



# Student Handbook

Collins Academy  
Level 5, 259-263 Collins Street, Melbourne VIC 3000, Australia  
Email: [info@collinsacademy.edu.au](mailto:info@collinsacademy.edu.au)  
Website: [www.collinsacademy.edu.au](http://www.collinsacademy.edu.au) | Tel: 03 7068 0005  
RTO: 45270 CRICOS: 03645E ABN: 64 613 880 498

**CONTENTS**

**PUBLIC FACILITIES:** ..... 4

**WELCOME** ..... 5

**ARRANGING TRAVEL AND DOCUMENTS TO BRING** ..... 5

**ENTRY INTO AUSTRALIA** ..... 5

**LIVING AND STUDYING IN AUSTRALIA** ..... 6

**ARRIVING IN AUSTRALIA** ..... 6

**GETTING FROM MELBOURNE AIRPORT TO YOUR ACCOMMODATION** ..... 6

**KEEPING IN CONTACT** ..... 6

**BUDGETING** ..... 7

**ARRANGING YOUR FINANCES** ..... 7

**LIVING COSTS IN AUSTRALIA** ..... 7

**ACCOMMODATION** ..... 8

**BRINGING YOUR FAMILY WITH YOU** ..... 8

**HEALTH** ..... 8

**WORKING IN AUSTRALIA** ..... 10

**CLOTHING** ..... 10

**LOCAL TAXI COMPANIES** ..... 10

**COURSE ORIENTATION** ..... 11

**STUDYING THROUGH COLLINS ACADEMY** ..... 11

**OUR OBLIGATION AS YOUR RTO AND CRICOS EDUCATION PROVIDER** ..... 12

**COURSES PROVIDED BY COLLINS ACADEMY** ..... 12

**DELIVERY LOCATIONS** ..... 12

**ENGLISH LANGUAGE VISA REQUIREMENTS** ..... 12

**LANGUAGE, LITERACY AND NUMERACY (LLN) ASSESSMENT** ..... 13

**ADMISSIONS AND ENROLMENT** ..... 13

**UNIQUE STUDENT IDENTIFIER (USI)** ..... 14

**RECOGNITION OF PRIOR LEARNING** ..... 15

**REDUCTION OF COURSE DURATION** ..... 15

**COURSE EXPECTATIONS AND REQUIREMENTS** ..... 15

**ATTENDANCE REQUIREMENTS** ..... 16

**ASSESSMENT ARRANGEMENTS** ..... 16

**REASONABLE ADJUSTMENT IN ASSESSMENT** ..... 17

**APPEALING ASSESSMENT DECISIONS** ..... 17

**STUDENT PLAGIARISM CHEATING AND COLLUSION** ..... 17

**SUPPORT SERVICES** ..... 17

**WELFARE SERVICES** ..... 18

**MAINTAINING YOUR ENROLMENT AND COURSE PROGRESS** ..... 18

**COMPLAINTS AND APPEALS** ..... 19

**COURSE TRANSFER** ..... 21

**DEFERRAL, SUSPENSION AND CANCELLATION** ..... 23

**STUDENT CODE OF CONDUCT** ..... 24

**VISAS** ..... 26

**CHANGE IN VISA STATUS** ..... 26

**VISA CONDITIONS** ..... 27

**YOUR FEEDBACK** ..... 27

**ACCESS TO YOUR RECORDS** ..... 27

**AMENDMENT OF RECORDS** ..... 28

**NOTIFYING CHANGES** ..... 28

**LEGISLATION AND YOU** ..... 28

**EQUAL OPPORTUNITY** ..... 28

**WORKPLACE HEALTH AND SAFETY** ..... 29

**HARASSMENT, VICTIMISATION OR BULLYING** ..... 29

<b>NATIONAL VET REGULATOR ACT .....</b>	<b>30</b>
<b>STUDENT IDENTIFIERS ACT 2014 .....</b>	<b>30</b>
<b>PRIVACY POLICY .....</b>	<b>30</b>
<b>EDUCATION SERVICES FOR OVERSEAS STUDENTS .....</b>	<b>31</b>
<b>FEES, CHANGES AND REFUNDS .....</b>	<b>31</b>
<b>CERTIFICATION DOCUMENTS ISSUANCE .....</b>	<b>32</b>
<b>RE-ISSUING STATEMENTS AND QUALIFICATIONS .....</b>	<b>33</b>
<b>WELFARE SERVICES .....</b>	<b>33</b>
<b>EXTERNAL SUPPORT SERVICES .....</b>	<b>33</b>

**Main Office Address: Level 5, 259 Collins Street, Melbourne VIC 3000, Australia**

- Phone: 03 7068 0005
- Email : [info@collinsacademy.edu.au](mailto:info@collinsacademy.edu.au)
- Website: [www.collinsacademy.edu.au](http://www.collinsacademy.edu.au)
- Operating Hours: 8.30AM – 5.00PM Melbourne Monday to Sunday

**Emergency matters**

- Contact details - 000
- Service details - Life threatening situations, such as a car crash or a fire.

**Local police – non-urgent matters**

- Contact details - Call 13 14 47
- Website: <https://www.police.vic.gov.au/>

**Lifeline**

- Contact details - 13 11 14
- Service details - Lifeline provides crisis support, suicide prevention and mental health support services across Australia. These can include stresses from work, family or society and physical and mental wellbeing. Lifeline offers support services by phone or through their online chat available on their website.

**Department of Home Affairs**

- Phone: 13 18 81
- Street address: 808 Bourke Street, Docklands VIC 3008
- Entry via a pre-arranged appointment only
- Postal address: GPO Box 241, Melbourne Vic. 3001

**PUBLIC FACILITIES:**
**Local Medical Centers:**

1. St. Vincent's Hospital Melbourne
  - Address: 41 Victoria Parade, Fitzroy VIC 3065
  - Trading hours: Open 24 hours
  - Website: <https://svhm.org.au/>
  - Phone: +61 (0) 3 9231 2211
2. Royal Melbourne Hospital – Royal Park Campus
  - Address: 34-54 Poplar Rd, Parkville, VIC 3050
  - Trading hours: Open 24 hours
  - Website: <https://www.thermh.org.au/locations/rmh-royal-park>
  - Phone: +61 (03) 8387 2000
3. Royal Melbourne Hospital – Elizabeth Street Campus
  - Address: 635 Elizabeth Street. Melbourne, VIC 3000
  - Trading hours: Open 24 hours
  - Website: <https://www.thermh.org.au/locations/rmh-elizabeth-st>
  - Phone: +61 (03) 9342 7000

## WELCOME

Welcome to Collins Academy where you learn today for a better tomorrow. Collins Academy is committed to help all students to meet their future goals through education and learning. We are proud to be recognised as a quality provider within the industry, which is achieved by ensuring all students receive the training, support and skills for their future.

