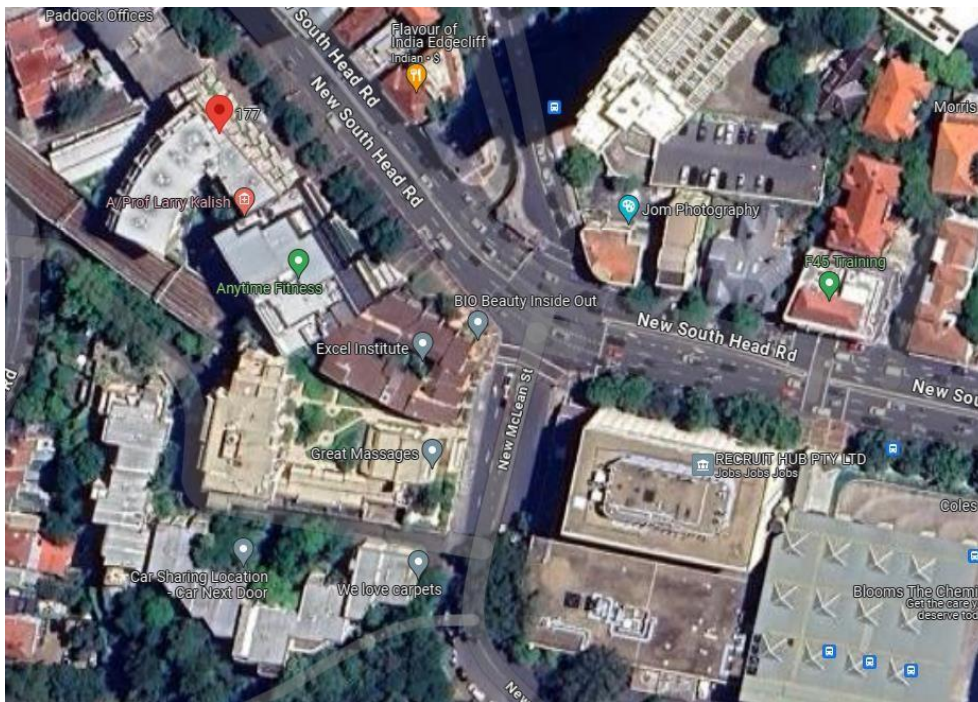


Below is a map of the area, showing 8/8-10 Hunter Street (Entrance via O’Connell Street), Parramatta NSW 2150 where Apsley College Parramatta Campus is located.

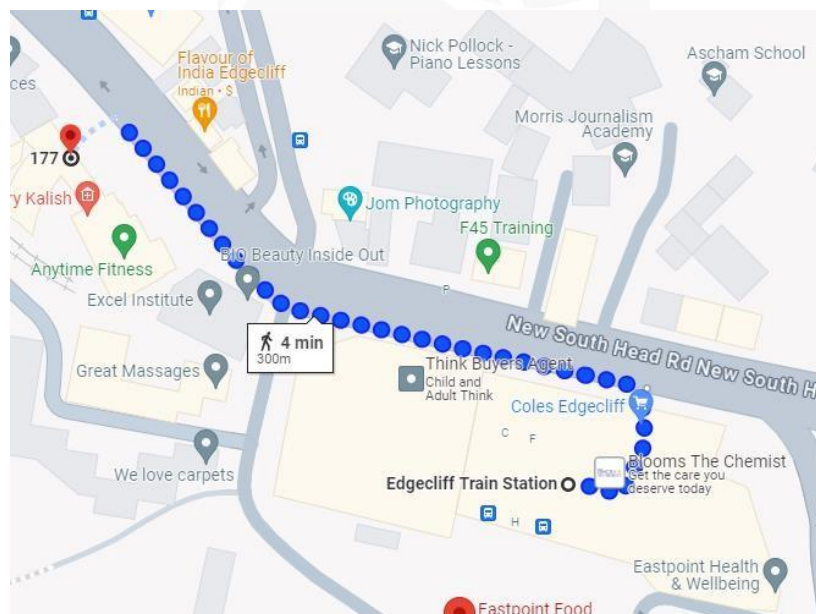


Getting to Apsley College Sydney CBD Campus

Apsley College Sydney CBD Campus is a 4-minute walk from Edgecliff Station, Sydney's busiest public transport hub. To find the easiest way to Edgecliff Station from your accommodation, go to <http://www.transportnsw.info/>



Below is a map of the area, showing 161 New South Head Rd, Edgecliff NSW 2027 where Apsley College Sydney City Campus is located.

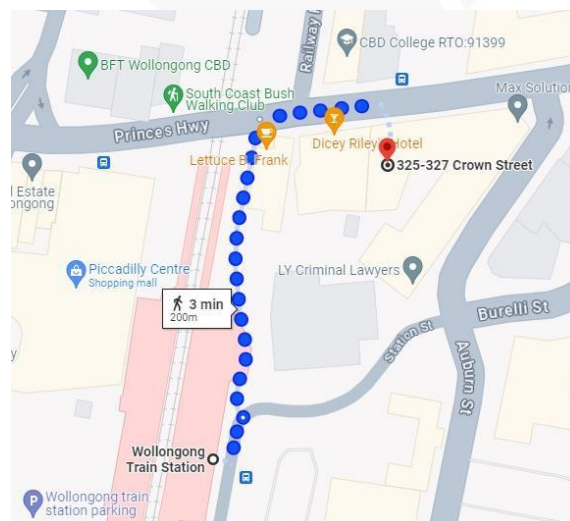


Getting to Apsley College Wollongong CBD Campus

Apsley College Wollongong CBD Campus is a 3-minute walk from Edgecliff Station, Sydney's busiest public transport hub. To find the easiest way to Wollongong Station from your accommodation, go to <http://www.transportnsw.info/>



Below is a map of the area, showing 325-327 Crown St, WOLLONGONG, New South Wales 2500 where Apsley College Wollongong City Campus is located.



Courses Provided

Apsley College courses are nationally accredited and recognized, fulfilling the requirements of the relevant BSB Training Package.

Apsley College currently offers the following course with relevant details shown:

Qualification Code / Course Title:	CRICOS Code:	Course Duration:
BSB40520 - Certificate IV in Leadership and Management	103998C	52 weeks (36 Weeks study + 16 weeks holidays)
BSB50420 - Diploma of Leadership and Management	104360M	53 weeks (43 Weeks study + 10 weeks holidays)
BSB60420 - Advanced Diploma of Leadership and Management	106497M	76 weeks (68 Weeks study + 8 weeks holidays)
ICT50220 - Diploma of Information technology	108127K	52 weeks (40 Weeks study + 12 weeks holidays)
ICT60220 – Advanced Diploma of Information technology	107285D	104 weeks (80 Weeks study + 24 weeks holidays)
BSB50820 - Diploma of Project Management	108126M	52 weeks (40 Weeks study + 12 weeks holidays)
CPC30620 - Certificate III in Painting and Decorating	107284E	104 weeks (80 Weeks study + 24 weeks holidays)
CPC31320 - Certificate III in Wall and Floor Tiling	113773D	104 weeks (80 Weeks study + 24 weeks holidays) (All Campuses except Wollongong)
CPC33020 - Certificate III in Bricklaying and Block laying	113774C	104 weeks (80 Weeks study + 24 weeks holidays)
Scheduled Course Contact Hours:	20 hours face-to-face per week	
Campus Delivery Location:	Suite 44, 1 Macquarie Street, Parramatta NSW 2150 8/8-10 Hunter Street (Entrance via O’Connell Street), Parramatta NSW 2150 Suite 2, 161 New South Head Road, Edgecliff NSW 2027 325-327 Crown St, WOLLONGONG, New South Wales 2500	

Living in Sydney

Entry into Australia

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back. Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are

Bring the form given to you on the plane. If customs officers decide that the items you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs. If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at www.aqis.gov.au

Arriving in Australia

Getting from Sydney airport to Parramatta

Go to Airport Domestic or Airport International Train Stations Platform 1. Catch the train to Central station and change to Platform 18 for your train to Parramatta. The travel time is approximately 20 minutes.

Keeping in contact

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

Arranging your finances

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

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

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

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

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

Accommodation

It is a student's responsibility to organize his or her own accommodation arrangements.

Typical accommodation costs in Sydney are as follows:

- 1 bedroom flat - \$250 to \$300 per week
- 2-bedroom flat - \$350 to \$450 per week
- 2-to-3-bedroom flat or house - \$450 to \$550 per week

Bringing your Family with You

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit www.immi.gov.au

Where you have dependent children that need to attend childcare or school, you should be aware of the following costs: Typical childcare costs in Sydney are as follows:

- Centre-based childcare \$100+ per day
- Family day care \$12+ per hour
- Nannies \$15+ per hour

- Au pairs (living in your home) \$500 to \$600+ per week

Find out more at: www.mychild.gov.au

School's fees apply to most dependents of temporary residents in New South Wales. There are some exceptions, for further information visit the [DEC International](http://DEC International website) website.

To find out more about application processes and costs go to: www.humanservices.gov.au

You should also be aware that the above costs for childcare and schooling are in addition to living costs.

According to www.studyinaustralia.gov.au the figure given below is an estimate only to give an indication of the basic rate of living costs under Australia's migration regulations. The cost can vary significantly depending on where you live in Australia. The minimum cost of living excluding tuition fees is:

- \$24,505 a year for the main student. This includes clothing, food, accommodation, local transportation and entertainment.

Health and related issues

Emergencies

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

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

Fire

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

Ambulance

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

Medical assistance

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

Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Immigration and Citizenship requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management OSHC www.ahmoshc.com
- BUPA Australia www.overseasstudenthealth.com
- Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
- OSHC World care www.oshcworldcare.com.au

- NIB OSHC www.nib.com.au/home/newtonib/overseasstudents

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

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health's [Frequently Asked Questions](#) at

<http://www.health.gov.au/internet/main/Publishing.nsf/Content/Overseas+Student+Health+Cover+FAQ-1#oshcover>

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers.
- International travel insurance; or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au or www.iselect.com.au

Working in Australia

As a student visa holder, you can work up to 40 hours a fortnight during term time (in session) and as many hours as you like during holidays (out of session).

Visit the following website to find out more about working in Australia, including how to find a job.

<http://www.studyinaustralia.gov.au/en/During-Study/Finding-Work>

Living Costs in Australia

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

While international students can supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they do not have to rely on such work to meet all their expenses.

The basic rate of living costs under the migration regulations increases with Australia's cost of living. Under these regulations prospective student visa applicants must have access to at least the following funds to meet living costs requirements (excluding tuition fees):

- A\$24,505 a year for a student. This includes clothing, food, accommodation, transportation, entertainment and travel costs in Sydney - but excludes tuition costs.

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

The figures above are indicative only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

For more information visit the Department of Immigration and Border Protection website.

Budgeting

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

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

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

Shopping

All Australian major town centers and capital cities shopping facilities with opening hours generally 9.00am to 6pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day, seven days a week.

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

Below is a list of average costs for everyday grocery products in Australia:

- loaf of bread A\$2.50 to A\$3.00;
- two liters of milk A\$2.50 to A\$2.90;
- newspaper A\$1.50 to A\$3.00;
- box of breakfast cereal A\$3.00 to A\$4.00;
- jar of instant coffee A\$3.00 to A\$4.00;
- bottle of soft drink A\$1.50 to A\$3.00;
- bottle of shampoo A\$2.50 to A\$4.50;
- bar of soap A\$1.50 to A\$2.50;
- one apple 50 cents to 80 cents;
- one banana 60 cents to 90 cents;
- beef (500 grams) A\$7.00 to A\$8.00; and
- chicken (600 grams) A\$7.00 to A\$8.00.

