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TRISON BUSINESS COLLEGE

INTERNATIONAL STUDENT INFORMATION

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Introduction

TRISON BUSINESS COLLEGE, Adelaide, South Australia

Trison Business College is located in the beautiful and safe city of Adelaide. This peaceful yet energetic city is famed for its festivals, graceful buildings, parks and gardens and its superb selection of fresh foods and cuisines from around the world.

With a population of just 1.2 million people, Adelaide is also a city that is very easy to get around. Most places – from the city attractions to the beautiful beaches and hills – are only a few minutes by bus, tram or train. It's a great city for walking around too. Adelaide is home to three world-class universities and its higher education system is recognised for its quality.

Trison Business College is a Registered Training Organisation (RTO). As a nationally-approved RTO, Trison Business College delivers high quality, accredited and recognised training to Australian and International Students.

The College began in 1996 delivering accredited training to students throughout Australia. In 1999, Trison Business College expanded its services and training courses to International Students.

Trison Business College prides itself on being a small and professional training organisation, providing personal service, assessments, and quality training products that can be tailored to suit each individual student. Classes are conducted in a friendly environment and class sizes are restricted to a maximum of 15 students per teacher. This ensures that the College offers a high quality service to its students.

In addition, Trison Business College has an innovative self-paced learning and study system which makes certain that all students gain the maximum benefit from their training. This system also allows the College to offer flexible attendance times and a continuous intake program throughout the year.

All of Trison Business College's friendly staff have relevant qualifications in the fields in which they train and are always eager to ensure that all students receive the best possible learning outcome. The College is a member of the Australian Council for Private Educators and Trainers (ACPET). As a member of ACPET, the College participates in the Tuition Assurance Scheme which guarantees that course fees from International Students are protected.

INFORMATION FOR STUDENTS

- **The accreditation status of courses**

  All courses offered by Trison Business College to international students are accredited and recognised throughout Australia.

- **Entry requirements**

  The entry requirements for each course vary. Please refer to the course descriptions for more information.

- **Arrangements for the recognition of prior learning**

  If you already possess some of the skills and knowledge required for a course then you may be able to apply for recognition of prior learning (RPL). Evidence is required to support any claims for RPL and this may be in the form of certificates or statements from other training organisations, practical demonstration, or satisfactory completion of an assessment.

  All students will be given the opportunity to apply for RPL upon course commencement. If RPL is granted then the course length and cost may be reduced. DIAC will be advised of the new course completion date and your stay in Australia may be reduced.

- **The commencement dates and duration of courses**

  Courses can be commenced at any time from January to November each year. The duration of a course is outlined in the course description.

- **The time commitment involved in undertaking the training offered**

  Trison Business College's training sessions are timetabled between 9.30am to 4.30pm Monday to Friday. A minimum of 6 hours attendance is required each week. This may increase to 30 hours per week if course progress is not satisfactory.

- **The Qualification/certification to be issued on completion or partial completion of the course of study.**

  All students successfully completing a course will be issued with a certificate of diploma for their course of study. If you withdraw or do not successfully complete a course then you will be issued with a Statement of Attainment for all modules/units that have been completed successfully.

- **Requirements to achieve the Qualification**

  To achieve a qualification you must successfully complete all core modules/units and the required number of elective modules/units. These requirements are outlined in more detail in the course descriptions.

- **How the course articulates with other training**

  The successful completion of some courses will give you entry and/or credit into more advanced courses. Where this is applicable it is detailed under the relevant course description. In addition, Diploma courses provide entry and credit to some degree-level courses offered by Australian Universities.

- **Expected employment outcomes**

  Completion of a Certificate or Diploma course increases employment prospects in many occupations. Refer to the course description for more information.

- **Policies on assessment, grading, resubmission of work etc**

  Grading

  For all completed modules a student's achievement will be graded as either Competent (C) in the learning outcomes, or Yet to be Achieved (Y). In the event of you not obtaining competency in a unit you may re-submit work for assessment, but it must be received by the date specified. You may re-submit work for assessment on two occasions before a final grade is given.

  Assessment

  Methods of assessment will vary between modules and may include short answer questions, essays, projects, practical demonstrations etc. Assessments are flexible and adaptable to individual learning styles.

- **Detailed costs of training**

  The cost for each course is outlined in the course description. In addition there are costs associated with accommodation, travel etc. These costs are outlined in more detail in the following section.