We pride ourselves on offering a supportive and flexible learning environment with highly dedicated trainers and assessors to help you reach your goals. In this modern world, you need to have the competitive edge to distinguish yourself from the competition. Our qualified teachers, trainers and assessors will not only provide you with quality education but with practical and life experiences that you can learn from and to help you reach your dreams.

Our students come from different backgrounds, and this creates a unique atmosphere where you can experience other cultures and socialise. Our approachable, trainers and assessors and staff are happy to share experiences with you and to provide stepping stones for your future ahead. We look forward to welcoming you to Collins Academy.

## ARRANGING TRAVEL AND DOCUMENTS TO BRING

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

The nearest international Airport is Melbourne International Airport in Melbourne, Australia.

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

- Valid passport used for your student visa;
- A digital or printed copy of your electronic Confirmation of Enrolment (eCoE);
- Insurance policies (including your health cover);
- Original or certified copies of documents such as your birth certificate, medical records, and educational qualifications as advised by Collins Academy or your migration agent if the case.

## 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 items. You should declare any items that you are bringing in Australia. If Customs Officers decide that the item you are bringing in is not permitted, it 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 warning, 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.agriculture.gov.au/travelling/arriving-in-australia](http://www.agriculture.gov.au/travelling/arriving-in-australia) or [www.border.gov.au/](http://www.border.gov.au/)

## **LIVING AND STUDYING IN AUSTRALIA**

You can find lots of useful information about living and studying in Australia at [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au). The web site also includes a useful guide about studying and living in Australia that you can download. Some of the information included on this website is also included in this guide.

As part of your orientation program, you will also be provided with information to assist you with adjusting to study and life in Australia, including information about living and studying in Melbourne.

This first section of the Handbook provides you with information about the courses we offer, how to apply, including how to apply for your visa. It also provides you with information about arriving in Australia, as well as some introductory information about living and studying in Australia.

## **ARRIVING IN AUSTRALIA**

### **GETTING FROM MELBOURNE AIRPORT TO YOUR ACCOMMODATION**

Melbourne Airport's international and domestic terminals are located about 30-minute drive from the city.

On the plane, you will be given an Incoming Passenger Card to complete yourself. You will need to fill in your flight details and customs information as instructed.

Make sure you have your passport and Incoming Passenger Card ready for the Entry Control Point.

When you have passed through the Entry Control Point, you will collect your baggage and exit via Customs and Quarantine.

There are 2 exit channels after you have collected your baggage. Follow the airport staff and border security staff instructions.

Once you left the airport you may use the SkyBus service to take you to the heart of Melbourne CBD and walking distance to College.

## **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.

As a safe note, you should also inform your family and friends that you have arrived safely.

If you change your address details, you must inform college within 7 days once you have arrived in Australia.

## 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.

Costs associated with living in Australia are included at

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

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

Read more about budgeting at [www.understandingmoney.gov.au](http://www.understandingmoney.gov.au)

## 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 may want to exchange some as soon as you arrive; you can do this at the airport.

You can exchange other currencies into Australian dollars at any bank or currency exchange location once in Melbourne.

It is advised that you do not carry large sums of money on your person, 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 after you opened a local bank account.

The amount you will need to carry will depend on many factors, including whether you have already paid for your accommodation and the money you will need to last you for a couple of weeks.

for more information about cost of living as a student, visit the link

[www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs/](http://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs/) or you may estimate your expenses at [costofliving.studyaustralia.gov.au/](http://costofliving.studyaustralia.gov.au/)

## LIVING COSTS IN AUSTRALIA

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

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

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

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

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

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

As an International student in Australia, you should plan your expenses in advance, would be for the 12 month living costs. Visit [costofliving.studymelbourne.vic.gov.au/](http://costofliving.studymelbourne.vic.gov.au/)

## ACCOMMODATION

Many international students stay in short-term accommodation while they become familiar with their new city and meet potential housemates, including hotels, hostels and other temporary options.

Collins Academy in partnership with Laurus Education can offer our students an alternative accommodation option with multiple perks. Contact the College for more information.

You may also want to consider:

- Comparisons of costs among different types of accommodation.
- Advice on which type of accommodation will be suitable for your situation.
- Contact details for homestay agencies or networks.
- Contact details of real estate agents.
- It is important to remember that as a student domestic or international, you have the same renting rights as local residents. Review the information below about renting and tenants' rights.

## BRINGING YOUR FAMILY WITH YOU

If you are planning to bring your family to Australia while you study here, you must list your family members on your application.

Family members who are eligible for this type of visa include your spouse (husband or wife), and your dependent children.

Read more on the Bringing a partner or family page on the Department of Home Affairs website ([immi.homeaffairs.gov.au/visas/bringing-someone/bringing-partner-or-family](https://immi.homeaffairs.gov.au/visas/bringing-someone/bringing-partner-or-family)).

If your application is successful, the department grants your family members a Temporary Residents visa. You must arrange health insurance for you and your family. Health insurance covers all or part of your expenses if you or a member of your family need to see a doctor or go to hospital while you are studying in Victoria

If you have a young child, you may want to find more information at: [www.vic.gov.au/child-care](https://www.vic.gov.au/child-care)

If your child is aged between 6 and 17 years of age, they must receive an education; as a College international students who have a school-aged child, you may want to find more information at [education.vic.gov.au/](https://education.vic.gov.au/).

## HEALTH

### Emergencies

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

### Police

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

### Fire

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



## Ambulance

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

## Poison Centre

Call the Poisons Information Centre on 13 11 26 for help and advice about poisonings from plants, animals, medicines and chemicals.