Clothing

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

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

Weather

Sydney has a mild climate, especially in winter, but be aware that the weather is subject to quick changes. Students should bring clothing for hot and wintry weather, wind, rain and strong sunshine, regardless of the time of the year. For more information visit [weather in NSW](#).

Unique Student Identifier (USI)

Students undertaking nationally recognized training delivered by a registered training organization must have a Unique Student Identifier (USI). This includes studying at TAFE or with a private training organization, completing an apprenticeship or skill set, certificate or diploma course.

Each student will need an USI to obtain their certificate or qualification from their registered training organization when studying nationally recognized training in Australia.

The Unique Student Identifier (USI) is a reference number made up of numbers and letters that give students access to their USI account:

- The 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 their training results from all providers including all completed training units and qualifications.
- The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.
- The USI will be available online and at no cost to the student.
- This USI will stay with the student for life and be recorded with any nationally recognized VET course that is completed. The compulsory USI system came into effect on 1 January 2015.

The USI initiative will:

- Seamlessly link information about a student's VET achievements, regardless of where they studied
- Enable students to easily access secure digital transcripts of their achievements
- Give students access to, and more control over, their educational information

As part of this initiative – it is required that students create their USI at the earliest possible.

Apsley College can create a USI on behalf of those students who are unable to do so. These students will need to give consent to Apsley College by using the *Unique Student Identifier (USI) Form*. For more information visit www.usi.gov.au or ask the Administration Officer.

Student Orientation

We are committed to ensuring that all overseas students get all the support they need to adjust to life and study in Australia and to be successful in their studies. The orientation date will be mentioned on the offer letter and the orientation session details are given below.

Prior to commencing your studies, you will be required to participate in a compulsory orientation program that will include information on:

- Access to Apsley College Policies & Procedures and relevant supporting documents
- Details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and inclusion activities.
- Legal, emergency and health services
- Facilities and resources
- Organizational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- Any student visa conditions relating to course progress and attendance.
- Support services available; to assist students with general or personal circumstances that are adversely affecting their education in Australia

- Services students can access information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Orientation session:

ORIENTATION TIMETABLE 9.00am to 11.00 am	
9.00 am – 9.30 am	When you arrive at Apsley College, the CEO will meet you. You will be introduced to other students starting that day. You will be given a tour of Apsley College.
9.30 am– 10.00 am	Orientation: Stage 1 (Use Student Handbook as reference), in which we'll discuss important issues about: <ul style="list-style-type: none"> ○ Your studies ○ Support services <ul style="list-style-type: none"> ▪ Available to assist students with general or personal circumstances that are adversely affecting their education in Australia ▪ Available to assist overseas students to help them in adjust to study and life in Australia ▪ Students can access information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman ○ Legal services ○ Emergency and health services available
10.00 am –10.30 am	Orientation: Stage 2 (Use Student Handbook as reference), in which we'll discuss further important issues about: <ul style="list-style-type: none"> ○ USI ○ Complaints and appeal processes ○ Any visa condition relating to course progress and attendance
10.30 am to 11.00 am	Questions and Conclusion

The enrolment form you completed will also help us to identify any support you need and depending on the course on which you are enrolled, your support needs can also be discussed during the orientation.

Services that we can offer to you include:

- Mentoring from appropriately qualified trainers including their email contact details.
- Receiving English language support.
- Review of learning materials with the student and providing information in a context they can understand.
- Providing extra time to complete tasks.
- Providing access to supplementary or modified materials.
- Providing supplementary exercises to assist understanding.
- Supervised study groups.
- Tutorial support assistance.
- Computer and technology support.
- Referral to external support services.

Support Services

Details of support and services to be provided to all students but not limited to:

Student support requirements	Initial point of contact	Other parties involved in support
<p>Academic issues</p> <p>Students may have concerns about their academic performance or other related issues that are placing them at risk of not achieving the requirements of their course.</p> <p>Students can seek advice and support in ensuring they maintain appropriate academic levels, and general support to ensure they achieve satisfactory results in their studies. Students' progress is monitored, guidance and support provided where unsatisfactory results are identified.</p> <p>A student can access the student support officer to discuss any academic or other related issues at any time. The student support officer will be able to provide advice, guidance, or referral, where required.</p>	<p>Student support officer</p> <p>Email: studentsupport@apsley.nsw.com.au</p> <p>Phone No: +61 422523273</p>	<p>Trainer and assessor, academic coordinator</p> <p>Email: studentservices@apsley.nsw.com.au</p> <p>Phone No: +61 422523273</p>
<p>Personal Counseling services</p> <p>The college nor the college staff offer professional counseling service to students / staff. The SSO acts as a point of contact and offers support to students and staff on matters and issues that fall within his / her capacity. However, if the student / staff need professional counseling or support services,</p>	<p>Student support officer</p> <p>Email: studentsupport@apsley.nsw.com.au</p> <p>Phone No: +61 422523273</p>	<p>Counselling and support services</p> <p>Source: http://www.study.sydney/live/support-services</p> <p>There are several government and non-government providers of free counselling, crisis support, suicide prevention, relationship</p>

<p>then SSO will seek or recommend professional counseling agency. The SSO at the college is not a professional counselor, however, can assist students as a first point of contact. The counselling service assists students in coping with their difficulties leading to a reduction in stress. Learning to cope with stress will enable students to improve their academic grades and successfully complete the program. If the SSO finds the need for you to be referred to as a professional counselor, they will make recommendations and suggest a reliable and qualified psychologist. Fee for external agencies will be advised by SSO to students prior to engaging in the services. The college doesn't charge any fee for referral.</p>		<p>support, domestic violence and mental health services. You can express to remain anonymous when accessing these services. Many of these services can be accessed over the phone, through web chat, email, online forums and various information resources. In an emergency, such as a life-threatening situation, car crash or fire, call 000 (triple zero). Lifeline: Call 13 11 14 to access 24-hour crisis support and suicide prevention services. Visit the Lifeline website to find out more.</p> <p>Beyond blue: Call 1300 22 4636 to get 24-hour support for mental health issues including anxiety, depression and suicide. You can also get support through web chat, email and an online forum on the beyond blue website.</p> <p>Kids Helpline: Call 1800 551 800 if you would like to talk about the feelings you have about your studies and personal relationships. This service is targeted at people aged between 5 and 25 years. Visit the Kids Helpline website to find out more. Multicultural Problem Gambling Service for NSW: The Multicultural Problem Gambling Service (MPGS) for NSW provides free, confidential, and accessible counselling for international students and others affected by gambling. MPGS also provides in-language training workshops and presentations to interested groups (e.g. communities and service providers) on problem gambling and other issues that can impact families (e.g. mental health, relationships).</p> <p>To find out more information about MPGS and its free services that are provided in different languages, please call 1800 856 800 or visit the Multicultural Problem Gambling Service website.</p>
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<p>Career / Academic counseling The college ensures that all its students are offered appropriate career counseling prior to their arrival in Australia or prior to them commencing their course.</p> <p>College students offer counseling services to discuss students’ academic interests and objectives to make sure that they are enrolled in the right qualification. If required, the college would recommend and facilitate options for students to seek professional career counseling if the students have specific academic needs.</p> <p>All information is confidential and is not disclosed to other departments of the college except in the following circumstances:</p> <ul style="list-style-type: none"> • You have given permission to disclose information to another party. • In exceptional situations where failure to disclose information would place you or another person at serious and imminent risk; or • When we are required by law to disclose information <p>Apsley supports students to enhance their employability skills with updated information and tips on job hunting, applying for jobs, interviewing skills etc. through its own website and student notice Board. Trainers assist, where possible, in directing students to job opportunities</p>	<p>Student support officer Email: studentsupport@apsley.nsw.edu.au</p> <p>Phone No: +61 422523273</p>	<p>Trainer and assessor, academic coordinator Email: studentservices@apsley.nsw.edu.au</p> <p>Phone No: +61 422523273 www.seek.com.au www.indeed.com.au www.jobsjobsjobs.com.au www.careerone.com.au www.job.com.au</p>
<p>Language, Literacy, and Numeracy skills During the orientation process, students will be offered to fill in a “Training needs survey” form, which will collect information of individual learning styles and needs. This form will be an exercise to determine if the college needs to deploy additional resources to accommodate student’s learning needs to achieve the desired outcome and offer equal learning opportunities</p>	<p>Student support officer Email: studentsupport@apsley.nsw.edu.au</p> <p>Phone No: +61 422523273</p>	<p>Trainer and assessor, academic coordinator Email: studentservices@apsley.nsw.edu.au</p> <p>Phone No: +61 422523273 <u>Reading Writing Hotline</u> 1300 655 506</p>
<p>Overseas Student Health Cover (OSHC) It is a visa requirement that international students and their dependents have overseas student health cover. OSHC covers the cost for out-of-hospital and some hospital medical treatment, pharmaceuticals and emergency ambulance services.</p> <p>The college arranges OSHC with Medibank, the college’s preferred health</p>	<p>Student support officer Email: studentsupport@apsley.nsw.edu.au</p> <p>Phone No: +61 422523273</p>	<p>Medibank http://www.medibank.com.au 24 Hour Helpline: 1800 644 325 General Questions: 13 41 90</p>

<p>Insurance provider. You can pay the health cover premium when accepting your offer of place.</p> <p>The college will inform DHA that OSHC is in place for you and your family members and will indicate this on your Confirmation of Enrolment (COE). Students can buy OSHC insurance from an approved Australian health insurance provider. When you accept your unconditional offer of place, you must indicate that you have purchased OSHC for the duration of your course. Medibank offers 24-hour assistance via its helpline. For information about prices, claims, family cover and more refer to the Medibank website.</p> <p>If you have OSHC arranged through the college, you will be covered from the date of your arrival in Australia. You can collect your membership card at reception within 2 weeks of your course start date. If you need to access medical services but do not have your OSHC membership card, please contact the college reception.</p>		
<p>Legal services</p> <p>The college can provide some advice and guidance on a limited range of situations. Where the Student Support Officer feels it appropriate for you to gain professional legal advice, they will refer you to an appropriate legal professional</p>	<p>Student support officer Email: studentsupport@apsley.nsw.edu.au Phone No: +61 422523273</p>	<p>Free legal advice: Redfern Legal Centre</p> <p>Redfern Legal Centre provides free, confidential legal advice to international students living in New South Wales.</p> <p>International students in NSW can get advice about housing problems, fines, debts, car accidents, employment, discrimination, family law, domestic violence, and complaints about colleges or universities. The Centre can also advise how these problems affect student visas.</p> <p>Website: https://rlc.org.au/our-services/international-students Email: info@rlc.org.au More information Phone No: 02 9698 7277</p>
<p>Medical Issues</p> <p>Student Administration will always have an up-to-date list of medical professionals within access from the college location and any student with medical concerns should inform the student support officer who will assist them in finding an appropriate medical</p>	<p>Student support officer Email: studentsupport@apsley.nsw.edu.au Phone No: +61 422523273</p>	<p>List of Hospitals in Sydney can be found at My Hospitals</p>

professional		
<p>Social Programs</p> <p>Apart from the Student Orientation Program, the Student Support Officer will occasionally organize social events that allow all students enrolled with Frontier leadership (the college) to mingle and socialize. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. They will be organized as demand requires and any suggestions can be forwarded to the student Support Officer.</p>	<p>Student support officer Email: info@apsley.nsw.edu.au</p> <p>Phone No: 02 9633 2779</p>	<p>Can also access City of Sydney: International Students Guide for upcoming social events around Sydney</p>
<p>The Overseas Students Ombudsman</p> <p>the Overseas Students Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia. The Ombudsman also: Provides information about best practice complaints handling to help private education providers manage internal complaints effectively. Publishes reports on problems and broader issues in international education that we identify through investigations.</p>	<p>Student support officer Email: info@apsley.nsw.edu.au</p> <p>Phone No: 02 9633 2779</p>	<p>For Further information, check link below Overseas student ombudsman Phone No: 1300 362 072</p>
<p>Critical incidents</p> <p>Student support officer ensure they provide support to students during critical incidents and must deal with all critical incidents in line with Frontier Leadership Critical incident policy</p>	<p>Student support officer Email: studentsupport@apsley.nsw.edu.au</p> <p>Phone No: +61 422523273</p>	<p>In an emergency, such as a life-threatening situation, car crash or fire, call 000 (triple zero). Lifeline: Call 13 11 14 to access 24-hour crisis support and suicide prevention services. Visit the Lifeline website to find out more. Beyond blue: Call 1300 22 4636 to get 24-hour support for mental health issues including anxiety, depression and suicide. You can also get support through web chat, email and an online forum on the beyond blue website. Kids Helpline: Call 1800 551 800 if you would like to talk about the feelings you have about your studies and personal relationships. This service is targeted at people aged between 5 and 25 years. Visit the Kids Helpline website to find out more.</p>
<p>Accommodation/Home Stay</p> <p>There is NO cost for referring accommodation options to the student. If a student requires the Institute to arrange home stay or other types</p>	<p>Student support officer Email: studentsupport@apsley.nsw.edu.au</p>	<p>Shared accommodation can be found online: Gumtree Flat Share</p>

