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ORIGINAL CAMPUS

# INTERNATIONAL STUDENT HANDBOOK







Welcome to

# Original Campus

For any enquiries, you can contact our reception on:  
+613 9042 0682



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## 1. INTRODUCTION

### 1.1 Code of Practice

Original Campus is responsible for compliance with training, and/or assessment, the Managing Director and Senior Management will ensure that the operations, staff and students of Original Campus comply with the requirements of the Standards for Registered Training Organisations and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and the 11 standards under this code.

Original Campus will ensure that compliance will apply across all of its operations within the registered training organisation's scope of registration as listed on the National Register (<http://www.training.gov.au>).

Original Campus has policies and procedures in place for ensuring compliance, which is distributed to Staff and Students as part of their induction process.

### 1.2 Continuous Improvement Strategy

Continuous improvement is about applying good business practices within our organisation to ensure the best outcomes for our clients; these are namely our students, the industry we support and the community to whom we provide training.

This Continuous Improvement Strategy involves the collection of relevant information (or data), analysing that data and then applying corrective actions to improve the practices of the RTO. Relevant information is collected through actively engaging with key stakeholders, before, during and after training and assessment.

### 1.3 Welcome

The team at Original Campus provides advice, support, and assistance to students who are experiencing difficulty with their program. Original Campus provides the following in support of training:

- Continuous access to trainers and assessors
- Detailed course information
- Additional resource information
- Access and family assistance

You are undertaking a competency-based program leading to a nationally recognised certificate.

This booklet provides information about Original Campus, the program structure and your role and responsibilities during the program.

Trainers are happy to provide you with more information at any time during the program to ensure your success.

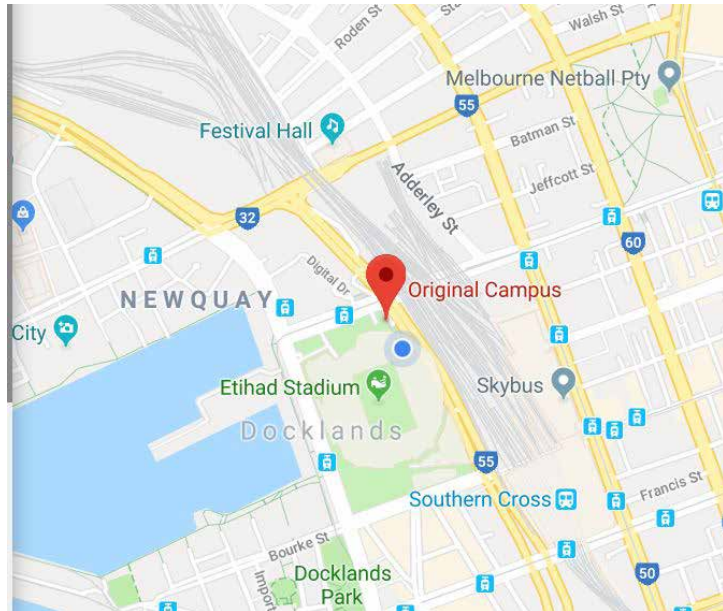
We look forward to working with you and wish you every success.





## Campus

Original Campus is located at 207/673 La Trobe St Docklands.



Building on the excellent multiculturalism that Melbourne boasts, you will study in a genuinely inclusive and friendly environment when you undertake your program with us. Our boutiques campus has a start-up or co-working feel and it provides you with all the amenities you require as an international student.

Docklands, which is home to our school, is renowned as a place where entrepreneurs and start-ups thrive and has attracted many eclectic hubs and exciting new businesses to form their base here. Our campus is also in close proximity to cafes, restaurants, shops, gym, New Quay and Etihad Stadium. You could not ask for a better location to get started in this inspiring and forward-looking city.

## Transport to Original Campus:

Train	Tram	Bus	Bicycle
Southern Cross Station	#86, 30, 35 – Stop D1 Etihad Stadium #70, 75 – Stop D2 Central Pier	Buses 219 and 216- Stop police stations on Spencer Street	Storage and parking spots available on La Trobe Street or in Etihad Stadium Car Park

## Facilities

Facilities at our city Docklands campus include but are not limited to:

- Modern classroom – Fully equipped with multimedia technology, projector, white board, tables and chairs.
- Wireless Campus – Free Wi-Fi access
- Colour printers & photocopy machines
- Library / Study Area – The library includes course related books / resources and area to study;
- Student kitchen area with microwave and coffee machine
- Lounge – Student lounge available for collaboration and relaxation during breaks.
- LMS Access – Learner Management System is available to all students to access courses materials and extra on-line course related resources.
- Restroom





## 1.4 Trainer/Assessor

Your Trainer/s can provide advice on any aspect of the course content, resources or assessment activities.

Your Trainer holds a qualification in training and assessment and has experience in the qualification/s they deliver. Trainers engage in a rigorous professional development program to maintain currency in the specific industry.

## 1.5 Support Staff

The Student Support Officer primary role is to be the point of contact for all international students. Their role is to provide support and guidance to students and also ensure they are aware of their responsibilities in relation to maintaining course progress. You may also refer to the Student Support Officer for any issues or concerns you may have that are not directly related assessment.

Your Student Support Officers are currently:

**Costas Pehlivanis**

Phone: +61 414 875 047

Email: [costas@originalcampus.edu.au](mailto:costas@originalcampus.edu.au)

**Fabrizio Battisti**

Phone: +61 390 361 526

Email: [fabrizio@originalcampus.edu.au](mailto:fabrizio@originalcampus.edu.au)

## 1.6 Change of personal details

You must inform Original Campus of any changes to your address or contact details within seven days of the change.

You must also inform Original Campus of any other change relevant to your training program. If your name changes at any time during your training, provide a certified copy of the proof of name change (i.e.: marriage certificate, name change certificate).

## 1.7 National Unique Student Identifier (USI)

Students are to provide a Unique Student Identifier (USI) on enrolment.

To access a USI, log onto <http://usi.gov.au> and follow the prompts. Please make sure you have one form of ID from the list below ready. Examples of acceptable forms of ID:

- Driver's Licence
- Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian) \*please note a Birth Certificate extract is not sufficient
- Certificate of Registration by Descent
- Citizenship Certificate
- Immi Card

Contact the office or your trainer if you are unable to access a USI.



## 2. PRE-ARRIVAL INFORMATION

### 2.1 Important information and contacts

CONTACT DETAILS	Phone: +613 9042 6082	
	Emergency Mobile: +61 414 875 047	
	Website: <a href="http://www.originalcampus.edu.au">www.originalcampus.edu.au</a>	
	Email: <a href="mailto:kickstart@originalcampus.edu.au">kickstart@originalcampus.edu.au</a>	
	Address: 207/673 La Trobe St Docklands, VIC 3008	
International Student Support Officer Details:	Costas Pehlivanis	Fabrizio Battisti
	Phone: +61 414 875 047	Phone: +61 3 9036 1526
	<a href="mailto:costas@originalcampus.edu.au">costas@originalcampus.edu.au</a>	<a href="mailto:fabrizio@originalcampus.edu.au">fabrizio@originalcampus.edu.au</a>



In case of an emergency

Dial 000 from a landline or phone box or 112 from a mobile phone for Police, Fire or Ambulance.

### 2.2 Medical Centres/Hospitals

#### MC Medical and Dental

10/677 La Trobe St  
Docklands  
Phone: (03) 9988 2839

#### Sonic HealthPlus Flagstaff

10/277 William St  
Melbourne  
Phone: (03) 9224 8398

#### Royal Melbourne Hospital

300 Grattan St  
Parkville  
Phone: (03) 9342 7000

### 2.3 Arranging Travel

Students need to make their own travel arrangements to Australia. We recommend arriving 2 weeks before the scheduled orientation to allow enough time for settling, adjusting to the climate and overcoming jet lag.



## 2.4 Things to do before leaving home

Apply for passport

Arrange student visa

Make contact with Original Campus

Complete required forms with Original Campus

Make payments to Original Campus

Arrange for immunisations and medications from doctor

Apply for credit card and/or arrange sufficient fund

Confirm overseas access to your funds with your bank

Make travel arrangement

Arrange travel insurance

Advise Original Campus of travel details

Arrange accommodation

Arrange transport from airport to accommodation

Pack bags being sure to include the following:

- Name and contact details of Original Campus representative
- Enough currency for taxis, buses, phone calls etc
- Laptop to work on in class time
- Important documents:
  - o This Handbook
  - o Passport
  - o Letter of Offer
  - o Confirmation of Enrolment
  - o Certified copies of qualifications and certificates
  - o Travel insurance policy
  - o ID Cards, drivers licence, birth certificate (or copy)
  - o Medical records and/or prescriptions



## 2.5 What to bring

Australian Customs Services and quarantine are considered to be quite strict. If you're in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plan.

Students have received on the spot fines for not declaring items. For further information visit the Australians Customs website [www.border.gov.au](http://www.border.gov.au)  
For information on how much luggage you can bring check with your airline.

## 2.6 Arriving in Melbourne

	Call home
	Settle into accommodation
	Make contact with Original Campus
	Purchase household items and food
	Enrol children in school (if applicable)
	Attend Student Orientation
	Advise Original Campus of your address, phone and email
	Obtain student identification (ID) card
	Advise health insurance company of address and obtain card
	Open a bank account
	Start classes
	Apply for tax file number if seeking work
	Get involved in student life and associations

## 2.7 Orientation

Original Campus will conduct an orientation and induction program for all new international students prior to course commencement. The orientation and induction program is conducted at an agreed time before the commencement of studies.

The orientation and induction program will cover the majority of what students will need to know about their course and adjusting to life in Australia.