The Poisons Information Centre website has fact sheets and articles on what to do if someone has been poisoned, made an error with medication, or been bitten or stung by a poisonous animal. For more information visit [austin.org.au/poisons/](http://austin.org.au/poisons/).

## Medical assistance

If you are an overseas visitor who is staying in Victoria, it is important that you know how the Australian healthcare system works. Depending on your situation and country of origin, you may be charged the full cost of medical treatment provided to you by a public hospital.

For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

Emergency medical treatment is available 24 hours a day at the emergency department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet.

If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking.

For more information visit [betterhealth.vic.gov.au/](http://betterhealth.vic.gov.au/)

## Overseas Student Health Cover

As an international student studying at Collins Academy, you are required to take out Overseas Student Health Cover (OSHC). This covers some costs associated with medical treatment and hospital expenses. OSHC also provides some cover for ambulance services and prescription medication.

You can pay for your OSHC through your insurer's website or organise payment through your education provider. Even if your university or school recommends a certain healthcare plan, you are free to make your own choice.

Although OSHC providers offer a range of plans, they are all required to provide:

- Medicare Benefits Schedule (MBS) fee for out-of-hospital medical services
- MBS fee for in-patient services
- some prosthetic devices
- public hospital accommodation
- day surgery accommodation
- ambulance services
- pharmaceutical benefits up to \$50 per pharmaceutical item to a maximum of \$300 a year for a single membership.

Make sure you are aware of any exclusions or waiting periods under the policy. If you require medical treatment that is not covered by the policy or the waiting period has not been served, you may be charged for the full cost.

You may visit this website or do an internet research to find detailed information on what they cover and to decide which provider is right for you.

- OSHCAUSTRALIA [oshcaustralia.com.au/](http://oshcaustralia.com.au/)

## WORKING IN AUSTRALIA

If you are a student visa holder, you can work up to 48 hours a fortnight during term time and as many hours as you like during holidays. Before you undertake any paid work, you need to make sure your visa allows you to work. Find out more at [immi.homeaffairs.gov.au/](http://immi.homeaffairs.gov.au/) and by reading your visa conditions.

You can find out more about working in Australia, including your employment rights, conditions, and how to settle disputes at [fairwork.gov.au/](http://fairwork.gov.au/)

## 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 many factors.

The cost of clothing in Australia can vary; Melbourne and Victoria offer several stores where you can find some low-cost and other specialty stores that carry more expensive, higher-end clothing labels.

### Transport:

Public Transport Victoria is Victorian's public transport system, providing locals and visitors cost effective and efficient travel throughout the city of Melbourne and Victoria. You'll find timetables, fares and service information on the Victorian Metro website or PTV App for Journey Planner and get information in real time.

You'll need either a myki or paper ticket to travel on public transport in Melbourne and regional Victoria. Learn about each option and see which suits your needs best on the Victorian Metro website. [www.ptv.vic.gov.au/](http://www.ptv.vic.gov.au/)

## LOCAL TAXI COMPANIES

Melbourne taxis are easy to spot with their yellow, silver or white paint. Also, they display a lamp on the cab roof. All drivers wear a uniform and show an identity card on the dashboard at all times.

Melbourne's major taxi companies include:

- 13 CABS (Ph 13 22 27 – in Australia) [13cabs.com.au](http://13cabs.com.au)
- Silver Top Taxis (Ph 13 10 08 – in Australia) [silvertop.com.au](http://silvertop.com.au)
- Crown Cabs (Ph 1300 12 13 14 – in Australia) [crowncabs.com.au](http://crowncabs.com.au)
- Silver Service Taxis (Ph 13 31 00 – in Australia) [silverservice.com.au](http://silverservice.com.au)
- Uber app

- **Accessibility** Several taxi companies operate in and around Melbourne providing accessible taxis on request. It is illegal for drivers to refuse to transport people with their assistance animals.

## COURSE ORIENTATION

Prior to the commencement of your course will be asked to participate in an orientation day.

The orientation will provide you with specific details about your course requirements, important dates and will be an opportunity for you to meet your trainer and the other students in your course.

As an international student, you will also be provided with information on details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities:

- legal, emergency and health services
- safety and awareness relevant to life in Australia
- information on how to see assistance for and report an incident that impacts significantly on your well-being, including critical incidents
- facilities and resources
- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- any student visa conditions relating to course progress and attendance.

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

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

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

## STUDYING THROUGH COLLINS ACADEMY

Collins Academy is conveniently located in the Melbourne CBD and nearby suburbs that are easily reached by public transport or by car and is well serviced with car parks in the area.

We strive to provide the best possible equipment, highly educated staff with recent industry experience and an ad hoc curriculum to ensure that you get a qualification that is highly regarded by industry.

## OUR OBLIGATION AS YOUR RTO AND CRICOS EDUCATION PROVIDER

As a Registered Training Organisation (RTO: 45476) and CRICOS Education Provider (CRICOS: 04046J) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015, which are part of the VET Quality Framework, as well as the Education Services for Overseas Students Act 2000 (ESOS Act) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations, and we must participate in audits with ASQA upon their request.. As the Registered Training Organisation (RTO) we have the responsibility to issue your Australian Qualification Framework (AQF) certification documents in line with our issuance policy as outlined in this Handbook. If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

### COURSES PROVIDED BY COLLINS ACADEMY

As an RTO and CRICOS registered provider, Collins Academy offers:

Vocational Education and Training (VET) Courses:

- BSB40920 Certificate IV in Project Management Practice
- BSB50420 Diploma of Leadership and Management
- BSB50820 Diploma of Project Management
- BSB60420 Advanced Diploma of Leadership and Management
- BSB80120-Graduate Diploma of Management (Learning)

### DELIVERY LOCATIONS

The courses are delivered at the following campus and workshop locations.