<p>of accommodation the Student Services staff can be contacted for assistance for a one-time placement fee of AUD \$100. This fee includes:</p> <ul style="list-style-type: none"> • Research of preferred accommodation options as per student's preference • Checking, booking & confirming accommodation on behalf of the student. • Physical visit to the place of accommodation (if required) <p>This fee does not cover the cost of accommodation. It is subject to availability and the budget of student.</p>	<p>Phone No: +61 422523273</p>	<p>FOR HOMESTAY and RENTED ACCOMODATION. Homestay Network Urbanist Homestay Finder Realestate.com.au Domain.com.au</p>
<p>Assistance with information about adjusting in Australia: Student services officer will provide information relevant to their adjustment in Australia e.g. Opening bank account, renting, Transportation etc.</p>	<p>Student support officer Email: studentsupport@apsley.nsw.edu.au Phone No: +61 422523273</p>	<p>I can also access the following government sites for further information for international students Study Sydney City of Sydney: International Students Guide</p>

Important external service and contact Details for Students

Information required on	Source	Contact details
Student Safety and Security	Study Sydney	http://www.study.sydney/contact-us
NVR standards, National Code, ESOS Act Tuition Protection Scheme	ASQA	ASQA ASQA info line on 1300 701 801 GPO Box 9928, Melbourne, VIC 3001. Standards for Registered Training Organizations (RTOs) 2015 National Code 2018 ESOS ACT Tuition Protection Scheme
Tax File Number (TFN)	Australian Taxation Office (ATO)	Australian Taxation Office (ATO) Tel: 13 28 65
<ul style="list-style-type: none"> • Dispute resolution • Mediation Services 	LEADR	https://www.resolution.institute/ Address: 15-17 Young Street, Sydney New South Wales 2000 Phone: 1800 651 650
• National Training Complaints Hotline	Department of Education and Training	https://www.education.gov.au/NTCH Phone: 13 38 73 – Please select option 4

<ul style="list-style-type: none"> • Permission to Work • Student Visa Conditions • Applying For Other Visas 	Department of Home Affairs (DHA)	https://www.homeaffairs.gov.au/ Telephone: 131 881 Monday to Friday 9am to 5pm
<ul style="list-style-type: none"> • Employment • Writing Applications & Resumes 	<ul style="list-style-type: none"> • Seek • Career One 	https://www.seek.com.au/ https://www.careerone.com.au/
<ul style="list-style-type: none"> • Information On Renting • Real Estate Agents 	<ul style="list-style-type: none"> • NSW Office of Fair Trading • Domain 	https://www.fairtrading.nsw.gov.au/ https://www.domain.com.au/
Transport	Transport for NSW Sydney Trains Sydney Buses Sydney Ferries	https://www.transport.nsw.gov.au/
Information On Location / Street Maps	Where Is	https://www.whereis.com/
General Information	Yellow Pages	https://www.yellowpages.com.au/
Taxi Information	<ul style="list-style-type: none"> • Taxis combined • Premier Cabs 	https://www.taxiscombined.com.au/ Tel: 13 2227 https://www.premiercabs.com.au/ Tel: 13 10 17
Driving license / Vehicle Registration	Road and Maritime Services	https://www.rms.nsw.gov.au/ General inquiries: 13 22 13
Disability Services	National Disability Services	https://www.nds.org.au/ New South Wales PO Box 20637 World Square NSW 2002 Level 19, 66 Goulburn Street Sydney NSW 2000 Ph.: 02 9256 3111 Fax: 02 9256 3123 Email: ndsnsw@nds.org.au
Bullying	NSW Department of Education	https://antibullying.nsw.gov.au/for-students Email: antibullying@det.nsw.edu.au.
Occupational Health And Safety	Safe Work NSW	https://www.safework.nsw.gov.au/home Tel: 13 10 50

Family Assistance & Child Assistance	Department of Human Services	https://www.humanservices.gov.au/
Pregnancy Help	Pregnancy Help Sydney Inc.	https://www.pregnancysupport.com.au/ Pregnancy Help Sydney Inc. Liverpool, Sydney Phone Support: 1300 792 798 (NSW/ACT/QLD/VIC) 02 9602 6543 (Other States) Website: pregnancyhelpsydney.com Opening Hours: 24-hour Telephone Support 7 Days/week Services Provided: 24 Hour Telephone Support Face to Face Appointments Post Abortion Support Material Assistance Financial Assistance Advocacy with Government Departments and Agencies After Hours Appointments
Domestic Violence	NSW Family and community Services	https://www.facs.nsw.gov.au/domestic-violence Domestic Violence Line 1800 656 463
Drug And Alcohol	Alcohol and Other Drugs Information Service (ADIS)	https://www.health.nsw.gov.au/Pages/default.aspx Phone: 1800 250 015
Gambling Helpline	Gambling Help	https://gamblinghelp.nsw.gov.au/ Phone: 1800 858 858
Mental Health Information	NSW Health	https://www.health.nsw.gov.au/mentalhealth/Pages/default.aspx Mental Health Line 1800 011 511 Open 24/7
Multicultural Community Information	City of Sydney	https://www.cityofsydney.nsw.gov.au/community/community-support/multicultural-communities Tel: 02 9265 9333 Email: council@cityofsydney.nsw.gov.au
Postal / Courier	Australia Post	https://auspost.com.au/ Tel: 13 76 78
Banking and Finance	ANZ Westpac Commonwealth Bank National Australia Bank (NAB)	https://www.anz.com.au/personal/ https://www.anz.com.au/personal/ https://www.commbank.com.au/ https://www.nab.com.au/

Student facilities and resources

MODERN CAMPUS FACILITY

- Classrooms with Whiteboard
- Computers with Internet connection to enable research.
- Access to network printers and photocopiers from class
- Data projectors connected with trainer's computers
- able and chairs
- library and Student computers
- Air Conditioning
- Simulated Meeting Rooms/Office
- Access to many cafés and restaurants around the campus.

STUDENT RECREATIONAL AREA AND LUNCHROOM

Apsley campus has a dedicated recreational and lunch area with access to kitchen facilities where students can relax and meet with others during break. There is a large park (Parramatta Park) near the campus where students can go during their lunchtime.

Classrooms

All classrooms are equipped with the following resources for the delivery and assessment of the units of competence selected for this qualification.

- Data projectors connected with trainer's computers
- Whiteboard
- Table and chairs
- Power points for laptops and computers

Rules, Regulations and Legislations

CODE OF CONDUCT AND GENERAL HOUSEKEEPING

The purpose of this code is to outline the way in which students of Apsley College are expected to conduct themselves during their participation in training and assessment and outlines students' rights and responsibilities.

STUDENT RIGHTS

All students have the right to:

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

- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Apsley College on the client services, training, assessment and support services they receive.

STUDENT RESPONSIBILITIES

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

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimize, discriminate against or disrupt others.
- Have necessary attendance record
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to Apsley College in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on Copyright.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Keep copies of all assessment tasks, assignments and other evidence of work handed in.
- Make regular contact with their trainer/assessor
- Prepare appropriately for all assessment tasks and training sessions.
- Notify Apsley College if any difficulties arise as part of their involvement in the course.
- Notify Apsley College if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

- Advise Apsley College of change of address while enrolled in the course.
- For international students, comply with their student visa requirements under the ESOS Act.

STANDARDS OF BEHAVIOR

Apsley College Code of Conduct sets clear standards for behavior. These standards of behavior apply to all Apsley College students and staff members.

- Demonstrate honesty and integrity
- Respect difference in people and in their ideas and opinions
- Treat one another with dignity and respect always
- Respect and treat others fairly, regardless of their race, ethnicity, nationality, religion, gender, sexual orientation, age or disability
- Respect the rights of others
- Help those in need
- Respect people in a position of authority
- Respect the need of others to work in an environment of learning and teaching
- Respect for property and the property of others

As an international student studying in Australia, you have certain rights and responsibilities under Australian legislation as follows.

Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000, the ESOS Regulations 2001 and The National Code 2018.

The ESOS Framework can be accessed on this link: <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

You also have certain rights and responsibilities as discussed below.

Workplace Health and Safety

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

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

- Immediately report hazards to your trainer/assessor.
- Seeking assistance from a member of staff if you become ill or injured on campus.

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

DRUGS AND ALCOHOL

Apsley College is a drug and alcohol-free environment. The consumption, use, sale or distribution of alcohol and/or prohibited drugs by any student on Apsley College premises is strictly always forbidden. Any student who attends classes under the influence of alcohol or prohibited drugs is breaching Apsley College policy and guidelines and is subject to severe disciplinary action.

WEAPONS

You must not bring firearms, knives or any other weapons to Apsley College. If you are found with these on school premises, you will be expelled.

MOBILE PHONES

You must turn your phone OFF during class. You can use your mobile phone during breaks only, and you must leave the classroom area to do so.

SMOKING

Students are NOT allowed to smoke anywhere in the building (including in the fire exits and toilets). If you must smoke, please go outside the building.

FOOD AND DRINK IN CLASSROOMS

No food or drink is allowed in the classrooms. Food and drink is only allowed in Apsley College kitchen/dining area where a microwave and kettle are provided for students. Please be sure to clean up after yourself and put your litter in the rubbish bins provided.

COMPUTER USAGE

Apsley College Internet service is provided only for educational purposes. Any other use of the Internet (such as chat programs and downloading/playing/watching games, music, movies etc.) is not allowed.

- No eating or drinking while using the laptops
- Keep noise levels to a minimum
- No downloading files or software, including games, music, movies, television shows, etc.

HARASSMENT, VICTIMIZATION OR BULLYING

Apsley College is committed to providing all people with an environment free from all forms of harassment, victimization and bullying. Apsley College will not tolerate any behavior that harms, intimidates, threatens, victimizes, offends, degrades or humiliates another person.