- **The conditions under which trainees will be eligible to receive a refund of fees**

  Fees are payable in full upon commencement, except where the course duration is longer than 12 months in which case the first year fees are payable upon commencement.

  If you withdraw from a course prior to course commencement then all course fees, less the $100.00 Enrolment Fee, will be refunded within 21 working days of a written request. If you withdraw from a course after the course has commenced then fees are not refundable.

  If in any situation Trison Business College is unable to deliver the agreed training Course to the student, then a full refund of the fees paid by the student to the College are to be refunded, including the $100.00 Enrolment Fee, within 21 working days of the scheduled starting date of the Course.

  Claims for a refund can be made at any time and are paid to you within 21 working days of the receipt of an application to withdraw from a course.

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

- **Arrangements for the protection of students funds**

  Trison Business College is a member of the Tuition Assurance Scheme (TAS), which was devised to protect the financial interests of any overseas enrolled student. The TAS has been approved by the Federal Government under the Education Services for Overseas Students (Registration of Providers and Financial Regulation) Act 1991.

- **Internal and external grievance/appeal process**

  Trison Business College is committed to providing adequate mechanisms for a student to voice any areas of concern.

  Initial concerns should be directed to the Training Officer who will discuss the situation with the student and attempt to provide a mutually agreeable solution.

  If this initial procedure does not resolve the student's grievance then the student should send a written complaint to the Manager within 14 days of the issue arising. The Manager will then take steps to rectify the problem.

  Action taken may include mediation between the two parties, mediation with an independent organisation, and/or other mutually acceptable arrangements.

  Students can also contact the Quality Branch, Department of Further Education, Employment, Science and Technology if they are not satisfied with the handling of their grievance by the College. Contact details are:

  Quality Branch
  Department of Further Education, Employment, Science and Technology
  31 Flinders St
  Adelaide SA 5000
  Telephone: +61 8 8226 3065

The above process does not prevent the student from pursuing other legal remedies if they choose. All students, including International Students, are to be advised that they may be able to avail the services of an independent mediator(s), for example:

CentaCare Catholic Family Services 33 Wakefield Street Adelaide SA 5000 Telephone: 8210 8200	Uniting Care Wesley Adelaide 10 Pitt Street Adelaide SA 5000 Telephone: 8202 5160

In the specific case of International Students, they are also to be advised that they may be able to make contact with a representative organisation of their home country to seek independent advice or assistance. The Council for International Trade and Commerce SA Inc (Ph: 8373 5599) may be able to assist in locating a specific country's representative organisation.

- **Students rights and responsibilities**

Students are responsible for submitting their work by the due date organised with their Trainer. A student may apply for a variation to the due date but this must be made *before* the due date.

Any change of address or contact details need to be submitted to the College within 14 days.

A student is entitled to resubmit any work on a maximum of two occasions, without incurring extra fees, as long as the assessment is resubmitted prior to the stipulated date.

Whilst the College will endeavour at all times to assist all students' with their learning, the students' learning is ultimately their own responsibility.

Students must submit their own original work, which must not been copied or plagiarised.

- **Trison Business College's rights and responsibilities**

Trison Business College will ensure that all course materials and learning resources are provided in a timely fashion. Course standards and currency will be maintained at all times.

Assessments/assignments will be marked and returned promptly.

Trison Business College reserves the right not to accept students onto a course.

Trison Business College reserves the right to cancel a student's enrolment in a course where the student's behaviour or attitude is hindering the learning opportunities for other students.

Trison Business College reserves the right to withhold certificates, statements and transcripts until payment of all fees and charges has been received.

- **Withdrawal arrangements**

Students are advised to seek advice from the Trison Business College before withdrawing as the right to stay in Australia may also be withdrawn.

- **Conditions under which tuition may be terminated**

  Training can be terminated in any of the following events:

  - Non-payment of fees.
  - Where a student is unable to be contacted for a period in excess of 2 weeks and no prior notification has been received.
  - The due date for assessment has passed without submission of assessment and also without notification and/or adequate reason given.
  - There is evidence that the course of study is too difficult and will not be able to be completed without some other form of training beforehand.