As a minimum, the program must cover:

- student support services available to students in the transition to life and study in a new environment,
- english language and study assistance programs,
- legal services,
- emergency and health services,
- facilities and resources,
- complaints and appeals processes, and information on visa conditions relating to course attendance and progress,
- services available to assist with general and personal circumstances that are adversely affecting their education,
- services students can access for information on their employment rights and conditions and how to resolve workplace issues,

- how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents,
- General information on safety and awareness relevant to life in Australia

The RTO Operation Manager is to run the orientation and induction program using both the International Student Handbook and the International Student Orientation Checklist. Students MUST go through, tick, sign and return their International Student Orientation Checklist at the end of the session.

The RTO Operation Manager MUST collect all the completed forms, checking them to ensure they are filled correctly.

All forms MUST be filed in the students file.

## 2.8 Dealing with late arrivals/starters

In the event a student commences their course late / has been granted credit or simply missed the Induction, the principal or designated senior staff member will undertake an orientation program with that student prior to the commencement of classes

## 2.9 Non-commencement policy

For students who have their visa granted.

Original Campus will report a student in PRISMS as non-commencement within 14 days after the expected commencement date if the student did not attend Orientation, and a revised start date has not been agreed on between the student, education agent and Original Campus. The CoE status will change to 'Cancelled' and DIBP will be sent the reason code applied. Please note: If Original Campus is notified of a revised start date and agrees that the delay will not impact on the end date of the CoE, no action is required from Original Campus, as long as the student commences on the new expected date.

For students who are awaiting their visa grant.

If a revised start date has not been agreed on between the student, education agent and Original Campus, the students CoE will remain in PRISMS for three months. After three months, the CoE will expire. If a revised start date is agreed on, Original Campus will amend the CoE in PRISMS.



## 3. LIVING IN AUSTRALIA



Australia is officially called the Commonwealth of Australia.

For about 50,000 years before the first British settlement in the late 18th century, Australia was inhabited by indigenous Australians, who spoke languages grouped into roughly 250 language groups. After the European discovery of the continent by Dutch explorers in 1606, Australia's eastern half was claimed by Great Britain in 1770 and initially settled through penal transportation to the colony of New South Wales from 26 January 1788. The population grew steadily in subsequent decades; the continent was explored, and an additional five self-governing crown colonies were established.

On 1 January 1901, the six colonies federated, forming the Commonwealth of Australia. Since federation, Australia has maintained a stable liberal democratic political system that functions as a democracy and constitutional monarchy comprising six states and several territories. The population of 23.6 million is highly urbanised and heavily concentrated in the eastern states and on the coast.

### 3.1 Key facts and statistics

- Australia is one of the wealthiest countries in the world, with the world's 12th-largest economy.
- Australia ranks highly in many international comparisons of national performance, such as quality of life, health, education, economic freedom, and the protection of civil liberties and political rights.
- Sydney is Australia's largest city.
- Canberra is Australia's capital.
- English is Australia's national language.
- The most popular Australian sports are Australian Rules football (Aussie rules), Rugby League, cricket and soccer.

### 3.2 Victoria

Victoria (abbreviated as Vic) is a state in the south-east of Australia. Most of Victoria's population is concentrated in the area surrounding Port Phillip Bay, which includes the metropolitan area of its capital and largest city, Melbourne, Australia's second-largest city.

Prior to European settlement, the area now constituting Victoria was inhabited by a large number of Aboriginal people, collectively known as the Koori.

Victoria officially became a separate colony in 1851 and achieved self-government in 1855.

The Victorian gold rush in the 1850s and 1860s significantly increased both the population and wealth of the colony.





## 3.3 Melbourne

Established in 1835, Melbourne is the second biggest city in Australia, behind Sydney. It has a population of 3,707,530 (as of 2016), and its inhabitants are called Melburnians.

Melbourne is the capital of Victoria, one of eight Australian states and territories.

Melbourne rates highly in education, entertainment, health care, research and development, tourism and sport, making it the world's most liveable city—for the seventh year in a row in 2017, according to the Economist Intelligence Unit.

Referred to as Australia's 'cultural capital', Melbourne is the birthplace of:

- Australian rules football
- The Australian film and television industries

It is recognised as a UNESCO City of Literature and a major centre for street art, music and theatre.

It is home to many of Australia's largest and oldest cultural institutions such as the:

- Australian Centre for the Moving Image
- Melbourne Cricket Ground
- National Gallery of Victoria
- State Library of Victoria
- UNESCO World Heritage-listed Royal Exhibition Building

For what to do in Melbourne visit:

[www.thatsmelbourne.com.au](http://www.thatsmelbourne.com.au)

## 3.4 Accommodation



When it comes to finding accommodation, you have many options to choose from ranging from finding your own apartment, to homestays, to short term rental accommodation.

It is typical that most students will find their own apartment, or find an apartment to share with others. Homestays allow you to have accommodation with carefully selected homestay families. These offer you a safe, friendly and caring 'home away from home' environment, as well as the opportunity to practice your English in real-life situations.

When you arrive, there are several youth hostels and budget accommodation venues that you can access via the internet for short term accommodation needs.

Some useful websites for finding accommodation include:

[www.homestaydirect.com.au](http://www.homestaydirect.com.au)

[www.flatmatefinders.com.au](http://www.flatmatefinders.com.au)

[au.easyroommate.com](http://au.easyroommate.com)

[www.realestate.com.au/share](http://www.realestate.com.au/share)

[www.studyinaustralia.gov.au/english/live-in-australia/accommodation](http://www.studyinaustralia.gov.au/english/live-in-australia/accommodation)



## 3.5 Bringing Family

Most student visas allow you to bring your family member to Australia as your dependent (check your individual circumstance on the DIBP website). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting family in Australia is high. You may have to consider and discuss many issues with your family.

- The cost of airfares for your family to and from Australia Sydney is Australia's largest city.
- Possible higher rent for a larger home.
- Limited employment opportunities for your spouse.
- Extra costs for food, clothing and other necessities.
- The effect on you and your studies if your family is not happy in Australia.
- Whether your children will adjust to school in Australia.
- Waiting lists for child care centres.
- Whether to come alone to Australia first and arrange things for your family, or to all come at the same time.

## 3.6 School Aged Dependents

If you are bringing school aged children with you when you study in Australia you will need to arrange for them to attend school. The requirements for enrolling students and school fees vary across Australian states and territories, and across schools. Where school aged children are included in your student visa application, schooling costs of AUD 8,000 per year for each child will need to be added to the amount of funds that is required.

This amount is the minimum required for a visa application only and you are responsible for researching schooling costs, which may vary widely between states, territories and schools in Australia.

Additional costs for dependent children will usually depend on their age. As a general guide, the living costs could vary anywhere between AUD 3,000 to AUD 10,000 depending on the age of the child.

The above information does not include any costs for special needs, such as medical costs, or other lifestyle choices related to recreation, entertainment and sport.

## 3.7 Overseas Student Health Cover (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

### How do I get OSHC?

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australia education institutions have a preferred OSHC provider. Depending on the institution you will be attending you will be required to join one of these registered health funds. You may choose to change your health fund at any time, but will need to abide by the conditions of change of the health fund provider you are leaving.

Further information on OSHC can be found at [www.health.gov.au/internet/main/publishing.nsf/Content/Overseas+Student+Health+Cover+FAQ-1](http://www.health.gov.au/internet/main/publishing.nsf/Content/Overseas+Student+Health+Cover+FAQ-1)





## 3.8 Transport

Public transport in Australia is very accessible with ferries, buses, trains, trams and taxis being available throughout the main cities. In Melbourne, a Myki Prepaid ticketing system is in place. You can pre-purchase a Myki card and put money on the card from train stations and newsagents. Go to [www.ptv.vic.gov.au](http://www.ptv.vic.gov.au) for more information

## 3.9 Climate

Australia enjoys a temperate climate which enables residents to enjoy outdoor activities all year round. Summer temperatures are usually between 25 and 30 degrees Celsius. February is usually the hottest summer month, so if you are arriving during this month to commence your studies, make sure you wear light clothing under any coat or jacket you take on the plane with you. Winters are usually cool, with temperatures averaging about 17 degrees Celsius. During winter, the night time temperature can drop to around 9 degrees Celsius, so either plan to bring warm clothing with you or budget to buy winter clothes during your first year of studies.

## 3.10 Multiculturalism

More than 100 ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of Indigenous cultures, early European settlement and immigration from all parts of the world. Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world, many Australians are naturally fluent in other languages. More than 2.4 million Australians speak a language other than English at home.

## 3.11 Money and banks

One of the first things you may wish to do when you arrive in Australia is to open a bank account in which to deposit money, so you can pay for things in the local currency. If you intend to work while you are studying your employer will be able to pay you directly into your account if you open an Australian bank account.

## 3.12 Credit cards and ATMs

Credit cards are widely accepted in Australia. The most commonly accepted credit cards are MasterCard, Visa, American Express, and Diners International. Most shopping centres have Automatic Teller Machines (ATMs). Some ATMs charge a fee for withdrawal if you do not have an account with that bank.

## 3.13 Telephones and mobile phones

Public telephones are available at all Post Offices and shopping centres and on many street corners. Public pay phones accept a variety of coins and phone cards. Phone cards are pre-paid for use in public pay phones and can be bought at any Newsagent. While in Australia, you may wish to purchase a mobile phone. You will be able to purchase pre-paid mobile phone cards, which will add a certain amount of credit to your phone.

## 3.14 Post offices

The opening hours are usually 9 am - 5 pm Monday to Friday, sometimes Saturdays. Post Offices are able to help you with mailing letters and packages, buying gifts and greeting cards, and even paying your bills online. To find the nearest post office to your accommodation visit their website [www.auspost.com.au](http://www.auspost.com.au) or phone 131318.



## 3.15 Public Libraries

Public libraries in Melbourne include:

State Library of Victoria

328 Swanston Street, Melbourne

[www.slv.vic.gov.au](http://www.slv.vic.gov.au)

Melbourne City Library

253 Flinders Lane, Melbourne

[www.citylibrary.org.au](http://www.citylibrary.org.au)

## 3.16 Living costs

Before you decide to study with Original Campus, you should consider whether you have enough money for your stay in Australia. Personal student and living expenses are not included in the tuition fees quoted and are therefore your responsibility.