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

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

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

Examples of harassment may include:

- Unwelcome physical contact
- Repeated unwelcome invitations
- Insulting or threatening language or gestures
- Continual unjustified comments about a student's work or work capacity
- Jokes and comments about someone's ethnicity, race, religion, nationality, gender or sexual preference
- Picture, posters, graffiti, electronic images, etc. that are offensive, obscene or objectionable

Examples of victimization may include:

- Persistent and unreasonable unfavorable treatment
- Refusing to provide information to someone
- Intentionally ignoring someone
- Mocking someone's customs or cultures
- Lower assessment of student work

Examples of bullying may include:

- Using strength, power or position to coerce others by fear
- Behavior that intimidates, degrades or humiliates a person
- Aggression, verbal and/or physical abuse, or similar behavior
- Frequent and/or repeated 'put-downs'
- Persistent and/or unreasonable criticism of student performance
- Violence (actual or threatened)

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

ACCESS, EQUITY AND ANTI-DISCRIMINATION

The principles and practices adopted by Apsley College aim to ensure that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Apsley College irrespective of their gender,

culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer-responsibilities.

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

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

If you feel that you are being unfairly treated, you should lodge a complaint as per the Apsley College Complaints and Appeals procedure and detailed in this Handbook.

EMERGENCY EVACUATION PROCEDURE STUDENT INFORMATION

All students are to follow the primary safety principles during any emergency:

Follow the instructions of the staff in public safety and fire or Police Department.

If an emergency condition arises here is what to do:

- When you hear the fire bell
- Don't panic
- Listen for a warning the alarm may only be a test
- If requested to evacuate remain calm and proceed with orderly evacuation
- Follow the staff to the exit signs and use the Fire exit
- Go to the designated safety area and with staff and students
- Your trainer will check your name against the class roll

FAILURE TO ADHERE TO APSLEY COLLEGE RULES, REGULATIONS AND CODE OF CONDUCT

As per the Deferral, Suspension and Cancellation Policy & Procedure immediate suspension will be the minimum penalty faced by a student for violation of the Code of Conduct, rules and regulations

Some violations may attract other disciplinary actions, including (but not limited to) Apsley College official warnings.

If anything is causing you concern, please feel free to talk to your Trainers. If your Trainers cannot solve your problem, refer to the Complaints and Appeals Policy and Procedure.

National VET Regulator Act 2011

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

Yet to be a Registered Training Organization with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011 and the Standards for Registered Training Organizations 2015. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with standards.

National VET Regulator Act 2011 can be accessed via this link: <https://www.legislation.gov.au/Details/C2017C00245>

Privacy Policy

In collecting your personal information Apsley College will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the Privacy and personal Information Protection Act 1998 (NSW) and Health Records and Information Privacy Act 2002 (NSW).

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organization and the type of organization to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organization unless:
 - We have made you aware that information of that kind is usually passed on to that person or organization.
 - You have given written consent.
 - We believe that disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person.
 - The disclosure is required or authorized by or under law, such as the ESOS Act 2000 and National Code 2018; or
 - The disclosure is reasonably necessary for the enforcement of criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Access to Your Records

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

If you want to access or obtain a copy of the records we hold in your file, you must make a request in writing to the Administration Office using the Access to Records Request Form. There is no charge to access your records, however there may be a fee for photocopying of 15 cents per page.

Within 10 days of receiving a request, you will be advised that they you may either access the records in person or that the requested records will be sent to your home address.

Where access is provided to review the contents of a file, photo ID will be required to ensure that the person viewing the file is the student. Access will occur in the presence of Apsley College staff members. Where copies of records are to be provided via post, records will only be sent to the home address the RTO holds on file for the student.

A student may request a Statement of Attainment at any time via email or phone without using the Access to Records Request Form.

Access to records may be provided by:

- making copies of documents held in a file.

- giving access to the student to review their file.
- providing a copy of an up-to-date Statement of Attainment; or
- other means necessary to grant access to current and up-to-date records.

Amendment to records

If you consider the information that we hold about you to be incorrect, incomplete, out of date or misleading, you can request that the information is amended through the Student Change of Details Form.

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

Course Fee and Refund Policy

Once you have accepted an offer with the college your eligibility for a refund of fees paid to the college is determined by whether it is a:

Student default

Under the ESOS Act, an overseas student or intending overseas student defaults, in relation to a course at a location, if:

- The course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- the student withdraws from the course at the location (either before or after the agreed starting day); or
- the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:
 - The student failed to pay an amount payable to the provider for the course.
 - the student breached a condition of his/her student visa.
 - misbehavior by the student.

Please note that a student does not default for failing to start a course on the agreed starting day if he/she does not start the course because the provider defaults in relation to the course at the location.

Provider default

1. The college has arrangements in place through the Tuition Protection Scheme (TPS) should the institute defaults the course due to the following events:
 - a. The institute ceases its operations
 - b. The course enrolled in does not begin on the agreed commencement date
 - c. The course enrolled in ceases to be provided at any time after it commences but before it is completed.
2. In the unlikely event that the college is unable to deliver the course based on any of the above event, you will be offered a full refund of all the course money you have paid to date. The refund will be processed within 4 weeks of the day on which the default occurred.

3. Alternatively, you may be offered enrolment on an alternative course by the college at no extra cost.
4. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place on another course with another registered provider. If you choose a placement on another course, we will ask you to sign a document to indicate that you accept the placement. If the college is unable to provide a refund or place you on an alternative course, the Tuition Protection Scheme (TPS) will place you on a suitable alternative course at no extra cost.
5. Students can choose to have a full refund or choose to pay more and continue with an alternative provider.
6. You will be advised of the default situation in advance and will have a letter explaining how all the refunds are calculated. Such situations are covered by the provision of the Commonwealth Government ESOS Act 2000 and the ESOS Regulations 2001.
7. For further information, please read the student information contained in TPS website <https://tps.gov.au/StaticContent/Get/StudentInformation>

Pre-paid tuition fees

The college limits the collection of pre-paid fees in accordance with the ESOS Act. The college only collects up to 50% of the total tuition fees for any of its courses before a student commences the course. After the student commences, the college will only require the student to pay any further fees until 2 weeks before the start of the second study period.

Refund Policy

1. The college under the ESOS Act 2000 and the National Code 2007 must have in place a Refund Policy which needs to be provided to the prospective international students studying in Australia before formalization of their enrolment.
2. If an applicant accepts a place offered by the college and pays the applicable fees, it means a binding contract is created between the student and the college.
3. Notification of withdrawal from unit/s or course of study must be made in writing to the college addressing to the CEO. The cancellation fee will be calculated as shown in Schedule A.
4. All fees paid, including any course fees collected by education agents on behalf of Apsley College except the non-refundable enrolment fee, are subject to this refund policy.
5. Where a visa renewal is rejected due to a breach in visa conditions, a student must withdraw from the college and the cancellation fee will be calculated as shown in Schedule A.
6. The college reserves the right not to offer a course previously made available at its own discretion. Where a student is unable to enroll in a similar course at the college and the enrolment is cancelled then all fees paid will be refunded.
7. In the unlikely event that the college is unable to deliver your course in full (provider default), you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 4 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by the college at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

8. All refunds (apart from the provider's faults) under this policy will be paid within four (4) weeks after receiving a written claim and full support documentation from the student.
9. If the student is not satisfied with the decision about the refund, an appeal should be made in writing to the CEO of Apsley College.
10. Refunds will be made in Australian dollars and the academy reserves the right to make refunds payable in the country of origin. Agency fees, if applicable, will not be refunded.
11. Where an international student requests that the refund is made payable to a relative or other person in Australia, this will only be granted if documentary evidence proves that the relative or other person paid the tuition fees.
12. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to act under Australia's consumer protection laws.

Procedures for Claiming Refunds

1. Please fill up the 'Fee Refund Form' (which can be downloaded from Apsley College's website).
2. Submit the form with any supportive evidence to the Student Services Officer or alternatively you can send the scanned copy of the 'Fee Refund Form' to the info@apsley.nsw.edu.au
3. Once the 'Fee Refund Form' is received by the Student Services, it will be forwarded to the CEO for a review.
4. If eligible, refunds will be processed within 4 weeks.
5. In the event of an unsuccessful outcome or if the student is not eligible for a refund, students can appeal against the CEO's decision assessing the college's Complaints and Appeals policy located on Apsley College's website.

Fee Refund Schedule A

Schedule A			
Situation	Apsley College Policy	Situation	Apsley College Policy
Written notice of withdrawal provided at least 4 weeks prior to course commencement	Paid tuition fees refunded, less \$500 enrolment fee (nonrefundable).	Visa refusal which caused the student's failure to start the course before the course commencement	Paid tuition fees refunded, less than \$500 enrolment fee (non-refundable).
Written notice of withdrawal provided less than 4 weeks prior to course commencement	The refund is equal to 50% of the tuition fees paid. The non-tuition fees are exempt from the refund amount.	If a student's visa application is rejected after the student has commenced the course	The refund amount calculated will be the weekly tuition fee times the weeks in default period. The non-tuition fees are exempt from the refund amount.
Where a student provides written notice of withdrawal prior or during the new term	The refund amount calculated will be the weekly tuition fee times the weeks in default period.	Where a student does not commence the course on the start date and subsequently provides notice of withdrawal from the course	No refund of the \$500 enrolment fee (non-refundable) and the first term fee. The subsequent terms paid in advance will be refunded.

The college refuses to continue the student in the course because of student misbehavior, breached visa conditions, failure to pay outstanding fees	No refund of the \$500 enrolment fee and current term fee. The subsequent terms paid in advance will be refunded.	The college cancels the course prior to course commencement	All monies paid to the provider, less \$500 enrolment fee (nonrefundable), will be refunded.
The college cancels the course before its expected end date	<p>In the unlikely event of the college's default of a course, students will be offered with two options:</p> <ol style="list-style-type: none"> 1) Full refund: The refund amount calculated will be the weekly tuition fee times the weeks in default period; or 2) Alternative Course Arrangement: Students can be offered an alternative course at the college at no extra charge. <p>Students will have the right to choose one of the above options.</p>		
# Overseas student refunds are calculated based on the amount received from an education agent.			

Disclaimer: This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to act under Australia's consumer protection laws.

Overseas student transfers Policy

1. This policy details the procedures for assessing applications to transfer within this period. The procedures outlined below will ensure that it does not enroll any transferring international students prior to the 6 months of their principal course being completed unless that student has a valid letter of release agreeing to such a transfer and the procedures below will be implemented.
1. Students who have studied longer than this period of 6 months can apply as normal, and no letters of release need to be sighted.
2. The following procedures have been separated into 'Incoming students' and 'Outgoing students.'
3. Any requests that are received in relation to a student wishing to transfer education providers shall be the responsibility of Student Administration. Student Administration shall assess the applications to transfer education providers and conclude an outcome based on the following procedure at no cost to the student.

Incoming students

4. The following procedure is relevant to any student who applies for a course within Apsley College and is currently studying onshore with another registered provider.
5. For this procedure to be completed the applicant must provide a copy of their Student Visa and appropriate student number (to look up PRISMS). Once this information is obtained the following steps are taken:
6. Student Administration accesses the student information via PRISMS. They are to ascertain if the length of studies completed in their current Principal course of study is greater than 6 months. They also use the copy of the student visa in the passport to ascertain what the principal course is and when they arrived in Australia.
7. In completing this process, they would print a copy of the PRISMS record and attach it to the student application.
8. If they have completed more than 6 months of their principal course of study, the application process proceeds as for all offshore students.
 - Where a student has NOT completed 6 months of their principal course of study, PRISMS is to be checked to ascertain if the student has been released from their current provider.
 - To support the application, they can be provided with an "Offer of Enrolment" which clearly states that an offer of a place is contingent on their being released by their current provider.

- If the current provider provides a Release on PRISMS, the application proceeds as for all offshore applicants.
- If the current provider has not advised on PRISMS that the student has been released, the application process is halted and the student informed that they are unable to transfer at this time. They are welcome to re-activate their application when the 6-month period has passed.
- Note that in the very rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no letter of release is required. Evidence of this occurrence needs to be placed in the student file.
- If the student is in receipt of a government scholarship, they should provide written support from the government agreeing to the change which will stand in lieu of any letter of release.