- **Student Support Services**

  Our comprehensive student support services ensure that you are provided with ongoing assistance while you complete your chosen course. We offer a range of student support services including:

  - Flexible course design
  - Individual training plans
  - Student counselling services
  - Student support groups
  - Experienced and qualified staff
  - Assistance with travel and accommodation
  - Airport transfers
  - Sightseeing and tourist information
  - Comprehensive induction program including assistance with shopping, opening bank accounts, tour of local area

- **Legal services**

  In the event that you require legal services then you should approach The Central Community Legal Service. This organisation is a community organisation set up to provide free legal information, advice, representation, referral and assistance.

  Central Community Legal Service
  Unit 2 / 59 Main North Road,
  Medindie Gardens S.A. 5081
  Phone: 08 8342 1800
  or
  1300 886 220
  Fax: 08 8342 0899
  E-mail: ccls@ucwesleyadelaide.org.au

- **Emergency and health services**

  The following telephone numbers are provided in the event that you need emergency and/or health services.

  Fire Brigade
  000

  Ambulance
  000

  Police
  000 or 11444

  Poison Information Service
  8204 6117 or 008 182111

  The Queen Elizabeth Hospital
  8222 6000

  Royal Adelaide Hospital
  8223 0230

  Modbury Hospital
  8264 6000

  Flinders Medical Centre
  8204 5511

  Lyell McEwan Hospital
  8282 1211

  Adelaide Womens and Childrens Hospital
  8204 7000

  RAA (Road Service All Hours)
  13 1111

  Crisis Care Unit
  8232 3300

  State Emergency Service
  8218 1212

  Electricity (Emergency Only)
  13 1366

  Gas (Emergency Only)
  8233 5151

  Waterburst, Sewer Chokes
  8216 1451

  Telephone Interpreter Service
  8213 1999
  (After Hours Toll Free)
  008 333 330

- **Realistic estimates of costs for dependant's tuition, accommodation and living expenses**

  Before lodging your application you should consider whether you will have enough money to set up house in Australia as well as pay for your air fares (including return), course tuition fees, overseas student health cover (OSHC) and all general expenses during your stay in Australia.

  As a general guide, your accommodation, food, transport, clothes and expenses could cost you between AUD$9,000 to AUD$17,000 or more a year, depending on your lifestyle and where in Australia you will study.

  For example, a single person renting accommodation would need at least $150 a week just to spend on general expenses and a married couple would need at least $300 a week. If accompanied by family members, you will also need enough money to cover their expenses.

  You should be aware that these amounts are only an indication of everyday expenses and do not include airfares, health insurance or the cost of the course.

- **English language proficiency requirements to undertake study**

  You will need to be able to speak, read and write English to a good level ie to a level where you can deal with everyday social situations in English. All course materials are written in English and assignments must be submitted in English.

- **Academic programs including bridging courses and details of pre- and in-sessional English language programs**

  Trison Business College does not offer English language courses to students on a Student Visa. If you do not have basic English skills, then you may be eligible to learn English through the Adult Learning Program (AMEP) provided by the Department of Immigration and Multicultural and Indigenous Affairs.

  AMEP tuition is provided free of charge to the majority of clients. Free childcare can also be arranged if required.

  The program is available to adult migrants (18 years old or over) for whom English is not the first language, and who have been assessed as not having functional English language skills.

  For further enquiries you should contact an Adult Migrant English Program provider to discuss your needs. Listed below are contact details for offices within South Australia.

  English Language and Literacy Services
  5th Floor Renaissance Centre
  127 Rundle Mall
  ADELAIDE SA 5000

  Phone: +61 8 8226 6555
  Fax: +61 8 8226 6882

  LM Training Specialists Pty Ltd
  Adelaide's English Language and Employment Centre for Migrants
  Level 1, 68 Grenfell Street
  ADELAIDE SA 5000

  Phone: +61 8 8223 5989
  Fax: +61 8 8223 5998

- **Australian and overseas recognition given to Qualifications**

  All courses are recognised throughout Australia. Formal recognition may not be given overseas, however, you should consult with the relevant government department in your country to confirm this.

- **Details of the facilities, equipment and staffing**

  Trison Business College has modern facilities located at two campuses. One is located in the heart of Adelaide's central business district at Level 1, 32 Grenfell Street, Adelaide. The other campus is located at 200 Main South Road, Morphett Vale, which is approximately 25 km south from Adelaide's city centre. Travelling time from the city is approximately 30 minutes by car, or 45 minutes by bus or train.