During your stay in Australia, you'll need to consider the following costs:

Accommodation

Airfares

Tuition fees

All general expenses

Overseas student health cover

As a general guide, your accommodation, food, transport and general expenses will cost you around \$20,000 - \$25,000AUD a year, depending on your lifestyle and your accommodation choice.



When you apply for a Student Visa, you must also provide evidence that you have enough money to pay your tuition fees, return air fares and living costs while you are living in Australia.

The cost of living in Australia will vary depending on your choice of accommodation and the suburb. The following information indicates the weekly costs you may incur. This is only a guide, and all amounts are in Australian dollars.

### Weekly Costs (\$AUS): Example

Accommodation and Rent	\$300-550 per week
Travel (weekly bus ticket)	\$0-50 per week
Telephone / Mobile phone	\$20-40 per week
Groceries e.g. food, toiletries etc.	\$80-160 per week
<b>Total</b>	<b>\$400-800 per week</b>



## 4. TRAINING



Training is delivered using a variety of flexible approaches including techniques such as group based classroom style learning and online delivery in the classroom to allow you access to your trainer as you move through the material.

### 4.1 Competency-based training

Competency-based training and assessment is evidence based; you provide evidence of your competence to your Trainer/Assessor. Evidence may be gathered by:

- Observation
- Demonstration
- Case studies
- Written assignments
- Role Plays
- Questioning
- Projects
- Reflections
- Presentations

### 4.2 Training and Assessment Standards

Original Campus is committed to high-quality training and assessment consistent with industry standards. Original Campus will:

- Provide Orientation to all students
- Conduct regular reviews of training and assessment and consult with industry
- Consult with regulatory groups, staff, and students to assess the quality of training and assessment
- Always seek to improve training and assessment strategies
- Provide all the necessary resources to implement these processes

Original Campus has a quality assurance system for managing and monitoring education and training operations. This system consists of mechanisms for monitoring and evaluating curricula, monitoring of assessment procedures, and stakeholder involvement in decision and policy making.

Original Campus will collect and review feedback from industry sources, representatives, and advisory bodies on a regular basis. Industry consultation is used to review and improve training and assessment and is recorded within the industry consultation area of Original Campus's training and assessment strategy.

Original Campus will measure course and service quality and effectiveness in regular reviews of the strategy. Any industry feedback indicating practices by the RTO or representatives contrary to legislation, standards or codes of practice are acted upon immediately.

The courses at Original Campus are delivered based on competency standards set by the industry. All units or modules are assessed by qualified staff using strict assessment criteria.



When a student demonstrates competency for the required number of units specified in the qualification, the certificate is awarded. Where competency for units less than the required number to gain a full qualification, a Statement of Attainment is issued for the units achieved.

## 4.3 Studying in Australia

For more information about studying in Australia we recommend the following websites:

### Study in Australia:

[www.studyinaustralia.gov.au/](http://www.studyinaustralia.gov.au/)

### Life in Australia:

[www.border.gov.au/Trav/Life/Aust/Life-in-Australia-book](http://www.border.gov.au/Trav/Life/Aust/Life-in-Australia-book)

### Overseas Students Ombudsman:

[www.oso.gov.au](http://www.oso.gov.au)

### Department of Immigration and Border Protection:

[www.border.gov.au/Trav/Study](http://www.border.gov.au/Trav/Study)

### Applying for a student visa – support:

[www.border.gov.au/Trav/Visa](http://www.border.gov.au/Trav/Visa)

## 5. RIGHTS AND RESPONSIBILITIES

### 5.1 Student rights



Students in our training programs are governed by State and Federal legislation.

All students have the right to:

- Be treated fairly and with respect by all students and staff
- Not be harassed, victimised or discriminated against on any basis
- Learn in a supportive environment free from harassment, discrimination, and victimisation
- Learn in a healthy and safe environment where risks to personal health and safety are managed and minimised
- Have personal details and records kept private and secure according to our Records Management Policy.
- Have access to the information Original Campus holds about you.
- Have your complaints dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions
- Receive training, assessment and support services that meet your individual needs.
- Be given clear and accurate information about your course, training and assessment arrangements and your progress.





- Access the support needed to participate effectively in their training program.
- Provide feedback to Original Campus on the client services, training, assessment and support services they receive.

## 5.2 Student Responsibilities

All students, are expected to:

- Treat all people with fairness and do not do anything to offend, embarrass or threaten others
- Not harass, victimise, discriminate against or disrupt others
- Treat all others property with respect.
- Respect the opinions and backgrounds of others
- Speak English during class time and within Original Campus venues
- Turn off Mobile phones before entry to classroom.
- Look after your own possessions, Original Campus accepts no responsibility for lost or stolen property
- Follow all safety policies and procedures as directed by staff
- Report any perceived safety risks as they become known
- Not bring any articles or items that may threaten the safety of self or others into any premises being used for training purposes,
- Notify us if any of their personal or contact details change
- Provide accurate up to date information to Original Campus in a timely manner
- Approach the course with due personal commitment and integrity and do not disrupt others ability to learn in class.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism.

- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet
- Prepare appropriately for all assessment tasks, visits and training sessions
- Notify Original Campus if any difficulties arise as part of their involvement in the program
- Attend all classes and notify Original Campus if they are unable to attend a training session for any reason at least twenty-four (24) hours prior to the commencement of the activity
- Refrain from smoking and drinking alcohol on the premises of Original Campus.
- Dress appropriately
- Make payments for their training within agreed timeframes

## 5.3 Student Behaviour

You are expected to treat Original Campus staff members and fellow students with respect and observe any particular conditions appearing in the Student Handbook or raised during the course by Original Campus staff members.

Where your behaviour is affecting the learning process, you may be asked to leave and be given a formal written warning. Re-entry to the training program is negotiated with the Student Support Officer.

In keeping with equal opportunity and discrimination laws, no derogatory or prejudicial comments are acceptable regarding a person's culture, disability, gender, disability, sexuality, religion or age.



- Inappropriate language and actions will not be tolerated.
- Harassment and intimidation of staff or fellow students will not be tolerated.
- Treat facilities and equipment with due care and respect.
- Arrive on time to start all sessions. This includes returning from your lunch break and coffee breaks.

Consumption or being under the influence of alcohol or illicit substances during training hours is unacceptable and will result in training being terminated, or you may be asked to leave the premises. Continued abuse of this nature may result in your removal from the training program.

Your behaviour must not disrupt or threaten others. Abusive behaviour or physical violence can result in instant withdrawal from the program. You should behave in a way that reflects workplace/classroom standards at all times. Students should be punctual to all training sessions. If you are late, you may be marked as absent, and this may affect your overall result.

## 5.4 Dress and hygiene

Neat, comfortable clothing is considered appropriate for classroom-based sessions.

Since you are working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant, etc.) is required.

## 5.5 Access and equity

Original Campus abides by access and equity principles and provided information, advice and support services to assist students in identifying and achieving their learning outcomes.

Original Campus is committed to providing an environment free from discrimination and harassment. Students will not be discriminated against on the basis of certain attributes as described by the Equal Opportunity Act 2010.

It is unlawful to discriminate on the basis of the following attributes: sex, impairment, marital status, physical features, age, pregnancy, breastfeeding, industrial activity, religious belief or activity, lawful sexual activity, political belief or activity, parental status as a carer or personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.

A student should never feel they are unable to complete their training for any reason. Access and Equity are the responsibility of all staff members at Original Campus. However, students who feel they have been mistreated should contact the Administration Officer.

Original Campus's policy sets out the Access and Equity principles and processes to:

- Reflect fair and reasonable opportunity, for all students and staff, regardless of race, colour, religion, gender or physical disability, regardless of the prevailing community values.
- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training.
- Equality of outcome within vocational education and training for all people, without discrimination.
- Access for all people to appropriate quality vocational education and training programs and services.



The intention of Original Campus is all students have an equal opportunity successfully gain the skills, knowledge, and experience through the training and assessment services provided by Original Campus.

## 5.6 Work Health and Safety

Original Campus recognises the importance of providing a safe and healthy environment for students, contractors, and visitors during their participation in work and training activities with the organisation.

It is your responsibility to:

- To protect your health and safety and to avoid adversely affecting the health and safety of any other person.
- To not wilfully or recklessly interfere or misuse anything provided by Original Campus in the interests of health, safety or welfare.
- To co-operate with health and safety directives given by staff of Original Campus
- To ensure you are not, affected by the consumption of drugs or alcohol, as to endanger your health and safety or the health and safety of another person.

Original Campus strives for excellence in workplace health and safety and is committed to providing an environment free from risks and conducive to the productivity and efficiency needs of its students and others.

Compliance with Legislation, Original Campus meets the requirements of the WH&S Act 2011 (Victoria) and complies with all other relevant legislation, codes of practice, advisory, best practice standards and organisational policies and procedures.

## 5.7 Student Counselling Services and Support

In order to provide students with support adjusting to life in Australia, Original Campus can provide access to support services and resources to enhance the outcomes for students facing a range of life issues including:

English Language

Personal Counselling

Financial Counselling

Employment

Emergency Services Legal

Accommodation

Overseas Student Health Cover

Airport Pick up

Health Services

Library Services

Medical Services

Child Care

Further studies guidance

Tutoring and Study Support



Assistance may be provided either internally or by referral to specialist services. Internal assistance is provided at no cost to the student. Referral to specialist services will be made free of charge. However, students will be responsible for the costs of the specialist service.

We recommend students visit the Melbourne Student Centre as they offer a range of services to students. [www.studymelbourne.vic.gov.au](http://www.studymelbourne.vic.gov.au)

Original Campus will in the first instance provide students with access to support to achieve the expected learning outcomes through discussion with the Student Support Officer and/or Trainer. Should the Trainer and/or Student Support Officer not be able to provide sufficient support to the student, they may refer the student to an external support service listed above.