Outgoing students

9. The following procedure is relevant to those students wishing to transfer to another education provider prior to completing six (6) months of their principal course of study.
10. Students make a written request (e-mail is satisfactory) to Student Administration to transfer to another provider. The only reasons under which a student will be released are if:
 - Apsley College has cancelled/ceased to offer the students program (letter from Apsley College supplied)
 - the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with Standard 8
 - there is evidence of compassionate or compelling circumstances
 - Apsley College has failed to deliver the course as outlined in the written agreement
 - There is evidence that the overseas students' reasonable expectations about their current course are not being met
 - There is evidence that the overseas student was misled by Apsley College or an education or migration agent, regarding Apsley College or its course, and the course is therefore unsuitable for their needs and/or study objectives
 - There is evidence that the overseas students' reasonable expectations about their current course are not being met
 - an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.
11. The student is asked to provide a valid "Offer of Enrolment" from the new provider.
12. In assessing the application to transfer, the Student Administration will check the following points:
 - Ensure any outstanding fees are paid
 - Ensure the student is fully aware of all issues relating to the transfer of providers.
 - Check student records to ensure the student is not trying to avoid being reported to the appropriate government agency(s) due to lack of course progress or poor attendance records.
13. Once the above points have been addressed by the Administration Manager, information on the release of the student is entered into PRISMS
 - Where the request to transfer to another RTO is refused, the student is to be advised in writing of the reasons for the refusal, and the student's right to appeal the decision within 20 working days of being

advised of the decision and the institute will keep the student enrolment until the complaints and appeals process is finalized.

- All requests, considerations, decisions and copies of letters of release should be placed in the student's file for a period of two years after student ceased to be a student.
- The approval of the transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.

The institute will assess and reply to the overseas student's transfer request within 10 working days.

Course Assessments and Method

Assessments comply with the assessment guidelines defined in the nationally endorsed training packages relevant to our scope of registration. All trainers have achieved the relevant qualification they are delivering or have achieved an equivalent or higher-level qualification and have relevant current industry experience. All the trainers with qualifications awarded overseas have formal evidence of equivalence from an approved Australian Recognition Authority. High-quality training and assessment mean the students are well equipped for employment or further study; their qualification is seen as credible when they enter the job market; and they are judged by employers as holding the skills and competencies specified in their qualification.

Note: Apsley doesn't claim any job guarantees or employment with its programs/courses.

All our assessments will lead to the issuing of a Statement of Attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.

As per clause 1.8 of the Standards for RTOs 2015, assignments at Apsley will be conducted in accordance with the principles of assessment and rules of evidence as given below:

Principles of Assessment

Valid	<p>Assessment methods will be valid, that is, they will assess what they claim to assess; Any assessment decision at Apsley will be justified based on the evidence of performance of the individual student. Validity will require:</p> <ul style="list-style-type: none"> • assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance • assessment of knowledge and skills is integrated with their practical application • assessment is based on evidence that demonstrates that a student could demonstrate these skills and knowledge in other similar situations • judgement of competence is based on evidence of student performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliable	<p>Assessment procedures are reliable, that is, evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>

Fair	<p>Assessment procedures will be fair, so as not to disadvantage any students. Individual students' needs will be considered in the assessment process. It will provide students with the opportunity to challenge the results of the assessment and will be reassessed if necessary.</p> <p>Assessment procedures will be:</p> <ul style="list-style-type: none"> • Equitable and culturally and linguistically appropriate • Involve procedures in which criteria for judging performance are made clear to all students. • Employment in a participatory approach
Flexible	<p>Assessment procedures will be flexible and will reflect the students' needs, that is, there will be a variety of methods involved that will depend on the circumstances surrounding the assessment,</p> <p>We will achieve this through:</p> <ul style="list-style-type: none"> • Careful designing and drawing a range of assessment methods and using those which are appropriate to the context, the unit of competency and associated assessment requirements, and the individual. • validation and moderation of assessment materials. • Assessing competencies held by students no matter how or where they have been acquired.

Rules of Evidence

Validity	The assessor is assured that the student has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a student's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the student's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Assessment Criteria

Assessments will provide for students to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods. Information will also be included at the start of each subject as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment (if applicable).

Assessment Methods

Assessments and assessment methods will ensure that we focus on the application of the skill and knowledge for better future outcomes.

Assessments will be sufficient to ensure that you can demonstrate the competency achieved. Apsley Staff will be available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options. All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

Apsley will use following assessment methods (But not limited to) for its course:

- Knowledge questions
- Worksheets-Written questions
- Practical Demonstration in training/workplace kitchen,
- Practical Demonstration in early childhood facility
- Role plays
- Research
- Case Studies
- Presentation
- Project work
- Logbook

Submitting Assessments

All work submitted for assessment at Australian Techno Management College (Apsley) must have an Australian Techno Management College (Apsley) Assessment Cover Sheet attached. The date of submission is to be recorded on this cover sheet by the accepting trainer/assessor. If the trainer/assessor cannot receive the assessments, they should only be submitted to the reception. You will be given a receipt for each assessment that you submit, and you are advised to keep a hard copy of your assessment for your records.

Assessment Outcome

Each unit of competence includes multiple assessment tasks and after each assessment the student's submission will be marked Satisfactory (S) or not satisfactory (NS). After each assessment, verbal and written feedback is provided. Final unit results are recorded as Competent (C) and Not Yet Competent (NYC).

Re-assessment

Students will be given 3 attempts (1 Original submission + 2 more attempts) to demonstrate competency at each assessment. 1st and 2nd attempt will be free of cost, however, if a student is unable to clear 2 attempts, a charge of AU\$250.00 will be applied. If students are unable to demonstrate competency after three attempts at each task, they will be deemed Not Yet Competent (NYC) and must re-enol and undertake the unit again. If a student misses the assessment submission date without valid reason to re-open the submission a charge of AU\$250.00 will be applied

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

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

Payment of such fees is due in full prior to commencing study in the repeat unit. Failed units to be repeated will be subject to the availability and schedule according to the institute timetable.

Assessment Appeals

If students are dissatisfied with an assessment outcome, they can appeal the assessment decision. In the first instance, students are encouraged to appeal informally by contacting the Complaints Officer/Student Support Officer or to any other nominee and discuss the matter with them. If the students are dissatisfied with the outcome of such discussion, students can appeal further to the PEO/Appeals Officer. If students are still dissatisfied, students can appeal externally and in writing to have the results reviewed. For more information, please refer to the complaints and appeals policy of Apsley available at website www.apsley.nsw.edu.au.

Skills Recognition

Apsley recognizes that not all students learn in the same manner and hence will make any necessary adjustment to meet the needs of a variety of students. In conformity with Standard 2 of the National Code 2018, Apsley grants course credit to students with suitable prior learning or experience through its skills recognition process by way of:

- Credit Transfer (CT)

For the purposes of the National code 2018, course credit is defined as follows:

‘Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held, and includes academic credit and recognition of prior learning.’

Credit Transfer

Credit transfer is available to all the students enrolling in any course on our scope of registration. Credit transfer means credit towards a qualification granted to students based on outcomes gained by a student through participation in courses or national training package qualifications with another Registered Training Provider. Students who have completed identical units from their course at other institutions can be given recognition/credit on presentation of a verified transcript, award or statement of attainment.

Australian Techno Management College (Apsley) recognizes other Australian Qualification Framework (AQF) for regulated qualifications and statements of attainment awarded by other schools and/or institutes. Credit will be awarded for matched qualifications, units or modules.

The credential may be a statement of attainment for specific modules or units of competency, or it may be a complete qualification such as certificate or diploma.

The body issuing the credential must be a Registered Training Organization (RTO) with ASQA and a State/Territory recognition authority where required. The Institute has the right to check the issuing organization’s registered status if desired.

An application for credit transfer must be lodged in writing. Original documents should always be viewed prior to acceptance. Certified copies of originals are acceptable. Students will be advised to speak to the Department of Home affair to discuss impact it may has on visa.

To apply for credit transfer, complete the application form available at reception. Visit www.apsley.edu.au for more information.

Maintaining course progress and attendance

Australian Techno Management College Pty. Ltd. t/a APSLEY COLLEGE

ABN: 33 609 216 757

RTO: 45335

CRICOS: 03672B

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Apsley College would continue to have processes for determining the point at which an international student has failed to meet satisfactory course progress. Apsley College monitors course progress and attendance.

Apsley College would continue to have processes for determining the point at which an international student has failed to meet satisfactory course progress. Apsley College monitors course progress and attendance. Apsley College will monitor and record course attendance every week and course progress at the end of each study period. This is because if the students do not maintain satisfactory attendance, it is unlikely that they will be able to maintain course progress.

Monitoring Attendance

Apsley College will collect attendance on a regular basis, contact students who are not attending classes and identify appropriate support that can be provided for students. Apsley College will ensure that students are provided with full support by implementing intervention strategies so that students can complete their course on time.

Students who are absent from the class and have attendance below 80% will be identified as “at risk”. The Administration Manager will send warning letters to those students to discuss and identify support measures if required by students.

Attendance records:

Trainers will maintain and record course attendance every week. The attendance records will be maintained in the following manner using the Attendance Record Sheet.

Class rolls for each unit of competence for all the courses will be kept and will contain the following information:

- Course Code and Course Name
- Weekly Dates and Session times
- Group No:
- Student ID
- Full name of each student enrolled in the class
- Name and signature of the trainer/assessor either training or assessing that class.

Before commencement of course, through its orientation and induction program, Apsley College will advise the students about the importance of attendance and how it affects the course progress.

It is important for students to understand that not attending classes regularly will lead to unsatisfactory course progress. Apsley College will send warning letters to those students whose attendance is falling below the attendance requirements.

The first attendance warning letter will be sent to the students when the trainer notices any unauthorized absence for more than 5 consecutive days or if a student’s attendance falls below 90%. Students will be called to a meeting to discuss their reason for absence and identify support measures if required.

The second attendance warning letter will be sent to students if their attendance falls below 80%. This will be followed up by inviting those students to attend an intervention meeting. The college will implement an intervention strategy to assist and support students so that they can attend classes regularly and achieve satisfactory course progress. It will be recorded in the Intervention strategy form and will be placed in the student file.

Apsley College will not report students based on attendance; however, low attendance can lead to unsatisfactory course progress, which will result in students being reported to the Department of Home Affairs (DHA) via PRISMS.

If a student fails to make satisfactory course progress (including by not participating in the training outlined in the training and assessment strategy and timetables), Apsley College will report unsatisfactory course progress to the DHA

via PRISMS in accordance with Apsley College's course progress and attendance procedures as outlined below in section 5.

As part of the intervention strategy, students will be provided with appropriate support including, but not limited to, extra classes, academic skills support, LLN support, counseling and mentoring.

Refer to the Student Support and Welfare policy for more details on support provided by Apsley College. It can be made available from the website or from Apsley College's administration department.

Identify students at risk for unsatisfactory attendance – Stage 1

Where a student's attendance drops below 90% but is above 80% or who have been absent for more than five consecutive days without approval, Apsley College will contact students by phone to discuss their absence. A First Warning Letter of Risk of Attendance invites the student to meet with the Administration Manager to discuss any issues or problems that a student might be facing so that support can be provided if required.