- Level 5, 259 Collins Street, Melbourne, Victoria, 3000, Australia
- 287 Macaulay Rd, North Melbourne, Victoria, 3051, Australia

### ENGLISH LANGUAGE VISA REQUIREMENTS

To enter this qualification, applicants must also meet English Language Requirements - IELTS (Academic) overall score of 5.5 or TOEFL IBT 46 or Cambridge English Advanced (CAE) 162 or PTE Academic 42 or equivalent. English language competence can also be demonstrated through documented evidence of any of the following:

- Minimum five (5) years of study in English in Australia, Canada, New Zealand, Britain, America, South America or Ireland.
- Completed in Australia in English a substantial component (at least 50%) of a qualification at AQF level 4 or higher.
- Successfully completed in Australia in English the Senior Secondary Certificate of Education.
- Completed a recognised ELICOS program and achieved an English Proficiency level of upper intermediate or equivalent.

Applicants without the documented evidence to demonstrate the required English language competence may undertake the Language Literacy and Numeracy (LLN) test online to achieve a result of ACSF level 3 to meet Collins Academy's English Language entry requirement.

## PRE-TRAINING REVIEW (PTR)

All international students will undertake a pre-training review to determine suitability for the course and student's needs. The aim of the review is to identify their training needs through questions on previous education or training, relevance of the course to applicant, relevant experience and interview conducted by the college enrolment officer. The PTR will also aim to identify any support needs and possible RPL opportunities.

Through pre-training review student will demonstrate that they have necessary skills to successfully complete the course.

## LANGUAGE, LITERACY AND NUMERACY (LLN) ASSESSMENT

All students will be required to complete an LLN assessment prior to the commencement of the course if they cannot provide an official English language test e.g. IELTS, PTE, or OET. The Language, Literacy and Numeracy (LLN) Assessment is a diagnostic process to identify if a prospective student requires LLN support during study.

## ADMISSIONS AND ENROLMENT

Following are the steps of the Admissions and Enrolment Process for International Students.

**Step 1:** Prospective student previews information about course and the College

- Information sources include but not limited to online websites, Face book, emails , print, seminars/exhibitions & marketing events.

**Step 2:** Prospective students enquire about a course.

- Prospective students may inquire using online methods (website, Facebook, email), by phone or by walk-in to the College.

**Step 3:** Discuss with the Marketing and Admissions Staff about the training product

**Step 4:** Submit Formal Application and Support documents.

- Prospective students complete the International Student Application Form and sign the Privacy Notice and Student Declaration – which is the formal application endorsement. Supporting documents are submitted; the mandatory documents are proof of ID and proof of English proficiency, i.e.: IELTS test of 5.5 or equivalent
- Complete the Pre-Training Review (PTR) attachment. Provide all information and documentation as required. The prospective student is required to complete Pre-Training Review Form

**Step 5:** Sign and accept the Letter of Offer and Student Agreement (LoO)

- This is the final stage for the applicant to understand and agree to all terms and conditions of the LoO.

**Step 6:** Payment of the deposit

- As outlined in the LoO, arrange the initial payment required to confirm enrolment.

**Step 7: Receive Confirmation of Enrolment (COE)**

- Confirmation of Enrolment(COE) received by student and/or education agent. Also, information on Orientation Day is included.

**Step 8: Apply for a Student Visa**

- Apply for Student Visa with the CoE. For more information, please visit <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

**Step 9: Book Flights and Arrange Accommodation (if offshore)**

- Book your flights to Melbourne and arrange accommodation for the duration of your study.

**Step 11: Departure & Arrival to Melbourne**

- Ensure you have packed all necessary belongings respecting the Australian border protection requirements, arranged for airport drop off and pick-up and accommodation arrangements are finalised.
- Have a safe trip to Melbourne.

**Step 12: Attend the orientation session**

- On the orientation day you will complete a compulsory session and receive all course and student orientation information, student registration, uniform sizing, and you will receive your student ID card to carry with you always.

## UNIQUE STUDENT IDENTIFIER (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed.

Under the Unique Student Identifiers Act 2014, all RTOs must ensure that students have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

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

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

For information about exemptions for individuals or if you would like to create your own USI, please visit: <https://www.usi.gov.au/your-usi/create-usi>

College will be unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

## CREDIT TRANSFER

Credit transfer (CT) is formal recognition of the previous studies you have completed for the purpose of reducing the units that you are required to complete in the course you are enrolled in with us.

The College can grant you credits ,of units of competency that you have already successfully completed with another Registered training organisation..

To apply, fill in the Credit Transfer Form and submit it as part of your application. You can apply for Credit Transfer at any time; however, it is best you do this as part of your enrolment so that CTs are known upfront to ensure you do not attempt any units that you may have already completed.

Make sure you attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence.

Your Credit Transfer Form may be returned to you if you don't provide the required information. You will be promptly advised of the outcome of your Credit Application.

For more information, refer to the Collins Academy's *Credit Transfer and Recognition of Prior Learning Policy*.

## RECOGNITION OF PRIOR LEARNING

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

The College has an established process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about RPL's suitability for you. Suitability is often determined by how much experience you have in a certain area, your work history, and previous training. If RPL is determined as a possibility for you, you will be provided with all instructions and support needed to complete your journey. A qualified trainer/assessor will assist you during this process.

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

For more information refer to Collins Academy's *Credit Transfer and Recognition of Prior Learning Policy*.

## REDUCTION OF COURSE DURATION

(As a result of credit transfer or recognition of prior learning application)

If Credit Transfer (CT) or RPL is granted after the acceptance of a letter of Offer or after commencement of studies that will affect the duration of studies, Collins Academy will provide you with a new Confirmation of Enrolment (CoE) including a new duration. All applications for CT and RPL should be submitted prior to the course commencing.

## COURSE EXPECTATIONS AND REQUIREMENTS

The college is determined to provide our students with the necessary skills and knowledge that best prepares them successfully join the workforce of their chosen careers. Students are enrolled in a qualification that consist of units of competency (UoC). During the course of your enrolment, you may either be studying one or multiple units of competency that make up a total qualification. Each unit of competency is linked to a specific skills and knowledge required in the workplace. Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of competency. Our courses are delivered face to face, in the workplace or based in part online.

Assessment methods vary from course to course but usually include written knowledge based, projects, written assignments, practical observations and work placements.

## **ATTENDANCE REQUIREMENTS**

The College systematically monitors its students' compliance with student visa conditions relating to attending the college 20 hours a week as a full-time student. The College will be proactive in notifying and counselling students who are at risk of failing to meet academic requirements. International students are advised that to sufficiently meet course academic requirements, we recommend that students attend a minimum of 80 percent of the scheduled course contact hours.