Original campus caters to diverse student learning needs and aims to identify and respond to the learning needs of all students. Students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial counselling and enrolment stage through to graduation.

All students should make an appointment at reception with the Student Support Officer if they wish to ask about any vocational education and training or personal counselling services available at Original Campus.

Original Campus provides suitable resources to help students identify their learning needs and provides staff with the required student-based information for use in designing student training and assessment strategies. In designing and adapting training and assessment products Original Campus will do its best to ensure they are relevant to industry needs and meet the requirements of the

Training Package or Accredited Course.

Original Campus is committed to providing students requiring additional support, advice or assistance while training.

To achieve this and ensure the quality delivery of training and support services, Original Campus provides:

Student Vocational Counselling to improve and extend training outcomes. While this can be achieved on a one to one basis with management or trainers who are required to monitor student progress. Students are advised to make an appointment at reception to see the Student Support Officer in the first instance. Please make an appointment at reception for additional support and services include:

- a) Education and Career Counselling
- b) Assistance when applying for further studies

Personal Counselling services are available to all students and staff from management and may take the form of advice or referral to other services. Personal counselling services must meet Original Campus's code of practice and confidentiality procedures. Personal counselling services include but are not restricted to:

- a) Grievance /conflict resolution
- b) Stress management
- c) Access and equity issues
- d) Student Support and support

## Welfare & Guidance Services

If, at any time, a student needs counselling or advice and RTO staff are not able to help or are unqualified, the student will be given a referral to a qualified counsellor. The following numbers are a guide to some of the help services available. If you would like some guidance as to which services is best for your personal circumstances, please contact the Student Support Officer.





Reverse charge	12 555
Interpreting Services	131 450
ACPET	1800 657 644
Abortion Trauma and Crisis Pregnancy Help	1300 737 732
State wide Sexual Assault Helpline	1800 010 120
Privacy Enquiries Line	1300 363 992
Lifeline	13 11 14
Drug-Arm	1300 656 800
Men's Telephone Counselling Service	1800 600 636
Family Law Hotline	1800 050 321
Taxation - Personal Tax Info Line	13 2861

## Personal Issues

Please use these services if you're experiencing personal crisis, have concerns with mental health, depression or anxiety.

Lifeline:

131 114

[www.lifeline.org.au](http://www.lifeline.org.au)

Beyondblue:

1300 224 636

[www.beyondblue.org.au](http://www.beyondblue.org.au)

## Workplace Issues

For concerns with employment conditions & issues, these services are here for you.

WorkSafe Victoria:

1800 136 089

[www.worksafe.vic.gov.au](http://www.worksafe.vic.gov.au)

Fair Work Ombudsman:

13 13 94

[www.fairwork.gov.au](http://www.fairwork.gov.au)

## Legal Issues & Concerns

For legal problems or for information on the law, Victoria Legal Aid is there to help:

Victorian Legal Aid:

1300 792 387

[www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)

## Consular Contacts

If a student would like to have contact with people in Australia who are originally from their country of origin they can go to the following website which is a directory of all consulates in Australia. They will then be able to direct you to any community groups in the area you are staying in.

To find your closest Embassy and/or Consulate visit: [www.dfat.gov.au/geo/](http://www.dfat.gov.au/geo/)

## Domestic & Sexual Assault

If you have or are currently experiencing sexual or domestic abuse, these confidential services are here for you.

Sexual Assault Crisis Line:

1800 806 292

[www.sacl.com.au](http://www.sacl.com.au)

Women's Domestic Violence Crisis Services:

1800 015 188

[www.wdvcs.org.au](http://www.wdvcs.org.au)

## International Students

For free, confidential support and welfare service for international students, contact International Student Care:

[www.internationalstudentcare.com](http://www.internationalstudentcare.com)

If you are having trouble with literacy or language, visit AMES Australia

AMES Australia:

13 26 37

[www.ames.net.au](http://www.ames.net.au)



## 5.8 General requirements

Do not leave handbags or other valuables unattended. Although our training facilities are reasonably secure, you are ultimately responsible for your belongings. Original Campus accepts no responsibility for any stolen or missing belongings.

Smoking is not permitted within the building or in the entrance to the facilities.

If you have a personal health condition, please advise your Trainer before commencing the course. All information is treated in strict confidence and is needed so Original Campus can provide support or treatment should an emergency arise

## 5.9 Personal safety and security

Your safety is of utmost importance to us at Original Campus. The Australian Government have provided the following tips to reduce the chance of an incident occurring. Visit [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au) for more information.

### Heading out

If you are out with friends or by yourself, here are some things to consider:

- Always plan your trip home, especially at night. You may want to pre-book a taxi or arrange transport with a friend. Make sure you have enough money to get home.
- Try to travel with a friend or in a group.
- Keep your bag and belongings close to your body and where you can always see them.
- Never hitch hike.
- If you don't have a mobile phone, make sure you have a phone card or money to make a phone call.

- Where available, use pedestrian walkways and cross the street at pedestrian crossings or lights.
- Leave valuables at home if you don't need to take them with you.
- Don't carry large amounts of money with you.
- Call 000 in the event of an emergency. Remember, calls to 000 are free of charge.

### Public transport

Public transport is reliable and widely used in Australia, particularly in metro and urban areas. A number of security measures have been implemented to maximise the safety of public transport users including security officers and guards, help points, good lighting and security cameras. However you should still use caution when travelling on public transport:

- Avoid isolated bus, rail and tram stops.
- Check transport timetables to avoid long waits, particularly at night.
- Train carriages nearest to the driver or guard are lit and safest at night.
- If you find yourself left in a train carriage on your own or with only one other person you may feel more comfortable moving to another carriage.

### Taxis and Ubers

Some tips when using taxis or ubers in Australia:

- Sit wherever you feel most comfortable – it is normal for passengers to sit in the front or the rear of the car.
- Always ensure you know the address of your destination before getting into the car.
- Tell the driver the route you would like to take to your destination, and don't be afraid to speak up if the driver takes you a different route, particularly one you are unfamiliar with.



- If you don't want the driver to know exactly where you live, get them to drop you off a short distance away.

## On campus

When you are at campus during the day or night, here are some tips to help keep you safe:

- Make sure you are aware of the security and emergency arrangements at campus and in your local area.
- If you drive to your campus, try to park close to your destination and use well-lit car parks.
- When leaving your campus at night try to walk with a friend or group, and take paths that are well lit and ideally frequently used by other people.

## Using the internet

When using internet, like anywhere in the world, you should protect yourself against spam, online scams like 'phishing', online bullying and identity theft. You can find more information about protecting yourself online at [Australia.gov.au](https://australia.gov.au) (opens in a new window) Many Australian internet service providers also offer guidance so check their website as well.

## 5.10 Disciplinary procedures

Any misconduct will result in a formal meeting followed by a written warning.

Any further incidents will result in termination from the course without refund.

Serious misconduct will result in immediate termination from your course. No refund are given in this instance.



## 5.11 Misconduct

Misconduct includes:

- Theft
- Fraud
- Violence/ assault
- Discrimination, harassment, intimidation or victimisation on all EEO and non EEO grounds
- Serious negligence including OH&S non-compliance
- Breaches of policy on staff/service user's relationships
- Serious breach of confidentiality
- Refusing to carry out lawful and reasonable instructions
- Wilful disobedience
- Being affected by alcohol or drugs (both illegal and prescription) so impaired that you are unfit to participate in activities.



## 6. THE ASSESSMENT PROCESS

### 6.1 National Recognition – Credit Transfer

Original Campus recognises and acknowledges qualifications and statements of attainment issued by another RTO based in any state of Australia.

If you have a qualification or Statement of Attainment issued by another training organisation, you can apply for a credit for the units of competence equivalent to a unit listed in the training program. It is your responsibility to indicate your intention to apply for a credit by supplying a certified copy of your original transcript of results.

If this occurs before visa grant, providers indicate the actual course duration in the confirmation of enrolment issued for that student for that course.

If the course credit is granted after visa grant, the change in course duration is reported via Provider Registration and International Student Management System (PRISMS) under section 19 of the Education Services for Overseas Students (ESOS) Act.

Students are to Accept the Course Credit Outcome.

Students are to show they accept the course credit. This will be achieved by either:

- a). Prior to enrolment – accepting and signing the letter of offer where the details of the course credit has been noted in the letter of offer
- b). During enrolment - by being presented the course credit information in writing and acknowledging receipt of this course credit confirmation and may reduce the course load or fee reduction granted.

If it is determined there is no equivalency with the units; you may apply for Recognition of Prior Learning. If you are unsatisfied with the outcome of your application, you can lodge an appeal, refer to the appeals process.

### 6.2 Recognition of Prior Learning

Recognition of Prior Learning (RPL) acknowledges the full range of an individual's skills and knowledge, irrespective of how it has been acquired. This includes competencies gained through formal and informal study, work experience, employment and other life experiences. Students undertaking training programs are entitled to have their prior learning recognised.

Students should indicate their decision to apply for recognition as soon as possible this can be done on enrolment or after the induction and orientation program.

Students seeking RPL are provided with a copy of an RPL application form. Original Campus will assist students in the process of understanding RPL, gathering evidence and demonstrating competence in conjunction with the completion of an RPL kit or evidence portfolio.

Successful Students who meet all the RPL requirements can proceed to further training or obtain a Statement of Attainment for the units marked as competent. Applicants may appeal any decision through the appeals procedure. Where RPL is granted reduced duration will be reported via PRISMS.



## 6.3 Assessment

Prior to an assessment taking place, Trainers will inform the student of the assessment process. The Trainer is available to answer questions regarding the assessment prior to its occurrence.