During this meeting, Apsley College will:

- Discuss the reasons for the unsatisfactory attendance with the student and agree on appropriate intervention with the student.
- Offer student support services to students which include but are not limited to academic and future progress advice and welfare matters to meet the overseas students' visa requirements.
- Inform students of the implications of amending their CoE, if applicable.
- Record outcomes of the meeting in the Intervention Strategy form (if required).
- The students will be reminded that if they continue not to meet attendance requirements and course progress requirements, they will be reported to DHA via PRISMS and that may affect their visa status.
- Apsley College will keep a summary of this discussion, as well as a copy of this letter
- Continue to monitor the students' attendance.

Risk of Unsatisfactory attendance – Stage 2

Where a student's attendance drops below 80% or who has been absent for more than five consecutive days without approval, send a Second Warning Letter for low attendance inviting the student to attend a meeting to develop an intervention strategy.

At the meeting, we will discuss the reasons for continuing unsatisfactory attendance and discuss further intervention required. Amend the Intervention strategy form as required. Contact as required.

Apsley College will offer student support services to students which include but not limited to academic and future progress advice and welfare matters to meet the overseas student's visa requirements.

If the attendance is still unsatisfactory, i.e., below 80% despite implementing intervention strategies, their course progression is reviewed.

If students' attendance and course progress is unsatisfactory, students will be invited to attend an intervention meeting and intervention strategy will be invoked in accordance with the course progress policy and procedures.

If the student's attendance is unsatisfactory but the student is making satisfactory course progress, the student will still be counselled on the importance of the attendance for successful course progression. The students' course duration and their skills and knowledge may be reviewed in light of the new ASQA guidelines about Overseas Student Attendance.

Apsley College will invite the students to apply for RPL and the institute will reduce the duration of the course to the minimum duration required, given the students' existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week.

Warning letters will be sent to students and intervention strategies will be applied and implemented.

Linking students with course Progress

Before commencement of the course, through its orientation and induction program as well as through trainers, Apsley College will advise the students about the importance of attendance and how it affects the course progress.

Apsley College will report students on course progress basis however, institute will actively monitor and record students' attendance in line with National code 8.10, 8.11 & 8.12.

Note: Apsley College will not report students based on attendance, however, low attendance can lead to unsatisfactory course progress, which will result in students being reported to the Department of Home Affairs (DHA) via PRISMS.

Reporting unsatisfactory course progress

Apsley College will report on international students who do not meet course progress requirements. The College will ensure an international student is notified of the impending report and their right of appeal. However, Apsley College may decide to report a VET student for breaching the satisfactory course progress in following circumstances:

- If the internal and external complaints processes have been completed and the breach has been upheld; or
- the international student has chosen not to access the internal complaint and appeals process within 20 working day period: or
- the international student has chosen not to access from the external complaints and appeals process within 5 working days after the internal complaint and appeal is upheld
- The overseas student withdraws from the internal or external appeals processes by notifying Apsley College in writing

ONLINE LEARNING

Apsley College maintains the existing provision that prevents exclusive online learning for an international student on a student visa. Only one- third of a course may be undertaken online by VET students on an international student visa.

ALLOWABLE EXTENSIONS OF COURSE DURATION

Apsley College will not extend the duration of the overseas students' enrolment if the overseas student is unable to complete the course within the expected duration, unless:

- There are compassionate or compelling circumstances, as assessed by Apsley College based on demonstrable evidence, or
- Apsley College has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or
- An approved deferral or suspension of overseas student's enrolment has occurred

If Apsley College extends the duration of the students' enrolment, Apsley College will advise the student to contact the Department of Home Affairs (DHA) to seek advice on any potential impact on their visa, including the need to obtain a new visa.

<https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets.aspx>

Procedures

1. The CRICOS timetables are prepared for each qualification/class in accordance with the registered course duration on PRISMS. Students get a copy of the CRICOS timetable at the orientation prior to course commencement. This timetable shows:
 - The units of competency
 - Nominal delivery hours
 - Assessment schedule
 - Term breaks
2. In accordance with National Code Standard 8, the Student Support Officer(s) will monitor the course progress of each student.
3. Requirements for achieving satisfactory course progress:
 - Students need to achieve a minimum of 50% or more of the units of competency enrolled in Apsley College's registered VET course to achieve satisfactory course progress.
 - Students need to be aware that they will be reported to the Department of Home Affairs (DHA) if they do not maintain satisfactory course progress.
 - Apsley College has early intervention strategies in place to ensure that students who are deemed 'NYC' (failed) for any unit of competency are identified and assisted to maintain their satisfactory course progress by relevant Apsley College admin and academic staff.
4. PROCESS FOR ASSESSING SATISFACTORY COURSE PROGRESS:

Level 1 – Monitoring Course Progress at Unit of Competency Level:

- a. At the end of completion of each unit of competency, each class trainer marks all the submitted assessments and collates them.
- b. Trainers need to write the necessary feedback on the 'Result Sheets' the reasons why students received an 'NYC' result e.g. failed to submit assessment by the due date etc. or assessment task 2 of the unit is 'Not Yet Satisfactory' etc.
- c. Marked assessment results are recorded into 'Result Sheets and are forwarded to Student Administration.
- d. Student administration checks the actual assessment results against the 'Result Sheets' to validate the assessment results that are recorded in assessment tools exactly matching with the 'Result Sheets'.
- e. If all the results are correctly recorded, student administration enters the unit results into each student's profile in RTO Manager.
- f. Student Administration will send a letter to the students who have received an 'NYC' result due to failing to submit the assessment for that unit of competency. This letter will be sent out from the RTO Manager to the student's email address and is labelled as 'Failure to submit Assessment-NYC result'. The letter will be an invitation to make an appointment with the Student Support Officer within five (5) working days.

- g. Student Administration will send a different letter to the students who have submitted but still received a NYC' result. This letter will be sent out from the RTO Manager to the student's email address and is labelled as Submission of assessment-NYC result'. This letter will invite those students to see their trainer/assessor in five working days from the day they receive the letter.
 - h. Copies of these emails will be securely stored in the RTO Manager's database against each student's profile.
 - i. Hard copies of the assessment tools are then scanned by the Student Administration and placed into each student file (Please note that CEO has direct access to each student assessment folder to check the assessment results of the students prior to issuing any AQF certification).
5. Procedures for intervention for students at risk of failing to achieve satisfactory course progress:
- a. At the end of each term of study, Student Support Officer(s) will generate a report from RTO manager which lists the students that received NYC units for that study period.
 - b. Students who are deemed NYC or failed 50% or more of the units of competency attained in that study period will be deemed as 'at risk of failing to achieve satisfactory course progress'.
 - c. Student Support Officer(s) will send an email to activate the intervention strategies for each student from RTO Manager to arrange a counseling session to be held as specified within five (5) days of that communication.
 - d. During this counseling session the Student Support Officer, in consultation with the Academic Managers, will determine what additional support may be provided to the student to maintain satisfactory course progress. This may include, but is not limited to, students:
 - o attending Special Intervention Training (SIT) Program which is conducted on weekly basis by designated trainer/assessor.
 - o attending academic skills programs and/or assistance with LLN issues if any
 - o attending at least a specified number of scheduled classes during specified period.
 - o attending counseling.
 - o receiving assistance or professional help with personal issues which are influencing Course Progress.
 - o arranging a study plan for the student to restudy the NYC unit(s) (please note that this option may require student's COE to be extended)
 - o receiving mentoring; or combination of the above.
 - e. During the counseling sessions the student will also be advised:
 - o on the suitability of the course on which they are enrolled.
 - o of opportunities to demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency.
 - o of the possibility that conditions may be placed on their enrolment and that continued unsatisfactory course progress in two consecutive terms of study could lead to their enrolment being terminated, resulting in a report to Department of Home Affairs (DHA) which may result in the cancellation of their student visa (based on the decision of Department of Home Affairs (DHA)).
 - f. A record of the counseling session (Intervention form/Counseling form) and any additional support to be provided will be documented and signed by the student support Officer(s) and Academic Manager(s) and placed on the student's RTO Manager file.
 - g. In case the student does not attend the counselling session within the days allocated the Student Support officer may send the "Intention to Report" letter for not achieving the satisfactory course progress.

6. Process to determine the point at which the student has failed to meet satisfactory course progress:
- a. If a student fails to achieve 50% or more satisfactory course progress in two consecutive terms of study after an intervention strategy has been put in place, Student Support Officer(s) will advise the student through sending an intention to report letter (from RTO Manager) for not achieving satisfactory course progress.
 - b. Students will also be advised that they have the right to appeal the decision within 20 working days (plus additional 2 days for mail/postage) of the date stated on the intention to report letter.
 - c. If the student does not appeal against the intention to report letter within 20 working days (plus additional 2 days for mail/postage), student will also be given additional 5 working days for external appeal to Overseas Students Ombudsman.
 - d. If a student is identified for a second, but not consecutive, study period as not making satisfactory course progress, Apsley College will not report the student for unsatisfactory course progress but will continue to monitor and implement the course progress and intervention strategies for that student.
7. COMPLAINTS AND APPEALS PROCESS FOR INTENTION TO REPORT
- a. A student may appeal to the intention to report a decision on the following grounds:
 - o Provider's failure to record or calculate a student's marks accurately,
 - o compassionate or compelling circumstances, or
 - o provider has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.
 - b. If the international student lodges an appeal, during the period the appeal is being considered, the international student must continue their studies in the course until the outcome of that appeal has been finalized.
 - c. Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.
 - d. If the appeal shows that there was an error in calculation, and the student made satisfactory course progress (successfully completing more than 50% of the course requirements for that study period), Apsley College does not report the student, and there is no requirement for intervention.
 - e. If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through Apsley College's intervention strategy, and Apsley College does not report the student.
 - f. Where the international student has chosen not to access the complaints and appeals process, the student withdraws from the process, or the process is completed (i.e. the student's appeal was unsuccessful) within 20 working days, the international student's enrolment will be formally terminated and the Student Services Officer will report the student to Department of Home Affairs (DHA) and Department of Education and Training (DET) via PRISMS. A copy of all the student's documentation along with the cancelled Coe, PRISM variation report and any other relevant document(s) should be uploaded to each student profile in RTO Manager.
 - g. The Department of Home Affairs (DHA) will consider all the information available and if they decide to consider cancellation, the Department of Home Affairs (DHA) will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the student's visa. Students will be given an opportunity to respond to the NOICC and explain their situation. The student does not need to attend a Department of Home Affairs (DHA) office.

8. PLAGIARISM/ CHEATING

Assignment work must be substantially student own work, and it is unacceptable to collaborate with fellow students to the extent that the work of the assignment is partitioned amongst group of students, assembled and presented by each participating student, effectively claiming it to be all his or her own work. This does not prohibit Student from discussing the nature and underlying theory of the assignment with other students or academic staff. However, ultimately the work Student submits must be substantially his/her own.

Plagiarism is someone else's solution to the assignment, either wholly or partially. Attempts to disguise such plagiarism by cosmetic changes will be detected and considered as plagiarism. It is an offence to be in possession of someone else's file or printout, with or without the permission of the owner of that file or printout. Students who permit others to have access to their assignment material are equally guilty of plagiarism.

Where it is suspected that a student is cheating, the supervising Trainer will take note of the form the misconduct takes. If the cheating is by way of notes, the notes will be confiscated, and the student will be asked to leave the exam room. The students will be advised that they have failed to be competent in that component of the assessment.

A letter will be sent to the students at their notified address to formally notify them of the failure and that any further breaches will result in the student being expelled

If the student attempts to use programmable organizers, etc., they will also be confiscated and the same procedure followed. The Academic Coordinator will be informed, if not already aware, and zero results will be made on the result sheet for that module for that student.

Evidence confiscated or notes taken by supervisor will be kept on the student file. This is so that if any further instances occur, appropriate action can be taken. Where more than one instance of cheating is noted, the College reserves the right to expel the student.