## **ASSESSMENT ARRANGEMENTS**

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

At this time, you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted.
- Your assessor will go through all of the arrangements with you, and you can ask them any questions you have.

## **SUBMITTING YOUR ASSESSMENTS**

You must submit all assessment tasks with a signed student declaration. Assessment cover sheet ask you to make a declaration that the work is your own. Written tasks will not be accepted without a signed declaration. Assessments can be submitted directly to the trainer/assessor or uploaded using the learning management system. You advise you to keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file.

All assessments will be marked within 14 days of receipt. Your assessor will provide you with feedback and confirm the outcome of the task on the Task Cover Sheet.

## **ASSESSMENT OUTCOMES**

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

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



## REASONABLE ADJUSTMENT IN ASSESSMENT

Some students may need modifications to assessments due to disability, illness or special considerations. This is called reasonable adjustment. Reasonable adjustment can involve:

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

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

## APPEALING ASSESSMENT DECISIONS

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

## STUDENT PLAGIARISM CHEATING AND COLLUSION

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

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

If you are found to have plagiarised, cheated or colluded, you will be given the opportunity to respond to the allegations. If you are found to have plagiarised, cheated, or colluded, we will respond and take disciplinary action as per the relevant College's policy.

## SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The Application Form and the Pre-Training Review Form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the orientation to your course. Services that we can offer to you include:

- One to one support from our trainers/assessors including providing you with their phone and email contact details
- Classes to assist with study skills.

- Study groups where you can work with your fellow students.
- Referral to relevant external services.
- Specialist support services for students with a disability.
- Personal counselling

Contact us to discuss your support needs.

## WELFARE SERVICES

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

## MAINTAINING YOUR ENROLMENT AND COURSE PROGRESS

All international students must meet course progress requirements to satisfy the conditions of their visa. These course progress requirements will be clearly explained to you during the orientation program.

College records and assesses the progress of each student for each unit and cumulatively at the end of each study period. **A study period is defined as a Term (usually 10 weeks of study).** Satisfactory progress is achieved when a student successfully completes the assessment requirements for each unit or cluster of units within the timeframes specified in the course timetable/information.

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

Unsatisfactory course progress is defined as a student failing to successfully complete and achieve competency in at least 50% of the course requirements in that study period i.e. if the (total number of Competent Units / Total Scheduled Units) as scheduled on the timetable for the study period is less than 50%. Where you are at risk of not meeting course progress requirements, we will issue you a first warning letter inviting you to attend a meeting to discuss why you are not meeting course progress requirements and support that you require.

We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs to meet course progress requirements. Agreed support will be documented in an Intervention Strategy that both you and the Student Experience Officer will sign.

Should your performance be still unsatisfactory at the end of the second consecutive study period, you will receive an Intention to Report (ITR) letter, which will outline the next steps you would need to follow according to the Complaints and Appeals policy. If you do not appeal the College decision, your electronic confirmation of enrolment (eCoE) will be cancelled and you will be reported to the Department of Home Affairs (DHA) for not meeting course progress requirements. The DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal against the College decision to report you to the DHA; however, an appeal will only be considered if College has incorrectly:

- Recorded or calculated your marks,
- Provided appropriate support as set out in our Student Support policy,
- Followed the complaints appeals policy, or
- Implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons that have contributed to the unsatisfactory progress.

Circumstances that are compassionate or compelling circumstances include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents.
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted the student's studies;
- A traumatic experience that has impacted the student, and which could include involvement in, or witnessing a serious incident or act; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports;
- Where the College is unable to offer a pre-requisite unit;
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.

## COMPLAINTS AND APPEALS

The College provides the opportunity to students enrolled in an Collins program to register a complaint against another party. This could include:

- Student-Student complaints
- Student-Staff complaints
- Student-College complaints
- Student-Third Party complaints including complaints against education agents.

A complaint may be filed for any grievance or expressed dissatisfaction of the complainant.

Complaints may include, but are not limited to:

- Application or misapplication of College's policy, especially if the policy or the result of the policy is seen to interfere with or undermine the rights of the complainant.
- Discrimination or perceived discrimination.
- Harassment or perceived harassment.
- Sexual harassment or perceived sexual harassment.
- Assault or threat of assault — including sexual assault.
- Intimidation or threats against a student.
- Conditions not conducive to the College's establishment of a safe learning environment.
- Training delivery, assessment and quality of training.

- Student services and administration.
- Marketing information and other information.
- Fees and finance-related matters.
- Student welfare and related activities.
- Education agent activities.
- Work placement issues.
- Reasonable adjustment.
- Special consideration.

An appeal is a request for a decision made by the College to be reviewed. Decisions may have been about:

- Refunds;
- Assessments outcomes and or results;
- Response to a complaint;
- Other general decisions made by the College.

The complaints and appeals process is made up of four stages:

- Stage 1 - Informal Complaint
- Stage 2 - Formal Complaint
- Stage 3 - Internal Appeal
- Stage 4 - External Appeal

The College is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. The College ensures that complaints and appeals are:

- Acknowledged in writing.
- Responded to in a professional, consistent, and transparent manner.
- Responded to promptly, fairly, objectively, with sensitivity and confidentiality.
- At no cost to the complainant.
- Used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

Students, if after following the internal appeal process, still believe that the College has not followed its own complaints and appeals policy correctly or they are not satisfied with the decision reached; they may seek assistance from a formal external authority. Any costs incurred by the student for an external appeal will be at the student's expense.

For more information, refer to the Complaints and Appeals policy.

### **International student complaints**

The Commonwealth Ombudsman can investigate complaints from international students about private schools, colleges, institutes and universities in Australia.

If you want more information, visit [ombudsman.gov.au/](http://ombudsman.gov.au/)

## Australian Skills Quality Authority (ASQA)

If you feel that your complaint or appeal has not been resolved, you may request a review from an independent body. If your complaint is related to a potential breach of the Standards for Registered Training Organisations, you can submit the complaint through asqaconnect at [asqaconnect.asqa.gov.au/](https://asqaconnect.asqa.gov.au/).