Some examples of assessment activities are:

- **Workbooks** – Students may be given worksheets these are collected as formative evidence.
- **Role Play** – Students participate in a hypothetical situation to demonstrate their skills and knowledge.
- **Class Presentation** – Students present a small talk to others to illustrate a point.
- **Group Project** – Students work together to complete a project on a given topic within a timeframe.
- **Self-assessment checklists** – completed alone or with the trainer to allow the Student to measure their learning progress.
- **Learning checks** – Students complete these on-going to help them develop a continued understanding of the program content.

You may be required to complete a number of assessments tasks throughout your training program and the results as marked as 'Satisfactory' or 'Not Satisfactory.' You will need to obtain a 'Satisfactory' result in all assessment tasks to be deemed 'Competent' for a unit of competence.

There is no mark/grade given in the assessment. If you receive a 'Not Yet Competent' assessment or 'Not Satisfactory' assessment task, please talk to your Trainer to arrange further training.

The grading in the assessment of competency is either 'Competent' or 'Not Yet Competent'.

## 6.4 Student Integrity and Honesty

Cheating, plagiarism and collusion in any form are unacceptable and treated seriously by Original Campus.

**Plagiarism:** "the practice of taking someone else's work or ideas and passing them off as your own".

- Not acknowledging reference materials used (ask your Trainer for more information about appropriate referencing)

Students are reminded to appropriately acknowledge all reference materials used to prepare an assessment task.

**Cheating and Collusion:** secret or illegal cooperation or conspiracy in order to deceive others.

Some examples of collusion include:

- Collaborating on assignments where this is not a requirement of the assessment
- Copying all or part of assessments from another student
- Soliciting some assistance from any source
- Submitting the same work for multiple courses
- Submitting the work of others or a version of work of others from previous courses
- Stealing work from Trainer/Assessor, computer, other students, etc.

Original Campus has put in place a number of mechanisms to reduce occurrences and likelihood of plagiarism, cheating and collusion amongst students including:



- Student declaration of authenticity of work submitted
- Benchmark answers to provide clear assessment guidelines
- Multiple assessment methods for each unit

If cheating is suspected, Original Campus staff members must source evidence to support the claim. This can involve:

- Review previous work of the student
- Comparisons with other students work where collusion is suspected

- Discussions with the students involved
- Review of previous incidences of cheating (if any) and the disciplinary action taken

If the claim is substantiated, the assessment result will be recorded as Not Yet Competent, and you are advised of disciplinary procedures to be taken if required. If you are unhappy with the result, you can lodge an appeal using the appeals procedure.

## 7. EVALUATIONS

At Original Campus we strive to improve our courses continuously. Therefore, we periodically ask you to provide feedback on all aspects of your training experience this will include:

Feedback on your  
experience with  
Education Agents

Feedback on your  
Trainers/Assessors

Course content

Assessment Tools

Facilities

The Original Campus  
administration team

Feedback received forms part of the continuous improvement process to ensure Original Campus provides quality training and assessment.

You must complete the NCVER Student Engagement survey towards the end of your training program.

As a condition of registration, Original Campus provides a summary report on the feedback received to our registering body as an indication of our performance.





## 8. CRITICAL INCIDENT PROCEDURE

### 8.1 Procedure

In the event of any Critical Incident event, Original Campus's Management and staff will respond with the following procedures:

### 8.2 Roles and Responsibilities

The Student Support Officer should be advised as soon as possible following the news or observation of any Critical Incident Event affecting or likely to affect the safety or welfare of enrolled students.

- In the event of a Critical Incident Event the Student Support Officer (or Managing Director in their absence) shall:
- Assess the level of risk and type of Critical Incident and the required resource implications
- Apply the appropriate intervention measures to the level of risk and type of critical incident
- Report any relevant resource implications directly to the Original Campus's Management or the Managing Director.

### 8.3 Interventions Measures

In identifying a Critical Incident Event the Student Support Officer shall determine the level of risk or type of Critical Incident and apply one or more of the following intervention measures.

### 8.4 Prevention Measure

Where a potential Critical Incident can be avoided through risk identification and a report to the Original Campus's Management. The Student Support Officer shall:

- Identify the risk potential, including the verification of any potential source of danger or threat to student welfare
- Establish the OHS, legal parameters and duty of care implications carried by the Original Campus
- Identify students who may be at risk
- Report any potential avoidance actions that may be implemented by Original Campus's Management.

### 8.5 Critical Incident Response Measure

Where an actual Critical incident is about to occur or has occurred the Original Campus's Management and Staff shall:

- Take avoidance action to ensure the safety and welfare of students when enrolled students may be at risk of physical harm. This may include requesting the attendance of security staff or a building evacuation.
- Determine if any emergency service is required and where necessary take immediate action to request the attendance of such a service (police or ambulance services).
- Where a student has experienced a physical injury the Original Campus staff shall:
  - assess the level of injury
  - remove the student from immediate danger
  - evacuate other students from the accident site
  - in the case of low level injury request the assistance of the Original Campus staff with current First Aid qualifications (TBA) to apply First Aid, with the additional potential for the students' transport to (Local Medical Centre)



° in the case of high level injury, take immediate action to gain the attendance of an ambulance service and request the attendance of the Original Campus staff with current First Aid Qualifications.

- Make direct contact with the Student Support Officer (or in their absence the Managing Director) and advise the type of critical incident and actions taken so far in the critical incident event.
- Ensure affected students are provided with immediate care and support in the case of any distressing or traumatic experience.
- Where possible and appropriate, take immediate action to gain the presence of qualified counsellors who may assist in the support of distressed or traumatised students.

## 8.6 Post Incident measures

Where a Critical Incident has occurred the Student Support Officer shall within 2 days, ensure that the following steps are taken in completing a written report to the Original Campus's Management.

- Request a written report from staff who were directly involved in the incident or present when it occurred.
- Identify and interview students whom may have been involved or present during the Critical incident to ensure they have been appropriately cared for, have accessed counselling and determine their desired course of action in relation to course progression
- Identify any emergency service contacts utilised during the critical incident.

- List pastoral or external support personal that were involved during the critical incident.
- Provide a detailed summary of the Critical Incident to the Original Campus's Management

## 8.7 Critical Incident occurring outside Australia

As soon as Original Campus becomes aware of the incident, staff will endeavour to identify all students who may be affected.

If necessary, student directly affect will be allowed to return home and studies deferred.

Original Campus staff will arrange counselling support for affected students onshore immediately.

All critical incidents will be recorded fully (including outcomes, remedial actions taken and evidence as applicable) and copies kept on student files for at least 2 years after the student has ceased to be an accepted student.





## 9. COURSE FEES, PAYMENTS AND REFUNDS

### 9.1 Pre-course payment conditions

Original Campus accept payment of course tuition fees for the term on enrolment. Further payments are made prior to the commencement of each term. You may choose to pay full fees if you wish to, however you are not required to pay more than 50 percent up front.

### 9.2 Refund Policy

This refund policy is provided in full to all students prior to any payment being made and is contained in the Formal Student Agreement Contract. This refund policy applies to all prepaid fees paid to the Institute and includes any money paid to an Education Agent to be remitted to the Institute. All fees should be paid directly to Original Campus. Any additional fees requested by an agent should firstly be queried directly with the Institute before payment.

Please note: Fees for additional services (not covered by the Letter of Offer and Acceptance) and conducted by and paid to Education Agents by students are not covered by this refund policy.

The Application for Enrolment fee, currently \$200, is a non-refundable administration fee. The Resource Fee, currently \$300, is non-refundable. It is the policy of Original Campus to ensure that all applications for refund of fees are considered.

A full refund of all unused tuition fees will be made if a CRICOS course is cancelled by Original Campus for any reason. In this instance, a refund will be made in 2 weeks.

An application for refund of course fees must be made in writing on the Application for Refund Form to Original Campus stating detailed reasons for the request. Any relevant evidence should also be attached for consideration.

Please note: Special consideration may be given to the refund of fees in extenuating circumstances (compassionate/compelling), following a written application to the CEO.

We will not issue refunds under other circumstances including but not limited to:

- Changes occur in student work hours, student changes/leaves work;
- It becomes inconvenient for a student to travel to class;
- A student moves to a different location;
- A student enrolment is cancelled for misbehaviour/breach of the Institute Code of Behaviour, legislation or visa conditions.

Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course providing a supporting Medical Certificate is supplied to Original Campus with the Medical Certificate deemed by Original Campus as acceptable for the purposes of the student's ability to complete their course/s. Original Campus will notify students of the outcome of the application for refund within 20 working days of receipt of a completed and signed application for refund and applicable evidence.

Refunds will be paid within 4 weeks after receipt of a written application for refund unless stated otherwise in this policy.



Refunds will be paid directly to the person who entered into the contract with Original Campus unless we receive written direction to pay someone else from the applicant. Refunds will be paid in Australian dollars (AUD).

All bank fees/charges incurred in issuing the refund will be deducted from the refund amount.

Students are not permitted to transfer course fees to another student.

Students are obligated to pay outstanding course fees and understand Original Campus will pursue outstanding fees under Australian Law.

Original Campus will not issue a Letter of Release if fees are owed for the current study period.

The agreement, and the availability of complaints and appeals process, does not remove the right of a student to take action under Australia's consumer protection laws. Students are obligated to pay outstanding course fees and understand Original Campus will pursue outstanding fees under Australian Law.

The below table outlines the refunds that Original Campus will pay on application from eligible students.