Deferring, suspending or cancelling student enrolment

Student Initiated Deferment or Suspension

1. Students may be able to temporarily defer the commencement of their studies or temporarily suspend their enrolment after commencement, where they have a good reason to do so. The college may defer or suspend the enrolment of the student on grounds of compassionate or compelling circumstances.
2. These circumstances may include, but are not limited to:
 - serious illness or injury, supported by the medical certificate states the student's inability to attend classes.
 - bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).
 - major political upheaval or natural disaster in the home country requiring emergency travel
 - and this has impacted on the students' studies.
 - a traumatic experience, which may include:
 - involvement in or witnessing a serious accident.
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports).
 - inability to begin studying on the course commencement date due to a delay in receiving a student visa.

Please Note: This is not an exhaustive list and are only some of the examples of what may be considered compassionate or compelling circumstances.

3. Student Services will use their professional judgment to assess each case on its merits and may refer it to the CEO for final discretion and decision. When determining whether compassionate or compelling circumstances exist, the college will consider documentary evidence provided to support the claim and will keep copies of these documents in the student's file.

4.

Circumstance	Acceptable evidence
Serious illness or injury	Medical letter or certificate
Death of close family members such as parents or grandparents	Death certificate and evidence of relationship
Major political upheaval or natural disaster in the home country requiring emergency travel	Australian Government official advice or other reliable source and evidence of residency in affected area
Witnessing or being the victim of a serious crime	Police report outlining involvement in a serious crime or accident; or medical reports
Involvement in, or witnessing a serious accident or other traumatic experience	Police outlining involvement in a serious crime or accident; or medical reports
the college was unable to offer a prerequisite unit	No evidence required
Delay in visa processing	Correspondence from relevant Australian Government Department responsible for immigration regarding delay in student visa

5. A student applying to defer or suspend must do so by completing the 'Application for Suspension of Studies, Deferral and/or Leave Form' and submit it to Student Services. This application must include in detail the 'compassionate or compelling circumstances' to support their application to temporarily deter the commencement of their studies or temporarily suspend their enrolment after commencement.
6. Student Services will:
 - a. Receive the application and confirm whether it has been submitted in full, with the required supporting documentation. If it has not, the student will be advised of the need to provide further supporting documentation for their application to be considered. If it has, the student's application will be processed for review. If supplementary documentation provided is deemed to be questionable, Student Services may take necessary precautions, such as contacting the respective source, to validate the documentation.
 - b. Review all applications for deferral or suspension and determine if the application for deferral or suspension is to be granted or rejected, within 5 working days.
 - c. Ensure the student is informed in writing of the outcome of their application for deferral or suspension.
 - d. In the case of a student application being rejected, in the written notification to the student, they will also be informed of their ability to access the 'Complaints and Appeals Policy and Procedure' if they wish to appeal the decision.
 - e. Maintain all documentation related to the deferral or suspension application in the student's file.

- f. Notify the Department of Home Affairs (DHA) via PRISMS of the decision regarding granting deferment or suspending an international student's enrolment - it is mandatory to notify the Department of Home Affairs if the deferment/suspension duration is more than 14 days. This includes reporting the change to the overseas student enrolment under section 19 of ESOS act.
 - g. Inform the student in writing to seek advice from the Department of Home Affairs on the potential impact on his/her student visa.
7. It is the student's responsibility to collect the revised Confirmation of Enrolment (COE) from the college for any deferral/suspension granted. The student can also use the COE to inform the Department of Home Affairs of the revised end date of the course where their visa requires extension.
 8. Requests for deferment/suspension may be denied to students who are in arrears with the fees payments or in breach of the 'Student Code of Behavior and Discipline Policy and Procedure'.

Student Initiated Cancellation/Withdrawal

1. A student may cancel/withdraw their enrolment where they have decided to discontinue studying with the college. Students must not have any outstanding tuition fees prior to applying for a cancellation/withdrawal of their enrolment. If the course commences, the student will have to make payment of the tuition fees for that study period.
2. The Release Letter will not be issued if there are any outstanding tuition fees to be paid to the college. Please refer to the 'Fees Payment and Refund Policy (International Students)' for more details about the tuition fees.
3. Students wishing to cancel/withdraw their enrolment must complete the 'Withdrawal and Refund Application Form' and submit it to Student Services. This application must include all supporting documentation as required by their application (i.e. letter of offer if transferring to another institute) for it to be considered. The withdrawal will only take effect once the decision of acceptance has been made; this day will be recognized as the student's 'last day of study'.
4. Student Services will:
 - a. Receive the application and confirm whether it has been submitted in full, with the required supporting documentation. If it has not, the student will be advised of the need to provide further supporting documentation for their application to be considered. If it has, the student's application will be processed for review. If supplementary documentation provided is deemed to be questionable, Student Services may take necessary precautions, such as contacting the respective source, to validate the documentation.
 - b. Review the application for cancellation/withdrawal and determine if the application is to be granted or rejected, within 5 working days.
 - c. Ensure the student is informed in writing of the outcome of their application for cancellation/withdrawal.
 - d. In the case of a student application being rejected, in the written notification to the student, they will also be informed of their ability to access the 'Complaints and Appeals Policy and Procedure' if they wish to appeal the decision.
 - e. Maintain all application documentation for the cancellation/withdrawal of enrolment in the student's file.
 - f. Notify the Department of Home Affairs via PRISMS of the decision to cancel/withdraw the enrolment because of the student's request – it is mandatory to notify the Department of Home Affairs of the change within 31 days of the last day of study, in accordance with the PRISMS guidelines.
 - g. Inform the student in writing that the cancellation/withdrawal may affect their student visa and therefore advise them to contact the Department of Home Affairs in relation to the status of their student visa.

5. Requests for cancellation/withdrawal may be denied for students who are in arrears with the fees payments or in breach of the 'Student Code of Behavior and Discipline Policy and Procedure'. Where a student is seeking a withdrawal from future term(s), they must ensure payment of any pending tuition fee(s). Where payment of tuition fees has not been made for future term(s), against future invoice(s), students must pay the net difference after the adjustment of amount(s) entitled for their refund, for a cancellation/withdrawal to take effect.
6. After a decision of acceptance has been made and the student's cancellation/withdrawal takes effect, a refund application can then be processed. Students will be advised to refer to their 'Student Agreement' and the 'Fees Payment and Refund Policy (International Students)' for details about the refund arrangements in place where an enrolment is cancelled/withdrawn.

Provider Initiated Deferral

1. The college may defer a student's enrolment where the course is not being offered at the proposed date, site, or any other reason the college deems it necessary to cancel the course. In such cases, a refund shall be processed as required or alternative course(s) offered. Please refer to the 'Fees Payment and Refund Policy (International Students)' for further details.
2. The Department of Home Affairs will be notified via PRISMS of a decision regarding deferment or suspending of an international student's enrolment if the deferment/suspension duration is more than 14 days and/or where there are changes to the proposed date, site, course, or any other reason deemed necessary.

Provider Initiated Suspension or Cancellation

1. The college may suspend or cancel a student's enrolment based on, including but not limited to:
 - o misbehavior by the student or any other reason as stipulated in the 'Student Code of Behavior and Discipline Policy and Procedure'.
 - o the student's failure to pay an amount he or she was required to pay to the college to undertake or continue the course as stated in their 'Student Agreement'; or
 - o breach of course progress or attendance requirements by the international student, which must occur in accordance with National Code 2018 Standard 8.
2. When the college decides to suspend or cancel the international students' enrolment, the Student Services Manager, before imposing suspension or cancellation, will inform the student in writing:
 - The intention to suspend or cancel the student's enrolment and the reason(s) for doing so.
 - The student will have 20 working days to appeal the decision, as per the college's 'Complaints and Appeals Policy and Procedure', and in accordance with National Code Standard 10. And if the student is not successful in the college's internal complaints handling and appeals process, the student will have the right to access an external complaint handling and appeals process. The student's enrolment will not be cancelled or suspended until after this appeal period has passed.
 - Where the student enrolment is to be suspended, the length of the suspension must be included.
 - Where the enrolment is to be cancelled, the effective date of the cancellation (at least 20 working days from the date of the letter).

- That the college is required to inform the Department of Home Affairs via PRISMS after the 20 working days' period of the suspension or cancellation and that this may affect their student visa.
 - Advice to contact the Department of Home Affairs in relation to the status of their student visa.
- 3 Student Services will:
- a. Maintain all application documentation for the suspension or cancellation of enrolment on the students' file.
 - b. Where an international student decides to assess the Complaints and Appeals Policy and Procedure, the student will not be reported until the completion of the internal and external complaints handling and appeals process, and the decision or recommendation supports the college's decision (as applicable).
 - c. Notify the Department of Home Affairs via PRISMS of the decision to suspend or cancel the enrolment because of the international students' request only after the appeal period has passed.

Complaints and Appeals

1. Students who are concerned about the conduct of Apsley College are encouraged to attempt to resolve their concerns using this procedure.
2. The procedure will be implemented at no cost to the student and is accessible on the Apsley College intranet and internet.
3. All prospective students will be provided with information about the complaints and appeals procedure before making an agreement to enroll.
4. All complaints and appeals will be handled professionally and confidentially to achieve a satisfactory resolution that is fair and equitable to all parties. Complaints and appeals will be recorded, acknowledged and dealt with fairly, efficiently and effectively. The principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process.
5. Students (international students who are on a student visa) will be provided with details of external authorities they may approach, if required.
6. At any stage in the internal complaint or appeal process, students are entitled to have their own nominee included to accompany and support them.
7. Students may raise any matters of concern relating to training delivery and assessment, the quality of teaching, student amenities, discrimination, sexual harassment and other issues that may arise.
8. For internal complaints and appeals.
 - The student will have an opportunity to formally present their case, in writing or in person at no cost to the student.
 - The student may be accompanied and assisted by a support person at any relevant meetings.
 - At the conclusion of the complaint or appeal, the student will be given a written statement of the outcome, including the details of the reasons for the outcome and the record of the complaint and outcome will be placed in the student file.
9. A student's enrolment must be maintained whilst an internal complaint or appeal is in progress and the outcome has not been determined if the internal complaint or appeal is initiated by the student. Where the suspension or cancellation is not initiated by the student and if the student accesses the complaints and appeals process, the suspension or cancellation of the student's enrolment cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply as stated in the Refusal, Deferral, Suspension and Cancellation of Student Enrolment Policy & Procedures.

10. Apsley College will encourage the parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent body to review the process implemented by Apsley College.
11. If there is any matter arising from a student complaint or appeal that is a systemic issue which requires improvement action, this will be reported to the management meeting as part of the continuous improvement process.
12. Nothing in this procedure inhibits students' rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to contact a solicitor or the
Redfern Legal Centre,
73 Pitt Street, Redfern, NSW-2016,
Tel: 02 9698 7277,
13. Where Apsley College considers more than 60 calendar days are required to process and finalize the complaint or appeal, Apsley College will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required and will regularly update the complainant or appellant on the progress of the matter.
14. Apsley College will keep proper records of all informal and formal discussions conducted under this policy and procedure and their outcomes on the student management system for 5 years. All such records will be treated as confidential.
15. Apsley College identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

Definitions

Complaint: An expression of dissatisfaction with an action, product or service provided. Complaints may be received from students, employers, staff or contractors.