ASQA can investigate complaints about the College concerning:

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

ASQA may not be able to investigate the complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above.

## COURSE TRANSFER

### Transferring from another registered provider

The College will not knowingly enroll a student wishing to transfer from another registered provider's course prior to the overseas student completing six months of their principal course unless one or more of the following conditions apply:

- The releasing registered provider or the course in which the student is enrolled has ceased to be registered;
- The releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing his or her principal course at that registered provider;
- The releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

### Transferring to another registered provider

- For College students seeking to transfer to another registered provider's course of study prior to completing six months of their principal course, the transfer request will be assessed and granted in any of the following circumstances:
  - ✓ The student, after engaging with the College's intervention strategy to assist the overseas student, will be reported because they are unable to achieve satisfactory course progress within the considered study period.
  - ✓ There is evidence of compassionate or compelling circumstances.
  - ✓ The College fails to deliver the course as outlined in the student agreement.
  - ✓ There is evidence that the student's reasonable expectations about their current course are not being met.
  - ✓ There is evidence that the student was misled by the College or an education or migration agent regarding the College or its course and the course is therefore unsuitable to their needs and/or study objectives.
  - ✓ An appeal (internal or external) on another matter results in a decision or recommendation to release the student.

- A transfer to another registered provider's course of study will not be granted where:
  - ✓ The transfer may jeopardise the student's progression through a package of courses.
  - ✓ The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a minimum of six months and four weeks before deciding whether to apply for a transfer to another registered provider during which time the full range of support services will be provided to the student.
  - ✓ The student is trying to avoid being reported for failure to meet the provider's academic progress requirements.
  - ✓ There are no legitimate compassionate or compelling circumstances.

Students requesting transfer to another institution for any reason not included above must include a valid Letter of Offer from another registered provider with their application to be considered and receive a letter of release.

The outcome of the student's application for course transfer will be provided in writing within 10 working days upon receipt of all supporting documents submitted for the application. Where a student's application is refused, the reasons for this will be communicated in writing plus the right to access the complaints and appeals process.

There is no cost in releasing students. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid following the College refund policy.

### **Transferring to another course offered by the College.**

Students may transfer to another course offered by the College in the following circumstances:

- ✓ Where it is considered that the course that the student wishes to transfer to:
  - better meets the study capabilities of the student; and/or
  - better meets the long-term goals of the student, whether these relate to future work, education, or personal aspirations; and/or
  - Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.

A transfer to another course within the College will not be granted if:

- The transfer can jeopardise the student's progression through a package of courses.
- The student has started studying the course and the full range of support services are yet to be provided or offered to the student.
- The student is trying to avoid being reported for failure to meet the academic progress requirements.

For a request for internal transfer to be considered, the students must complete an Internal Course Transfer Application Form. The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of the application.

The costs involved in transferring to another course plus any refund of course fees paid for the student's current course in unspent, where applicable, will be paid following the College refund policy.

All students who are either considering a course transfer, or have had their transfer request approved, will be advised that they must contact DHA to seek advice on whether a new visa is required.

To find out more about visa requirements, contact DHA on 13 18 81 or visit the following website: [immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500](https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500)

## **DEFERRAL, SUSPENSION AND CANCELLATION**

### **Deferral and Suspension of Studies**

Requests from students for deferral and suspension of studies will only be granted in compassionate or compelling circumstances which are generally those beyond the control of the student and which have an impact on the student's course progress or wellbeing. When determining whether compassionate or compelling circumstances exist, the College considers documentary evidence provided to support the claim.

Where a student-initiated deferral or suspension of enrolment is granted, the College will suspend an enrolment for an agreed period of time up to a maximum of 6 months. If the deferral is required for longer than 6 months, the student's application will be re-assessed on its specific merits. Verification and authentication processes must be followed to clarify that the circumstances are genuine. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled for non-return to study.

### **Provider Initiated Suspension or Cancellation**

The College may suspend or cancel a student's enrolment including, but not limited to the student:

- Misbehaviour (including plagiarism, collusion and cheating);
- Failure to pay any moneys they were required to pay the College;
- Is in breach of their course progress requirements by the overseas student.

Where the College suspends or cancels a student's enrolment, before imposing a suspension or cancellation the College will inform the student in writing of that intention and the reasons for doing so and advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, within 20 working days.

Under no circumstances will the suspension or cancellation of the overseas student's enrolment take effect until the internal appeals process is completed; unless the decision undermines the overseas student's health or wellbeing, or the wellbeing of others.

### **Student Initiated Cancellation of Studies**

Students may initiate cancellation of their studies at any time during their course. Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per the Student Transfer Policy.

## STUDENT CODE OF CONDUCT

As a student at Collins Academy you are a reflection of the college; as such, you are required to uphold our standards and values.

### Personal Conduct

All students must:

- Act honestly and ethically, and treat all employees, consultants, contractors, volunteers, any members of the public, and another fellow student with respect, dignity, impartiality, courtesy, sensitivity, and respect for their privacy.
- Maintain a cooperative and collaborative approach to interpersonal relationships.

All students must not engage in conduct that:

- Impairs the reasonable freedom of other persons to pursue their studies, training, duties, or lawful activities within the College.
- Is harmful to the College or causes damage to the College property;
- Is unlawful under federal, state, or local law;
- Is otherwise deemed to be improper or inappropriate.

Improper or inappropriate behaviour or misbehaviour includes but is not restricted to:

- Being on any of the College's premises and:
- Consuming alcoholic beverages;
- Abusing of drugs, both licit and illicit;
- Smoking;
- Gambling.

Persistent disruptive behaviour caused by:

- Having consumed alcohol;
- Abusing of drugs, both licit and illicit;
- Smoking;
- Arriving late for classes;
- Persistently using mobile phones or moving in and out of classes during normal class times;
- Verbal abuse or displaying hostile behaviour affecting one or more fellow student, employee, other College stakeholders;
- Smoking or using restricted, prohibited or illegal substances at any of the College's premises.
- Deliberately or otherwise damaging or misusing any IT resources, property, or equipment of the College.
- Any behaviour that is considered in any way discriminatory or harassing (whether verbal, sexual, or otherwise);
- Theft from a fellow student, staff, or any other stakeholder on College premises.