  Both campuses have modern computer training rooms and use the latest software packages. All training staff are qualified and have a minimum of 5 years experience in the area that they teach. Class sizes are small to allow for individual student attention, with the trainer/student ratio usually 1:10.

- **Availability and cost of trainee's accommodation on and off campus**

  Trison Business College does not provide any on-campus accommodation. There are various types of accommodation available off-campus and located close to the College.

  Student Hostel Accommodation: You are provided with a single room with a bed, desk and cupboard. Kitchen, bathroom, laundry and lounge rooms are all shared with other students. Approximate cost is $100.00 per week and 2 weeks rent is often required in advance. A bond is usually paid before commencing your stay at a hostel.

  Full Board or Shared Accommodation: Full board accommodation includes a single room with bed and the option to have your meals provided for you. Shared accommodation is similar, however, you will usually have to cook your own meals and provide your own food.

  You need to remember that the price you are paying for shared accommodation does not include expenses for telephone calls and personal toiletries.

  You are normally treated as part of the family, with use of living areas and facilities. However, you are also expected to fit in with the family's lifestyle, meals and agreed house rules.

  The price for the full board varies from $200.00 per week because of the different facilities provided by different hosts. The price of share accommodation can range from $100.00 - $150.00 per week. Please note that these prices are an estimate only and may change.

  Rented House or Flat: This option gives you the chance to live with friends or on your own. However, there are several issues you should consider. You may need to sign a 12 month lease and provide a bond and references. While this type of accommodation allows you to be independent, you will need to do more work in buying food, preparing your own meals and other tasks. Costs to rent a house are about $270.00 per week for a basic 3 bedroom home in the suburbs. A 2 bedroom flat is approximately $180.00 per week. These prices do vary and are a guide only. Costs are based on unfurnished accommodation.

- **The provisions of the Migration Act and Regulations governing international students entry and stay in Australia**

  The Australian government operates an Overseas Student Program (OSP) that allows people who are not Australian citizens or Australian permanent residents to study in Australia. Any person who is not an Australian resident may apply to study in Australia under the OSP. Generally, a person who wants to study under the program must get a Student visa before they can begin to study their course in Australia.

  To be granted a student visa you must complete an application form, pay the application charge and satisfy the student visa requirements. You can be granted a student visa only if you intend to undertake a registered course or part of a registered course on a full-time basis.

  A registered course is an education or training course offered by an Australian education provider such as Trison Business College who is registered with the Australian Government to offer courses to overseas students. The Department of Education, Training and Youth Affairs (DETYA) can provide details of registered courses.

  There have been recent changes to the Migration Act, including:

  - an automatic student visa cancellation scheme. Students who do not comply with the visa condition relating to enrolment, attendance and academic performance, and who take no steps to explain their situation to an immigration officer, may in certain circumstances have their visas cancelled by operation of law. There is also a process for revocation of an automatic visa cancellation in certain circumstances; and

  - a new discretionary cancellation power for the Minister to cancel a student visa where the Minister is satisfied that the holder is no longer a genuine or continuing student or where the holder has engaged, is engaging or is likely to engage in conduct not contemplated by the holder's visa;.

- **Work rights**

  You will only be allowed to work for a maximum of 20 hours a week during school terms. However, you can work for longer periods during your holidays. The money you earn from working in Australia should only supplement your income and not be used as your only source of income.

  Dependents of students from non-gazetted countries who are undertaking courses of less than 12 months are not allowed to work.

- **Course requirements (including the need to be enrolled in a full time course of study, and requirements relation to attendance and academic progress)**

  In order to meet the requirements stipulated under the Migrations Act, students must be enrolled full-time in an approved course of study. You must maintain satisfactory course progress (satisfactory course progress is defined as successfully completing or demonstrating competency in at least 50% of the course requirements each term)

Where satisfactory course progress is not achieved, an intervention strategy will be implemented within 7 working days. If you do not achieve satisfactory course progress at the end of a second consecutive term, the Department of Immigration and Citizenship will be advised of your unsatisfactory performance. You will have 20 working days to access Trison Business College grievances, complaints and appeals processes.

When a student is reported for unsatisfactory course progress, the automatic visa cancellation process begins. The student must present to a DIAC office within 28 days or the student's visa will be automatically cancelled at the end of the 28 days. DIAC will only consider a small number of critical incidents as reasons for not proceeding with cancellation of the student visa.