Appeal: An appeal is where a student, employer, staff or contractors may dispute a decision made by Apsley College or third parties acting on its behalf. The decision in question may be an assessment decision or may be about any other aspect relating to operations

Complainant: The person who is making a complaint. A complainant may be either a student, employer, staff member or contractor

Appellant: The person who is making an appeal. An appellant may be either a student, employer, staff member or contractor

Independent Third Party: A person with no vested interest in the complaint or appeal to either act as mediator or witness during investigations of the appeal or complaint. The independent third party can be nominated by either Apsley College or the complainant / appellant and must be agreed upon by both parties

Complaint Procedures

Informal Complaint Process

1. Any student with a question or complaint may raise the matter with staff of Apsley College and attempt an informal resolution of the question or complaint.
2. Questions or complaints dealt with in this way do not become part of the formal complaint process and will not be documented, recorded or reported on unless the Apsley College staff member involved determines whether the issue question or complaint was relevant to the wider operation of Apsley College.

3. Students who are not satisfied with the outcomes of the question or complaint are encouraged to register a formal complaint.

Formal Complaint Process

1. Students who are not satisfied with the outcomes of the informal process, or, who want to register a formal complaint may do so. To register a formal complaint, a student must complete the Student Complaint/Appeal Application Form available from the Student Services Officer and contact the Student Services Coordinator to arrange a meeting. At this meeting the complaint can be raised, and a resolution attempted.
2. At the stage of the complaint meeting, the complaint must be recorded in writing and signed and dated by the complainant and the Student Services Coordinator. The complaint is recorded in writing by completing the student complaint form prior to the meeting or a new document can be prepared and signed during the meeting.
3. The Student Services Coordinator will then attempt to resolve the complaint with the student and any other parties who may be involved. The resolution phase must commence within 10 working days of the complaint being lodged in writing.
4. A maximum time of 20 working days from the commencement of the resolution phase will be allowed for the resolution unless all parties agree in writing to extend this time. This period is called the resolution phase.
5. At the end of the resolution phase, the Student Services Coordinator will report on the College's decision to the students. The College's decision and reasons for the decision will be documented by the Student Services Coordinator and placed in the student's file.
6. Following the resolution phase, the College will implement the decision as conveyed to the student and undertake any actions arising from the complaint.
7. If a student is dissatisfied with the outcome of the formal complaint process, then they may institute an internal appeals process by completing the appeals form.

Appeal Procedure

Internal Appeals

1. Internal appeals may arise from several sources including appeals against assessment, appeals against disciplinary actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by Apsley College.
2. Students appealing an assessment or course credit outcome will need to have a meeting with the Academic Coordinator. Students will be given the opportunity for reassessment by a different assessor appointed by Apsley College. Costs of reassessment will be met by Apsley College. The recorded outcome of the assessment appeal will be the most favorable result for the student from either the original assessment or the reassessment.
3. A student's enrolment must be maintained whilst an internal complaint or appeal is in progress and the outcome has not been determined if the internal complaint or appeal is initiated by the student. Where the suspension or cancellation is not initiated by the student and if the student accesses the complaints and appeals process, the suspension or cancellation of the student's enrolment cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply as stated in the Refusal, Deferral, Suspension and Cancellation of Student Enrolment Policy & Procedures.

4. The following matters must be lodged as a formal appeal within 20 working days of notification to be considered by Apsley College.
 - o Deferral of commencement, suspension or cancelling a student enrolment outcome
 - o Intention to report the student to the Department of Home Affairs for unsatisfactory course progress/unsatisfactory attendance and non-payment of fees (applicable to international students only).
 - o Non-achievement of unit competency
5. If the appeal is initiated by students, students are advised to complete a Complaint/Appeal Application Form available from the Student Services and Administration Coordinator. The appeal resolution phase must commence within 10 working days of the internal appeal being lodged in writing.
6. An Appeal Panel comprising two senior staff members not directly involved in the matter will be convened by the Student Services and Administration Coordinator within 10 working days of the appeal application being received.
7. The outcome of the internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the Appeal Panel and placed in the student file.
8. The decision of the Appeal Panel will be communicated to the student in writing within 5 working days, unless the Appeal Panel decides that additional investigations, information or monitoring are required. In this case the student will be advised of the decision within 5 working days of the Appeal Panel reaching a decision.
9. Following the internal appeals phase, Apsley College will implement the decision as conveyed to the students and implement any improvement actions arising from the complaint.
10. There are no further avenues within the College for complaints or appeals after the internal appeals process has been completed, however, an external appeals process is available.

External Appeals

1. Students, if after following our internal appeal process, still believe that we are breaching or have reached our legal requirements or are not satisfied with the decision reached; they may seek assistance from a formal external authority. The external providers Apsley College uses for this mediation service to students are:
 2. For overseas students who are on a student visa
 - OVERSEAS STUDENT OMBUDSMAN (OSO)
 - Phone: 1300 362 072
 - Website: www.oso.gov.au
3. The Overseas Students Ombudsman offers free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider.
4. Except for exceptional circumstances, the student must attach evidence to their complaint form showing:
 - that they have followed Apsley College's formal complaints procedure, and
 - Apsley College's response.
5. The purpose of the external appeals process is to consider whether Apsley College has followed its student complaints and appeals procedure, not to decide in place of Apsley College. For example, if a student appeals against his or her subject results and goes through the internal appeals process, the external appeals

process (if accessed) would look at the way in which the internal appeal was conducted; it would not decide as to what the subject result should be.

6. The external appeals procedure will be determined by the independent mediator.
7. Following the receipt of the outcome of the external appeal, Apsley College must immediately implement the decision, convey the outcome to the student and undertake any improvement actions arising from the complaint.
8. If an appeal is made against Apsley College's decision to report the student for unsatisfactory course progress, Apsley College must maintain the student's enrolment (i.e. not report the student for unsatisfactory progress) until the external appeals process is complete and has supported Apsley College's decision to report.
9. If an appeal is against Apsley College's decision to defer or suspend a student's enrolment due to misbehavior or to cancel a student's enrolment, Apsley College only needs to await the outcome of the internal appeals process (supporting the provider) before notifying the Department of Education and Training (applicable to international students only) through PRISMS of the change to the student's enrolment.

Critical Incident Management Policy

1. Critical Incident – A traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. Critical incidents are not limited to, but could include:
 - missing students
 - severe verbal or psychological aggression
 - death, serious injury or any threat of these
 - natural disaster
 - issues such as domestic violence, sexual assault, drug or alcohol abuse
 - any non-life-threatening event that could still qualify as a critical incident
2. The college and its provider partners recognize that in most cases international students do not have close family available to care and provide support to them in Australia in the event of crisis and/or critical incident. It is important that the college does everything in its capacity too:
 - respond in a practiced and timely manner with any critical incident involving an international student.
 - ensure that timely and regular information is relayed to families abroad.
 - ensure that ongoing support is provided to a student in need; and
 - ensure that comprehensive records are maintained.
3. All international students will be advised during orientation on how they can assess the college's Critical Incident policies and procedures, and all students will be provided with information on relevant emergency services' contact persons and telephone numbers.
4. All members of staff are made aware of the college's Critical Incident policies and procedures upon initial induction and at Trainer Induction sessions for all trainers at the beginning of each semester. All staff will be provided with information on relevant emergency services contact people and telephone numbers.
5. When any student becomes aware that an international student has been missing from the campus for 5 working days with no known contact with staff (general or academic) and/or other students, that student is encouraged to inform a trainer or Student Services staff member of the situation.
6. Should any student or staff become aware of any critical incident affecting one or more of the college's international students (either during or out of normal the college operating hours) that student or staff member will be responsible for informing the Student Services Officer or the CEO after study hours.

7. The Student Services Officer will:
 - Record details of the reported concern/incident.
 - Report on the concern/incident to the CEO.
 - Investigate the concern/incident to identify and evaluate the details and severity of the incident; and
 - Determine, in consultation with the CEO, what action needs to be taken.
8. If the incident is not severe and can be resolved with resources available to the college the Student Services Officer together with the CEO will ensure that the appropriate level of action is taken, and support is provided.
9. If the incident is severe and warrants a level of support/assistance from external resources, including the police and other emergency services, the Student Services Officer and/or the CEO will initiate action to arrange that support. Personal details may be provided to the relevant emergency services if the student involved is incapacitated and unable to provide these particulars themselves.
10. If the Student Services Officer has not been immediately available and involved, the incident and the consequent action must be reported to the CEO as soon as possible after the initial support has been provided.
11. The CEO and/or Student Services Officer will:
 - monitor developments and the condition of, and provide appropriate support to, the international student/s through any period of treatment/convalescence.
 - ensure, where appropriate, that family members and other relevant people are kept informed of the condition of the international student.
 - coordinate the provision of any college resources required during any period of treatment/convalescence/support.
 - liaise with the police and other emergency services personnel as required.
 - advise and assist any family members who decide to travel to Australia to support the international student/s with travel and accommodation requirements.
 - ensure that detailed records are maintained of the incident.
12. The Student Services Officer will prepare a report on any critical incident, the response and the outcome, and that report will be maintained in the Critical Incident File.
13. Even if investigation of a suspected critical incident reveals that no critical incident occurred, the Student Services Officer will prepare a report on that report and investigation, and that report will be maintained in the Critical Incident File.
14. In the event of the death of an International Student, the Chief Executive Officer will ensure the following actions are undertaken:
 - contact the family and determine their wishes regarding repatriation of the body, personal effects, religious observances etc.
 - coordinate the repatriation of the body and personal effects in line with the family's wishes and in accordance with Australian regulations.
 - organize the sending of a letter of condolence to the family.
 - ensure all administrative actions are taken e.g., adjust the student records database, process any tuition refunds, notify PRISMS etc.
15. In implementing these procedures in response to any suspected or real Critical Incidents the responsible officers will remain mindful of information privacy principles, laws and regulations.

Contact Information and Emergency Contacts

Australian Techno Management College T/A Apsley College registration contact details
Chief Executive Officer / Principal Executive Officer.
This person can be contacted for all current details relating to Apsley College
Australian Techno Management College T/A Apsley College

 info@apsley.nsw.edu.au |

 Suite 44, 1 Macquarie Street, Parramatta NSW 2150

 www.apsley.nsw.edu.au/  +61 484138748

Official points of contact for students and after hour contacts

Critical incidents, Emergency Health Services,	Srilakshmi Thalatom	+61 2 9633 2779 Critical Incident: +61 412 855 624 (24 hours available)	info@apsley.nsw.edu.au
Counselling support, Appeals, external services support, legal assistance, Safety and Security, First Aid	Sabrina Mukhtar	+61 484 138 748	admissions@apsley.nsw.edu.au
Counselling support, Appeals, external services support, legal assistance, Safety and Security, First Aid Enrolment Officer/ Reception Services	Neeru Vig	+61 422523273	academic@apsley.nsw.edu.au
	Shahadat Alam Chowdhury	+61 484 138 748	accounts@apsley.nsw.edu.au
	Kunal	+61 422523273	admissions@apsley.nsw.edu.au
Enrolment Officer/ Reception Services	Maria	+61 432 133 088	studentservices@apsley.nsw.edu.au
Student Support, Complaints and Appeals	Sabrina Mukhtar	+61 422523273	studentsupport@apsley.nsw.edu.au
Student Support, Complaints and Appeals, Admin Manager Administrative/Complaints	Dharm Patel	+61 484 138 748	studentsupport@apsley.nsw.edu.au
	Hafiz Istahud	+61 422523273	hafiz@apsley.nsw.edu.au
Student support officer, LLN support Officer, Academic Manager,	Neeru Vig	+61 422523273	neeru@apsley.nsw.edu.au

Student support officer, LLN support Officer, Academic Manager, Accommodation support, Digital and IT Support Officer	Nazmul Mamun	+61 422523273	info@apsley.nsw.edu.au
	Morshed Alam	+61 422523273	academic@apsley.nsw.edu.au
Academic support/course progress support	Upama Shrestha	+61 484 138 748	studentservices@apsley.nsw.edu.au