- Slander, bullying of staff or other students or any stakeholder of the College community.
- Engaging in an infringement of intellectual property;
- Causing risk or serious damage to the reputation of the College;
- Engaging in conduct which causes the College to be guilty of a crime.
- interfering with College teaching or learning or assessment or graduation activities including while undertaking professional placements and fieldwork

## **Training and Assessment Conduct**

All students must:

- Read and follow all official policies, procedures forms of correspondence from the College.
- Act ethically and honestly in the preparation, conduct, and submission of all forms of assessment without engaging in plagiarism, collusion, and other forms of cheating.
- Avoid any behaviour or activity that would unfairly advantage or disadvantage other students.
- Behave professionally, ethically, and respectfully in all dealings with training and assessment partners of the College.
- Use College resources, including information and communication technology resources and library information resources, lawfully and ethically and only for educational purposes within the scope of your studies.

## **Serious misconduct**

Serious misconduct is defined as behaviour that is illegal, wilful or premeditated, including:

- Falsely claiming an identity by signing attendance sheets on behalf of another student, falsifying qualifications or prior learning or professional experience
- Carriage, use or being in possession of a prescribed or regulated weapon or dangerous article while on the Colleges premises;
- Physical assault on any member of the community or members of the public or behaviour which is perceived to be threatening;
- Arson of the property;
- Offering a bribe or other improper inducement in relation to the provision of college services or the discharge of the function or duties of College staff
- Theft and/or wilful or malicious damage to the Colleges property and equipment.
- Falsification of any documents such as assessments or submitting and distributing course material such as assignments and answers to third parties.

Failure by a student to meet expected standards of behaviour may be dealt with as student general misconduct and the student may be subject to disciplinary action. Serious misconduct behaviour can result in immediate suspension pending investigation and may lead to cancellation of

enrolment. Evidence of alleged misconduct of a criminal nature will be reported to the relevant regulatory authorities.

## VISAS

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

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover (OSHC), and charges associated with the visa application. You may wish to use a registered migration agent to assist you with your application, or Collins Academy has a range of education agents who can assist you with the process of applying for a course at Collins Academy.. Contact us for details of the education agents that we use.

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

## CHANGE IN VISA STATUS

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

Students are to refer to the DHA website at [immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500](https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500) for advice on how the potential change to enrolment status may impact upon his or her visa.

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

Where a suspension of enrolment is granted, the College will suspend enrolment for an agreed period to a maximum of 6 months. If the suspension is required for longer than 6 months the student must re-apply once the initial suspension period has expired; if the student does not resume their study or they do not apply for a further suspension or deferral, they will be considered in default and the student will receive a notification of their electronic Confirmation of Enrolment (eCoE) cancellation in 20 working days.

For international students studying in Australia on a Student visa: if a student's electronic Confirmation of Enrolment (eCoE) is cancelled by the College, the student will have 28 calendar days from the date of the eCoE cancellation to either:

- Obtain a new eCoE;
- Apply for a new visa;
- Leave Australia.

If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

## VISA CONDITIONS

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

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

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

- Satisfy course progress and attendance requirements and maintain a valid enrolment for your chosen course of study,
- Only work if you have permission to do so as part of your visa grant,
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia,
- Notify Collins Academy of your Australian address and any subsequent changes of address within 7 days,
- Complete the course within the duration specified in the eCoE,
- Remain with the principal education provider for 6 months unless you are granted a release from the education provider to attend another institution.

## YOUR FEEDBACK

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

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

We also welcome feedback from you at any time.

## ACCESS TO YOUR RECORDS

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

If you want to access or obtain a copy of records, you must request for it in writing using the Student Request Form confirming which record or records you wish to access.

Access to records may be provided by:

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

## AMENDMENT OF RECORDS

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

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

## NOTIFYING CHANGES

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

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

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

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

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

You can let us know of any changes to your details by using the Change of Student Details Form. As an international student, you must provide this form to us within 7 days of any change occurring.

## LEGISLATION AND YOU

As a student, you have both rights and responsibilities under all applicable legislation. A summary of the most applicable legislation and what this entails is outlined below.

## EQUAL OPPORTUNITY

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

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

The 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 given opportunities to develop and successfully gain skills, knowledge, and experience through education and training.

## WORKPLACE HEALTH AND SAFETY

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

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

- Immediately report hazards to your trainer and assessor or other present staff;
- Seek assistance from a member of staff if you become ill or injured on campus;
- Only assist another person who is ill or injured if it is safe for you to do so. If you're not sure, report the matter to a staff member for assistance;
- Complete an incident report as required;
- Ensure you are familiar with the College emergency evacuation procedures and in the case of an emergency, follow the instructions given to you;
- Not leave bags or personal belongings that could cause trips, slips or falls;
- Not smoke or drink alcohol on the premises.
- Observe basic hygiene practices (e.g.: hand washing before handling and eating food, leaving toilets, leaving basins clean and tidy, etc).

## HARASSMENT, VICTIMISATION OR BULLYING

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

Anti-discrimination laws define harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you. Examples of harassment are making fun of someone, spreading rumours or offensive jokes, ignoring someone, etc.

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

Bullying is defined as repeated, unwanted behaviour (verbal, physical, social, or psychological) with abuse of power by a fellow student or staff member. Bullying is not tolerated and will be dealt with seriously.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per the College complaints and appeals procedures. Details of the procedures can be found in the Complaints and Appeals Policy and Procedures

## NATIONAL VET REGULATOR ACT

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

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

## STUDENT IDENTIFIERS ACT 2014

Under this Act, the College is required to ensure that all students have a Unique Student Identifier (USI). We are unable to issue a qualification or a statement of attainment for any student if we don't have a USI on file.

Students may apply for an exemption from having a USI; however, they must understand the consequences if they do not have a USI. International students completing all or some of their studies in Australia must have a USI unless granted an exemption.

If you are studying nationally recognised training in Australia from the 1<sup>st</sup> of January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from the 1<sup>st</sup> of January 2015 onwards.

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

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- There will be immediate access to all VET and higher education records. This means they can be quickly given to employers, other training organisations as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers, and process Recognition of Prior Learning (RPL) applications.