- **The requirement to maintain current overseas student health cover, and to maintain adequate arrangements for the education of dependants**

  It is a condition of the grant of your Overseas Student Visa that you and your dependents have acceptable health insurance cover during the whole time you are in Australia. To be covered for health insurance, you will have to pay the Overseas Student Health Cover (OSHC) for yourself and any family members travelling with you.

  The OSHC provides medical and hospital insurance for overseas students and their dependants who have travelled to Australia with them. All applicants must show evidence that they have health insurance cover before a Student Visa can be issued to them.

  If you have dependants between the ages of 5 years to 15 years then you will also need to make arrangements for them to attend a primary or high school during your stay in Australia.

- **The requirement to seek the prior approval of Department of Immigration and Multicultural and Indigenous Affairs or its equivalent for certain course changes or before commencing a new course or changing courses**

  You can change your course but before doing so you must notify the nearest office of Department of Immigration and Multicultural and Indigenous Affairs.

  From 1 November 2000, students must remain with their education provider/s for both pre-requisite and principal courses for 12 months (or the duration of the course/s if they are for less than 12 months). This means that if a student is granted a visa for a course of 6 months for English plus 3 years for a degree, the student is required to remain with the provider/s for a total of 18 months unless they successfully apply with DIMA to change provider.

  There is an application charge of $120 except when a student has to change because the education provider is no longer able to provide the course.

- **Transferring between Register Providers**

  In accordance with standard 7 of the *National Code of Practice 2007,* Trison Business College will not recruit a student who is enrolled with another provider unless the first six months of their principal course has been completed

  Students who wish to transfer from Trison Business College to another provide within 6 months of commencing their principal course must provide a written request and outline the reasons for their transfer. Documentary evidence in support of the transfer must be attached to the application. If an application for transfer is approved, Trison Business College will provide a letter of release to a student at no cost within 7 working days; otherwise, the student will be provided reasons for refusing the request in writing within 7 working days.

Pre Departure Checklist

As you prepare to depart for Australia, use this checklist to ensure you are adequately prepared for your trip.

Have you:

- Booked your flights?
- Arranged your accommodation or confirmed these arrangements with Trison Business College?
- Arranged for airport transfer or confirmed these arrangements with Trison Business College?
- Arranged for health cover during your stay in Australia?

Ensure you bring the following:

- Current and valid passport;
- Current student visa;
- Exit visa (if necessary);
- Medical documents;
- Vaccination and health papers;
- Confirmation of Enrolment;
- Receipt of tuition fee payment;
- International Driver's Licence;
- Australian currency;
- Personal and credit references; and
- Names and addresses of your family; and an emergency contact.

Ensure these documents are on your person or in your hand luggage. Do not pack these documents with your checked-in luggage.

Code of Practice – Overseas Students

1. INTRODUCTION

This *Code of Practice* provides the basis for good practice in the marketing, operation, financing and administration of education and training services to overseas students by Trison Business College, a Training Organisation registered in South Australia by the Training and Skills Commission.

This *Code of Practice* complements the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007* established under Commonwealth law (the *ESOS Act, 2000* and *ESOS Regulations 2001*).

For the purpose of this *Code* "student" (or parent or legal guardian if the student is under 18 years of age) refers to any person (whether within or outside Australia) who holds a student visa as defined by the *ESOS Act, 2000*, and is participating in education or training delivered by this organisation. A "client" is a person or organisation who may enter into a contract with the registered training provider for the delivery of education and training services. *"National Code"* refers to the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.*

2. PROVISION OF TRAINING AND ASSESSMENT SERVICES

2.1 Our organisation has policies and management practices that maintain high professional standards in the delivery of education, training and assessment services, and which safeguards the interests and welfare of students

2.2 Our organisation maintains a learning environment that is conducive to the success of students

2.3 Our organisation has the capacity to deliver and assess the courses/ qualifications for which it has been registered, including: human and physical resources that meets the requirements of Standard 14 of the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007*

2.1 Our organisation monitors and assesses the performance and progress of its students

2.2 Our organisation ensures that assessments are conducted in a manner that meets the endorsed components of the relevant Training Package(s) and/or recognised courses

2.3 Our organisation is committed to the principles of access and equity in the delivery of its services.

3. ISSUANCE OF QUALIFICATIONS

Our organisation issues Qualifications and Statements of Attainment to students who meet the required outcomes of a Qualification or Unit of Competence, in accordance with all relevant National Guidelines, acknowledging where applicable.