## Refund Table

Unsuccessful Visa application	100% refund of all unused prepaid fees - excluding the Enrolment Fee \$200 and Resource Fee \$300.
Cancellation of enrolment more than 20 days prior to commencement date	50% refund of tuition fees paid. The Enrolment Fee (\$200) and Resource Fee (\$300) will not be refunded. Cancellation of enrolment under these circumstances will incur a \$300 administration fee
Cancellation less than 20 days prior commencement date	0% refund of tuition fees paid. The Enrolment Fee (\$200) and Resource Fee (\$300) will not be refunded. Cancellation of enrolment under these circumstances will incur a \$300 administration fee
Cancellation after commencement date	No refund. The student will be required to continue to pay their ongoing tuition fees up until the date of approved cancellation by the Institute. Cancellation of enrolment under these circumstances will incur a \$500 administration fee



Visa cancelled due to actions of student	No refund
Course cancelled by Original Campus (provider default)	Full refund of unused tuition fees or offer for alternate course (if agreed to by student)

## Original Campus (the provider) default cases

In the case where Original Campus is unable to deliver a course in full or has decided to cancel a course before it commences, Original Campus provides either one of the following guarantees so students can complete their training:

A full refund of tuition fees and administration fees to be used to pay for another course	A refund will be issued to the student based on unexpended tuition fees. The refund will be paid to the student within 2 weeks of the day on which the course ceased being provided. Any refund due to actions and default by Original Campus will involve Original Campus being proactive in contacting the student to arrange the refund in line with the Refund Policy.
Accept a place in another course	The student may be offered enrolment in an alternative course of the same value by Original Campus at no extra cost to the student. Alternatively, the student can choose to accept a place in a course of greater value and pay to difference of tuition fee. If the student chooses a placement in another course, the student is required to sign a document to indicate acceptance of the placement.

## What if I am no longer eligible for a refund?

If you are no longer eligible for a refund, you may like to consider the following options:

- Request a deferment credit for classroom modules.
- Request a cancellation of remaining liabilities (payment plan students).

Please refer the Original Campus Deferment, Cancellation and Extension Policy.



## 9.3 Pre-course payment conditions

Original Campus accept payment of course tuition fees for the term on enrolment. Further payments are made prior to the commencement of each term. You may choose to pay full fees if you wish to, however you are not required to pay more than 50 percent up front.

## 9.4 Consumer Guarantee

Original Campus guarantees that the services provided by Original Campus will be:

- Provided with due care and skill
- Fit for any specified purpose (express or implied)
- Provided within a reasonable time (when no timeframe is set for the training).

The Letter of Offer and Acceptance states when the commencement and completion dates. If the Letter of Offer and Acceptance does not include the dates, i.e. for RPL, Original Campus guarantees to deliver the training within a reasonable timeframe. What is 'reasonable' will depend on the nature of the training and other relevant factors such as the students' ability to complete the training and assessment.

## 9.5 What happens if this guarantee is not met?

In the first instance, the student should submit a complaint to Original Campus identifying where Original Campus has not met its requirements against the Consumer Guarantee, please refer to the Complaints and Appeals policy for how to submit a complaint.

If a student believes that Original Campus has failed to meet one or more of the consumer guarantees, he/she is entitled to a remedy – for example, a refund, a further service to rectify

the problem and in some circumstances compensation for consequential loss. In line with the Complaints and Appeals process, Original Campus will provide the appropriate remedy.

If the problem is minor and can be fixed, Original Campus will choose how to fix the problem.

The consumer cannot cancel and demand a refund immediately; Original Campus must have an opportunity to fix the problem. If the complaints process takes too long, the consumer is eligible to cancel the service and request a refund.

In the event of a major problem, and Original Campus is unable to fix the training service, the consumer can choose to:

- Terminate the contract for services and obtain a full refund, or
- Seek compensation for the difference between the value of the services provided compared to the price paid.

A purchased service has a major problem when it:

- Has a problem that would have stopped someone from purchasing the service if they had known about it
- Is substantially unfit for its common purpose, and can't easily be fixed within a reasonable timeframe
- Does not meet the specific purpose the consumer asked for and can't easily be fixed within a reasonable timeframe
- Creates an unsafe situation.



Original Campus is not required to provide a remedy or refund if a consumer:

- Simply changes their mind, decides they do not wish to go ahead with the training
- Discovers they can buy the training more cheaply elsewhere

## 9.6 Fee Protection Policy

International student fees are deposited into a separate bank account. Original Campus utilises the Tuition Protection Service (TPS).

## 10. COMPLAINTS POLICY

Staff and students have the right to submit a complaint if they wish to express discontent against another person or a complaint against a Original Campus processes or system. In order to ensure that complaints are dealt with in a timely manner, we have implemented a complaints process.

This policy and procedure is relevant to all grievances arising in the following areas:

- a). Student wishes to raise a complaint against another student.
- b). Students wishing to raise a complaint against a Original Campus Trainer
- c). Student wishes to raise a complaint against Original Campus.
- d). Student wishes to raise a complaint about a Third Party including Education Agents.
- e). Original Campus staff wishes to raise complaint about a Third Party.
- f). Staff wishes to raise a complaint about another staff member or a student.

The TPS is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensure that international students are able to either:

- Complete their studies with another course or
- With another education provider

Please find more information about the TPS at [www.tps.gov.au](http://www.tps.gov.au)

## 10.1 Complaints Process

In the event a student, Trainer or staff member is experiencing difficulties, where possible the individual should attempt to resolve grievances informally through conversations with the appropriate person. If this is not possible, the individual is encouraged to discuss their concerns with the Student Support Officer or Senior Management. The relevant staff member will make themselves available at a mutually convenient time if a student wishes to seek assistance.

If a Student or Staff member wishes to make a formal complaint, they complete a Complaints and Appeals Form. Once the form is complete, submit the form to RTO Operation Manager for actioning.

As required, the student has the right to have a third party person assist them through the Complaints Process; this may be due to a language barrier or simply at the student's request.



The process for managing complaints is as follows:

1. A complainant may make a formal written complaint by submitting a Complaints and Appeals Form to the RTO Operation Manager
2. A written acknowledgement of receipt of the Complaints and Appeals Form will be forwarded to the complainant following receipt by RTO Operation Manager within 10 working days of the formal lodgement.
3. The Complaint is discussed with all parties involved in the grievance, in order to find a solution agreeable to all parties
4. Grievances should be kept confidential, in order to protect the complainants.
5. RTO Operation Manager is to follow the process on the Complaints and Appeals Form for the process under 'Recommended Action Required for Improvement'.

An initial meeting should be held within 7 days.

If further investigation is required, this should be completed within 60 calendar days.

6. Each complainant:
  - a). Has an opportunity to formally present his or her case.
  - b). May be accompanied and assisted by a support person at relevant meetings.
  - c). Is given a written statement of the complaint outcomes, including reasons for the decision.

7. If a solution cannot be found, the matter is brought before senior management for resolution, agreeable to all parties.
8. If Senior Management is party to the grievance, they will not take part in any discussions or decisions made, and the matter will be referred to the Managing Director.
9. If a solution has not been reached for the benefit of all parties the complainant has the right to request a review by an independent party, who is not part of Original Campus.
10. Original Campus is responsible for acting upon the subject of any complaint found to be substantiated.
11. Complaints and Appeals Forms received are to be entered onto the Complaints and Appeals Register.
12. If Original Campus determines that the complaint process cannot be finalised within 60 calendar days, Original Campus Manager will:
  - a). Confirm this in writing to the complainant, including reasons why more than 60 calendar days is required.
  - b). Regularly update the complainant or appellant on the progress of the matter.
13. Once the complaint process has been finalised, the complainant or appellant will be given a written statement of the outcome, including details of the reasons for the outcome.
14. During the Complaints Process, Original Campus will maintain the student's enrolment.





Complaints and Appeals Forms are actioned by the RTO Operation Manager, and the details are recorded in the Complaints and Appeals Register.

All Complaints and Appeals Register is reviewed monthly during the Quality and Compliance Meetings, improvements are identified, and corrective actions implemented according to the Policies and Procedures.

Original Campus will keep a written record of the complaint, including a statement of the outcome and reasons for the outcome.

## 10.2 External Avenues

If the student feels that the internal appeal is not adequately resolved, they will be provided with an opportunity to formally present their case to a panel of suitable Original Campus staff or a third party mediator or the overseas student ombudsman. Original Campus will advise the student of their right to access an external complaints process within 10 days of concluding the internal review. The RTO Operation Manager will provide the Student with contact details of the appropriate appeals body.

The student is to advise Original Campus in writing they have accessed an external appeals process, at which point Original Campus will in maintain the enrolment throughout an external appeals process depends on the type of appeal.

## 10.3 Decision to Take Appeal to Overseas Students Ombudsman

If you wish to lodge an external appeal or complain about a decision, you can contact the Overseas Students Ombudsman.

The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information.

In the case where there may be direct costs associated with the third party mediator e.g. an external counsellor may charge an hourly fee rate to mediate, and then both Original Campus and the student will bear the costs of this mediation process equally. Any expected costs of third party mediation and the agreement to share the costs is outlined and agreed to in writing.

Student should note that the purpose of the external appeals process is to consider whether the registered provider has followed its policies and procedures, rather than make a decision in place of Original Campus.

Should the Complaints process identify corrective actions or improvements, Original Campus will implement these actions immediately.