For more information about the USI please refer to [usi.gov.au/](http://usi.gov.au/)

## PRIVACY POLICY

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

This means that we will:

- Inform you of the purpose for which the information is collected.

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

For more information, refer to the Privacy Policy.

## EDUCATION SERVICES FOR OVERSEAS STUDENTS

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

For more information about your rights and responsibilities under the ESOS Framework, visit the following websites [internationaleducation.gov.au/Regulatory-Information/](http://internationaleducation.gov.au/Regulatory-Information/), [International Education - Department of Education, Australian Government](http://International Education - Department of Education, Australian Government). If you are unable to access this information, contact us via email or phone and we will provide the information to you.

## FEES, CHANGES AND REFUNDS

### Student Fees and Payments

Student fees and other information relating to fees and charges will be made available to you, on the College website, course brochures, and other official printed materials. All prospective students and current students must pay their fees on or before their payment plan. Late payment penalties will apply for students paying fees past the due date according to the fees and refund policy and procedure.

### Payment of Fees

Students will be able to pay their fees using a variety of methods such as direct debit or engage in a payment plan. The College will accept payments in person of cash, personal cheques, money orders, and credit cards (except DINERS). Students are able to send or deposit money into the College bank account specified in the Letter of Offer.

Any student who has an overdue debt to the College and does not fully settle this debt will cease to be entitled to any privileges of the College. The College may at its discretion cancel enrolment (e.g.: withdrawing access to the College services including classes, email, LMS, etc.), and refuse access to official documentation (assessment results, graduation, etc.) following the College's policies and procedures.

The College may take appropriate legal debt recovery action when students default on their payments.

### **Additional Fees and Charges**

Please refer to the *Fees and Refund Policy* for the details of additional fees and charges on the College's website

### **Fee Refunds and Consumer Rights**

International students applying for a refund must complete and provide a refund application and relevant supporting documentation. Relevant forms and documentation should be submitted in hard or digital copy to the College sending these to the Student Experience Team.

The College Policies and Procedures do not remove the right of a student to take action under Australia's Consumer Law (ACL).

### **Tuition Protection**

In the unlikely event that the College is unable to deliver a course in full, international students enrolled in that course will be offered a refund of their unspent tuition fees received by the College. This refund will be paid within 14 days of the day on which the course ceased being provided. Alternatively, within 14 days, students may be offered enrolment on an alternative course at no extra cost.

Students have the right to choose whether they would prefer a refund of their unspent tuition fees or to accept another course in place of a refund. If a student chooses to be placed into another course, the student will be issued a new Letter of Offer (LoO) and enrolment agreement.

If the College is unable to provide a refund or place a student into an alternative course in accordance with the Education Services for Overseas Students Act 2000 and National Code of Practice for Providers of Education and Training to Overseas Students 2018, then the Tuition Protection Service (TPS) will assist students in finding an alternative course or to obtain refunds if a suitable alternative course is not found.

For further information on the Australian Government's Tuition Protection Service (TPS) for overseas students, visit the [Tuition Protection Service - Department of Education, Australian Government](#).

## **CERTIFICATION DOCUMENTS ISSUANCE**

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

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



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

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

## RE-ISSUING STATEMENTS AND QUALIFICATIONS

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

## WELFARE SERVICES

The College offers students a range of welfare services to help with their mental, physical, social, and spiritual wellbeing. These services may include, through direct provision or referral, information or advice about accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress management, including advice on academic and study issues.

Internal welfare services will be provided at no additional cost to the student. However, where a student is referred to an external provider, the student will be responsible for meeting the costs of the provider. The College does not charge, nor does it benefit from such referrals.

Contact us for details about the welfare services we can offer.

## EXTERNAL SUPPORT SERVICES

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

### Counselling Service – Uniting Communities

Phone 13 11 14 or (03) 9692 9500

Address: 211 Chapel Street, Prahran | Website: [unitingvictas.org.au/](http://unitingvictas.org.au/)

Uniting Communities offer more than 90 services to support the needs of both individuals and the community, across a range of areas. These include mental health and counselling; residential aged care and support for independent living; housing crisis and emergency support; disability services; services for Aboriginal and Torres Strait Island people; financial and legal; drug and alcohol counselling; family relationships; and respite and carer support.

### Study in Melbourne

Visit the website: <https://www.studymelbourne.vic.gov.au/>

Study Melbourne provides the latest news, events and advice on your courses with awards offered or a range of free or discounted programs to help you connect with other students and balance your studies while enjoying all that Melbourne has to offer. Student Portal of the Study Melbourne gives

you access to a range of pre-departure, local living advice, and employment resources to help you get to know the city of Melbourne.

### **Healing Minds Psychology**

Phone: 1300 732 725 | Web: [healingmindspychology.com.au](http://healingmindspychology.com.au)

For counselling, assessment and treatment for individuals who may be experiencing strain in their everyday functioning and mental wellbeing.

### **Reading and Writing Hotline**

Telephone: 1300 655 506 | Website: [dewr.gov.au/skills-support-individuals/reading-writing-hotline](http://dewr.gov.au/skills-support-individuals/reading-writing-hotline)

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

### **Free Legal Free Legal Advice (Helping Victorians with their legal issues)**

Telephone: 1300 792 387 | Website: <https://www.legalaid.vic.gov.au/>

Free legal advice is available to any person on most legal matters. The role of the legal adviser is to identify the client's problem, to inform the client of their rights and obligations and to help them understand what course(s) of action can be taken. The adviser may also draft letters for clients where appropriate.

### **Disability Advocacy**

Telephone: 1300 475 170 | Website: [providers.dffh.vic.gov.au/disability-advocacy](http://providers.dffh.vic.gov.au/disability-advocacy)

Disability Advocacy delivers free advocacy services to people living with disability, their families and carers state-wide. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

### **Lifeline**

Telephone: 13 11 14 | Website [lifeline.org.au/](http://lifeline.org.au/)

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

### **Fair Work Australia**

Telephone: 13 13 94. We're open 8am – 5.30pm Monday to Friday (except for public holidays)

Website: <https://www.fairwork.gov.au/about-us/contact-us/offices/victoria>

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