4. MARKETING OF TRAINING AND ASSESSMENT SERVICES

4.1 Our organisation accepts responsibility under this Code of Practice for the actions of its appointed agents or those responsible for the provision of a course under an arrangement with our organisation in relation to information on the recruitment and placement of overseas students, including prescriptions specified at Standards 1 and 4 of the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007*

4.2 In marketing our services to overseas students, our organisation aims to enhance the reputation of South Australia and Australia as a source of quality education and training

4.3 Our organisation markets its services consistently with the educational, cultural and regulatory systems of countries in which it seeks to market and accurately represents education and training products and services to prospective students and clients

4.4 Our organisation accurately represents recognised education and training products and services to prospective students and clients and does not:

4.4.1 make any inaccurate claims of association with any other provider or organisation, or give inaccurate advice as to acceptance into another course

4.4.2 draw false or misleading comparisons with any other provider or qualification

4.5 Our organisation gains written permission from a student or client before using information about that individual or organisation in any marketing materials

4.6 Our organisation ensures students and clients are provided with full details of conditions in any contract arrangement with the organisation and will not enrol a student unless we have provided the student with accurate and current information consistent with Attachment A to this Code.

5. RECRUITMENT AND PLACEMENT

5.1 Our organisation ensures that offers of course placement are based on assessments by qualified persons of the extent to which the student's qualifications and proficiencies are appropriate to the course of education /training

5.2 Our organisation obtains evidence that assessment of an intending overseas student's proficiency in English has been carried out (unless this is clearly not relevant). Evidence of assessment meets the requirements of the Migration Regulations

5.3 Our organisation ensures that the educational background and English language proficiency of intending students is assessed by suitably qualified persons, and provides for the training of such staff and agents, as appropriate

5.4 Our organisation includes, in any offer of course placement, information on requirements for English language skills (unless this is clearly not relevant), or bridging courses where these are considered necessary

5.5 Our organisation provides accurate information to overseas students of the requirements of courses, enrols overseas students only in courses as defined in Standard 1 and 9 and under Part C, Section 7, Course Duration of the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007* under the *ESOS Act, 2000.*

5.6 Our organisation notifies and has a documented process for the notification of the relevant Commonwealth authority, for matters relating to overseas student attendance.

5.7 Our organisation ensures that the recruitment and placement of overseas students complies with equal opportunity legislation and is consistent with DIAC requirements.

6. RECOGNITION OF PRIOR LEARNING/RECOGNITION OF CURRENT COMPETENCE

6.1 In instances when our organisation grants RPL/RCC, it does so in accordance with a documented process, maintains records of RPL/RCC assessments and in compliance with the requirements specified in Standards 2.1 (a) and 12 of the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007*.

7. FINANCIAL STANDARDS

7.1 Our organisation provides on an annual basis a statement from an appropriately qualified accountant attesting to our financial viability

7.2 Our organisation has appropriate measures in place to ensure students are not financially disadvantaged in the event of the financial failure of the organisation

7.3 Our organisation makes available to students our fair and equitable refund policy which is consistent with Standards 2.1 (e) and 3 of the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007* under the *ESOS Act, 2000*

7.4 Our organisation ensures that the contractual and financial relationship between the student/client and the organisation is fully and properly documented consistent with Standards 3 and 13, and that copies of the documentation at Attachment A, are made available to the student/client. Our organisation will not accept payment of any fees for a course from an overseas student unless our organisation has rendered unto the student:

7.4.1 A copy of the agreement, if the provider and the student have a written agreement in accordance with ss 28(1) of the *ESOS Act 2000*; or

7.4.2 A statement in writing to that effect, if there is no such agreement

7.4.3 Advice in relation to refunds specified in Standard 3.2 of the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007* and covered by the provisions of the *ESOS Act, 2000* and the *ESOS Regulations 2001*.

8. INFORMATION

8.1 Our organisation has a documented process for ensuring the information provided in Attachment A, is current and relevant

8.2 Our organisation has a process for ensuring students are aware that, under the *ESOS Act, 2000*, any personal information may be made available to the state recognition authority, the Commonwealth and the Manager of the ESOS Assurance Fund

8.3 Our organisation advises and has a process for advising students of:

8.3.1 changes to student visa conditions as advised by the DIAC or its equivalent

8.3.2 changes to the student's enrolment;

8.3.3 breaches by students of student visa conditions relating to attendance or satisfactory academic performance

8.4 Our organisation will ensure that staff are informed of their responsibilities under this Code of Practice, consistent with Standard 6.7 of the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007,* the *ESOS Act, 2000* and the *ESOS Regulations, 2001*.