## 10.4 Complaints and Appeals Form

The Complaints and Appeals Form is accessible from the website [insert company website] or a complainant can also contact Original Campus to obtain a copy of the form. If there is not enough room on the Complaint and Appeals Form to describe the complaint further pages may be attached to the form and submitted with the Complaints and Appeals Form

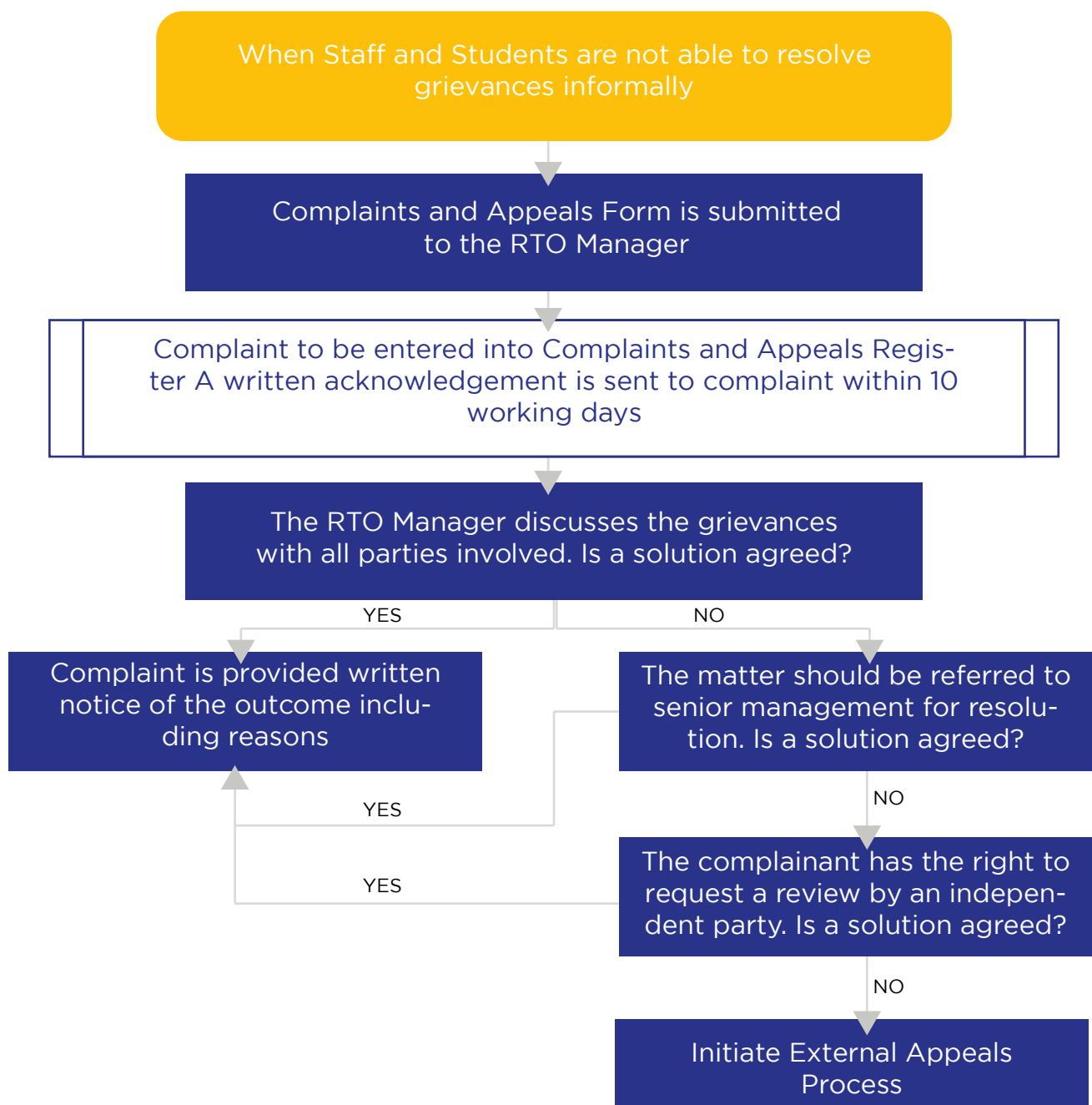


## 10.5 Complaints and Appeals Register

Original Campus has a register in place to record the details of the Complaints and Appeals. Once the RTO Operation Manager received a complaint or appeal, the details of the form is entered into the Complaints and Appeals Register the complaint or appeal is allocated a register number.

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## 10.6 Complaints Flowchart







## 11. ASSESSMENT APPEALS POLICY

The student has the right to appeal on an assessment result if they believe that the result given was unfair or unjustified.

This includes Appeals arising in the following areas:

- Student disagrees with the result given by their Assessor (including Third Party)
- Student wishes to have their result reviewed by another Assessor
- Student wishes to be re-assessed for the same unit
- Student wishes to change the unit
- Student believes that they were discriminated against by the Assessor

### 11.1 Assessment Appeals Procedure

All students have the right to appeal any assessment decision made by Original Campus if they:

- Believe that the assessment is invalid and/or
- Feel that the process was invalid, inappropriate or unfair

Before making an appeal, we ask that you discuss the matter with your Trainer/Assessor in an attempt to reach a decision.

If you are still not happy, you are then entitled to lodge a formal Appeal by completing a "Complaints and Appeals Form" within 7 days of the initial discussion. Once a formal appeal is lodged, a new Assessor will be appointed in an attempt to resolve the appeal. Any decision recommended by this party is not binding to either party in the dispute.

If you are still not satisfied another registered training provider in the same curriculum area will be appointed to arbitrate and reassess participants if necessary.

You have the right to a support person to be involved at all times during the appeal process.

Following is the process submitting an Appeal:

- a) Student receives a result for an assessment task of which they do not agree with the result
- b) Student completed a Complaints and Appeals Form
- c) The Complaints and Appeals Form is submitted to RTO Operation Manager
- d) A written acknowledgement of receipt will be forwarded to the Student confirming receipt of the Complaints and Appeals Form.
- e) RTO Operation Manager will consult with the trainer/assessor and student individually.
- f) RTO Operation Manager is to follow the process on the Complaints and Appeals Form for the process under 'Recommend Action Required for Improvement'
- g) An initial meeting should be held within 10 business days.
- h) The student will be advised of the outcome of this consultation process within 15 business days of the dispute being lodged.
- i) If it is decided that there is a case for review, a suitably qualified, independent assessor will be employed to conduct another assessment. An assessment date will be negotiated with the student. Following the assessment, the student will be advised of the result within 10 business days.



- j) If the student is not satisfied with any decisions made in this review process, a Review Board will be convened to review the case again. An opportunity for Improvement Form may need to be completed in order to identify any improvements on the process that may need to be made.
- k) All Complaints and Appeals Forms received are to be entered in to the Complaints and Appeals Register.

- l) All Complaints and Appeals Forms are to be reviewed during the monthly Quality and Compliance Meetings. If Original Campus determines that the appeals process will take more than 60 calendar days, RTO Operation Manager will notify the student in writing including reasons why more than 60 days is required. RTO Operation Manager will regularly update the student with the process.

## 12. OVERSEAS STUDENT TRANSFERS

### 12.1 Transfer Request Assessment

On receipt of an application for transfer of enrolment (Transfer Request Form) the Student Support Officer shall ensure that the student has completed at least six months of his or her principal course of study unless:

- Original Campus has ceased to be registered or the course has ceased to be registered
- Original Campus has provided a written letter of release
- Original Campus has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course
- 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.

### 12.2 Requesting a Transfer from Original Campus

- Once Original Campus has issued a student with an electronic Confirmation of Enrolment (CoE), Department of Immigration and Border Protection (DIBP) regulations state that the student cannot change their study by moving to another institution before the student has completed six months of the student's principal course.
- After the first six months of study, the student can change their study provider if they wish.
- Transfers before six months require consultation with the senior staff member of Original Campus and the student, transfer may be granted on a case by case basis.
- Circumstances in which Original Campus will grant a transfer because it is in the best interest of the Student include but are not limited to where the registered provider has assessed that:



- The overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with the intervention strategy
- for compelling or compassionate reasons
- Original Campus fails to deliver the course as outlined in the written agreement
- There is evidence the student's reasonable expectations about their current course are not being met
- There is evidence the student was misled by the provider or an education agent regarding the provider 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
- Compelling or compassionate circumstances may include but are not limited to:
  - Serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
  - Bereavement of close family members such as parent or grandparents
  - Major political upheaval or natural disaster in the home country requiring emergency travel
  - A traumatic experience, which could include; involvement in or witnessing a serious accident or crime
- Requests before six months can be refused, but the reasons must be consistent with the intent of the standards, the provider's documented transfer policy and given to the student in writing.
- Examples of when a transfer will not automatically be granted include:
  - student has not paid fees in full
  - the transfer would be considered detrimental to the student
  - no suitable evidence is provided to support a transfer request e.g. medical certificates.
- Any request for transfer must be addressed within 7 days of receiving such request and a meeting established with the student and Director (or Director's representative).
- If a release is granted, it will be at no cost to the student and Original Campus will advise the student to contact Immigration to seek advice on whether a new visa is required.
- Where Original Campus does not grant a letter of release, the student must be provided with written reasons for refusing the request and must be informed of his or her right to appeal the registered provider's decision in accordance with Complaints and appeals policy of Original Campus.
- The refusal should not be finalised on PRISMS until the appeal finds in favour of the Original Campus, or the student has chosen not to access the complaints and appeals processes within 20 days, or the student withdraws from the process.
- The registered provider must maintain records of all requests from students for release and the assessment of, and decision regarding, the request on the student's file for a period of 2 years after the student ceases to be an accepted student.



## 12.3 Process of Release

- Original Campus must grant a Letter of Release only where the student has provided a letter from another registered provider confirming that a valid enrolment offer has been made.
- A Letter of Release, if granted, must be issued at no cost to the student and must advise the student of the need to contact DIBP to seek advice on whether a new Student Visa is required.

- Where the Original Campus does not grant a Letter of Release, the student must be provided with written reasons for refusing the request and must be informed of his or her right to appeal as per Original Campus's complaints and appeals policy.

Original Campus will keep a record of all requests from students for a Letter of Release and outcomes in the student's file.

## 13. Completion within the Expected Duration of Study

### 13.1 Original Campus role in course completion

Original Campus has documented policies and procedures for monitoring the progress of each student to ensure that he or she completes the course within the expected duration as specified in his or her Confirmation of Enrolment (CoE).

There is flexibility for Original Campus to vary a student's enrolment load throughout the course. Students may take a normal, reduced or increased study load in each study period, as long as providers monitor the workload to ensure the student completes the course within the duration specified in the CoE.

Where a student applies for and is granted RPL, Original Campus will report reduced duration via PRISMS and/or issue a new CoE. The procedures Original Campus will use to ensure completion of the course are outlined at Section 14: Monitoring Course Progression

### 13.2 Distance Education

As an international student, no more than 25 per cent of the student's total course can be done by distance and/or online learning.