9. STUDENT SUPPORT SERVICES

9.1 Our organisation has documented processes that ensure the protection for the health, safety and welfare of students together with adequate and appropriate support services in relation to student accommodation, orientation, academic and personal counselling

9.2 Our organisation has documented processes that enable the discharge of our responsibilities under DIAC requirements to approve accommodation/welfare arrangements for overseas students under 18 years of age

9.3 Our organisation has documented processes to ensure adequate orientation, information and advice on accommodation, concurrent assistance, bridging courses and welfare facilities

9.4 Our organisation has documented processes consistent with Standards 5, 6 and 7.3 (ii) of the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007* or the appointment and direction of a suitably qualified person as a contact officer for overseas students.

10. COMPLAINTS AND APPEALS MECHANISMS

10.1 Our organisation ensures that students and clients have access to a fair, equitable and inexpensive process for expeditiously dealing with grievances and provides an avenue for students to appeal against decisions that affect their progress. Every effort is made by our organisation to resolve students and clients grievances

10.2 For this purpose, our organisation has a grievance policy and a member of staff is identified as the reference person for such matters. The grievance mechanism as a whole is made known to students at the time of enrolment

10.3 Where a grievance cannot be resolved internally, our organisation advises students and clients of arrangements in place for a person or body independent of and external to the registered provider to hear complaints or appeals consistent with Standard 8 of the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007*.

11. RECORD KEEPING

Our organisation keeps complete and accurate records of the attendance and progress of students. We also keep financial records that reflect all payments and charges, the balance due, and provide copies of these records to students on request.

12. QUALITY CONTROL

Our organisation seeks feedback from students and clients on their satisfaction with services received and seeks, through our fully documented quality assurance mechanisms, to improve our service.

13. NATIONAL REQUIREMENTS

Our organisation complies with the *ESOS Act, 2000, ESOS Regulations, 2001* and the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.*

ATTACHMENT A

Information to be provided to trainees by the registered training organisation before trainees enter into a contract with them.

1. copy of the signed Training and Skills Commission's Code of Practice
2. copy of the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007*
3. course information, including content and vocational outcomes
4. the accreditation status of the course
5. student selection, entry requirements, enrolment and induction/orientation procedures
6. the commencement dates and duration of courses
7. the time commitment involved in undertaking the training offered
8. requirements to achieve the qualification
9. the qualification/certification to be issued on completion or partial completion of the course of study
10. Australian and overseas recognition given to qualifications
11. teaching methods used (including field trips or work experience requirements)
12. policies on assessment, including methods, grading, resubmission of work etc
13. Recognition of Prior Learning (RPL) arrangements
14. itemised list of fees payable
15. the conditions under which students will be eligible to receive a refund of fees
16. arrangements for the protection of students' funds
17. internal and external grievance/appeal processes
18. students' rights and responsibilities, including withdrawal arrangements
19. Registered Training Provider's rights and responsibilities
20. conditions under which tuition may be terminated
21. welfare and guidance services relevant to overseas students
22. general description of:
    - the facilities (for example classrooms, furniture, fittings)
    - the equipment (for example audio-visual teaching aids)
    - the learning resources (for example reference texts and software) available to students undertaking the course
23. work rights
24. course requirements (including the need to be enrolled in a full time course of study, and requirements relating to attendance and academic progress)
25. the requirement to maintain current overseas student health cover, and to maintain adequate arrangements for the education of dependants
26. the requirement to seek the prior approval of DIAC or its equivalent for certain course changes, or before commencing a new course, or changing courses
27. Information about the minimum level of English language proficiency, educational qualifications and work experience required for the student to be accepted for the course (unless this is clearly not relevant), including bridging courses and details of pre- and in-sessional English language programs
28. An accurate representation of the local environment in which our organisation is operating, including location of campuses and indicative costs of living
29. Advice that any school-aged dependants accompanying an international student to Australia will be required to pay full fees if they are enrolled in either a government or non-government school
30. Provisions of the Migration Act and Regulations governing overseas student entry and stay in Australia