Also, in each compulsory study period, each student must be studying at least one unit that is not by distance or online.

If a student has only one unit to complete in a compulsory study period, and the unit is available by distance or online, the student may ask the provider to cancel the CoE (thus no longer requiring a Student Visa) and return to his or her home country to study the final unit of the course by distance or online study.

### 13.3 Extending the duration of the Students Study

Original Campus will only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of:



- a) compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where Original Campus was unable to offer a pre-requisite unit)
- b) implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress as outlined in Standard 14 of this Handbook.
- c) an approved deferment or suspension of study has been granted under Standard 16 of this Handbook.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury or medical condition (including pregnancy), where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
  - a traumatic experience which could include:
  - involvement in, or witnessing of a serious accident; or
- witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports).
- where Original Campus was unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

Please note that the above are only a few examples of what may be considered compassionate or compelling circumstances. Original Campus will use our professional judgement and assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, Original Campus will consider documentary evidence provided to support the claim, and will keep copies of these documents in the student's file.

Where there is a variation in the student's enrolment load which may affect the student's expected duration of study in Original Campus will record this variation and the reasons for it on the student file. Original Campus must also correctly report the student via PRISMS and/or issue a new CoE when the student can only account for the variation/s by extending his or her expected duration of study.



## 14. Monitoring Course Progress

The purpose of this policy is to ensure that all International Student course progression is carefully monitored and appropriate intervention strategies are applied to assist students to succeed in their course.

Original Campus is required to systematically monitor International students' compliance with student visa conditions relating to course progress and must report students under Section 19 of the ESOS Act who have breached the course progress requirements.

Original Campus will ensure that the expected duration of study specified in the Student's CoE does not exceed the CRICOS registered duration.

A student is issued a CoE based on the registered duration of a course (or a shorter duration if the student has already completed part of the course).

Original Campus systematically monitors international students and their workload to ensure they complete the course within the duration specified in their CoE.

### 14.1 Original Campus's role in course progress monitoring

- The Student Support Officer must systematically monitor international students' compliance with student visa conditions relating to course progress.
- The Trainer and/or RTO Operations Manager must monitor the student's progress against the Training plan to ensure students are completing assessments and progressing as per the student agreement.
- Students are required to successfully complete 50% of the units studied in any study period.

- Original Campus must report students to the Department of Education and Training via PRISMS, who have breached the course progress requirements.
- Original Campus must be proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements.
- Original Campus attempts to support students via an Intervention Strategy who are failing to meet course progress requirements.
- Original Campus is aware that a generic course progress policy may not be appropriate for more than one course. Courses that require additional or varied progress rules will be provided as a separate course progress policy where needed.

Original Campus advises the course requirements for each term clearly to students at the commencement of their course by issuing students with a copy of their course training plan and due date calendar and explaining the course requirements at the orientation.

Any variations are advised to students in writing as soon as they are known.

### 14.2 Intervention strategy and Process

#### Within the Study Period or Term

During term, the following intervention strategies and procedures are provided:

- Original Campus will maintain an assessment recording strategy whereby assessments are marked and recorded systematically no more than 4 weeks after assessment due date. Marking and recording of assessment marks are first noted down by Trainers and Assessors on class rolls and assessment cover sheets, and are then transferred by administration onto the student database.





- If a student is deemed Not Yet Competent (NYC) in their first attempt at assessment, this strategy is followed. It is the trainer's responsibility to inform the student of the result directly and immediately on issuing the results of the assessment. The Trainer also informs the Student Support Officer of the NYC result who will contact the student to outline the support strategies available to them:
  - discuss course progress issues directly with their trainer
  - discuss the availability of timetabled catch up classes
  - discuss the availability of timetabled re-assessment.

## At the End of a Study Period

At the end of a study period, the following intervention strategies and procedures are provided:

1. Attendance is monitored as an indicator of student participation in classwork. Students identified through monitoring as either:
  - at risk of not making 70% attendance
  - dropped below 70% attendance
  - a) Have a warning letter, SMS or email sent to them requiring them to meet with the RTO Operation Manager
  - b) At the meeting with the RTO Operation Manager, students will be reminded that low attendance/participation in their coursework provides a greater risk of the student being deemed Not Yet Competent (NYC)
2. Students identified as successfully achieving more than 50% and less than 100% of the course requirements in the compulsory study period will have their academic load adjusted to bring them into line with the COE and/or enrolment end dates using the following methods:

- a) The student repeats the unsuccessful units in the following compulsory study period, or,
  - b) The student is provided with the opportunity to demonstrate competency by undertaking reassessments.
3. Students identified as successfully completing or demonstrating competency in less than 50% of the course requirements in a compulsory study period. The following applies:
    - a) If the student is identified for the first time or subsequent times without a preceding period identification, the student will:
      - Receive a written letter from Original Campus advising of not achieving satisfactory course progress as required by their COE. The letter will specify an appointment time with the RTO Operation Manager.
      - Receive an email and/or SMS alerting to the fact that Unsatisfactory Course progress letter has been sent to the student's last known residential address.
    - b) At the appointment with the RTO Operation Manager, the following will be discussed to determine the best intervention strategy/ies necessary to assist the student to achieve satisfactory course progress;
      - Discussion of course suitability for which the student is enrolled into.
      - Opportunities to demonstrate competency by undertaking reassessments.



- The Student Counselling and Support services procedure to identify and assist a student where there may be compassionate or compelling circumstances impacting the student's capacity and/or ability to progress through their course.
- The student will be advised that under this policy unsatisfactory course progress in 2 consecutive study periods could lead to the student being reported to DET and cancellation of their student visa, depending on the outcome of any appeals process.

4. If the student is identified as successfully completing or demonstrating competency is less than 50% of the course requirements in a compulsory study period for a second consecutive time. The following applies:
- a) The intervention strategies at 2b of this policy will be reviewed further with the student
  - b) The Intention to Report Procedure will be initiated.

Under this policy a study period is a ten (10) week term.

### If the above interventions fail

Original Campus will be required to further intervene in a student's course progress in the event that one or more of the following arise:

- The student fails re-assessments.
- The student is not co-operating with the intervention strategies being put in place.
- The student is deemed to have an identified issue affecting study in the course (language difficulty, unsuitable course, classroom behaviour, other issue).

- As assessed by Original Campus, the student will not be able to complete the course within the expected duration of study.
- Or any other event, as determined by Original Campus where support strategies are no longer effective.

### 14.3 Intention to Report Letter for course progress

A student that is identified as successfully completing or demonstrating competency is less than 50% of the course requirements in a compulsory study period for a second consecutive time. The following applies:

Original Campus will notify the student in writing of its intention to report the student for not achieving satisfactory course progress including the reasons for the intention to report. Original Campus will also email and/or SMS the Student alerting to the fact that the letter has been sent out to their last known residential address.

The student has twenty (20) working days to instigate the Student Complaints and Appeals process. A student may appeal on the following grounds:

- a) Original Campus failure to record or calculate the student's mark accurately,
- b) Compassionate or compelling circumstances, or
- c) Original Campus has not implemented its intervention strategy and other policies according to the documented policies and procedures that have been made available to the student.



If a student chooses to access Original Campus complaints and appeals process, Original Campus will maintain the student's enrolment while the complaints and appeals process is ongoing as per the Complaints and Appeals Policy and Procedure.

If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress, Original Campus will not report the student and there is no requirement for intervention.

If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through the Intervention strategy, and Original Campus will not report the student.

Note: Original Campus will only await the outcome of our internal and one external appeals process before reporting a student for unsatisfactory course progress (if found in favour of Original Campus).

On completion of the appeals process if unsatisfactory course progress is confirmed, the student will be reported via PRISMS within 5 working days of finalising the decision to report, for unsatisfactory course progress.

## 14.4 Support Strategies

To aid course progress a variety of support strategies are available.

Any student experiencing difficulty in maintaining course progress should contact their Trainer or Student Support Officer as soon as possible. Support strategies, the earlier a student seeks a support strategy, the more options are available.

Support strategies are subject to availability and individual circumstances.

Examples of support strategies that may be available include, but are not limited to:

- Timetabled catch-up classes within the same term of study
- Timetabled catch-up classes outside the original term of study
- Timetabled re-assessment within the same term of study
- Timetabled re-assessment outside the original term of study
- Private catch-up classes
- Private assessment re-sits
- Matching with peer-to-peer study partner
- Review tuition in additional classes or streams
- Extra tuition from teacher
- Being placed in a suitable alternative module within a course or a suitable alternative course
- Modifying the training or assessment methods to better suit the learning needs of students where possible.
- Or any other action the Student Support Officer feels may help situation.



## Assessment submission

Students must submit all assessments (including any role plays or presentations) by the due date. Due dates are issued to students at the commencement of their course on the student Training Plan and Due Date Calendar. If assessments are not submitted by the due date, the unit will be resulted as Not Yet Competent.

## Assessment Extension Requests

Students may request an extension for assessment by completing a Request for Extension form.

Extensions will only be granted in exceptional circumstances (such as for personal or medical reasons). Evidence needs to be supplied and approval is at the discretion of management.

## Assessment Submission Results

Trainers must mark all assessments within 4 weeks of the assessment due date and give students feedback via email. The feedback must be written on the student's assessment booklet.

## Erratic Course Progression as a potential indication of non-bona fide students

If Original Campus suspects a student is not a genuine/bona fide student, Original Campus may cancel the student's enrolment, as allowed under Standard 13 of the National Code and as stated in our Deferment, Suspension or Cancellation of enrolment Policy and procedure.

## 15. Monitoring Attendance Policy and Procedure

Original Campus implement the DET/DIBP Course Progression Policy and Procedure, therefore students will not be reported for non attendance.

Attendance is an essential element of a student's program, and is monitored as an intervention strategy in line with the Monitoring Course Progress Policy. Please refer to Section 14 for further information.

Students are required to sign attendance sheets in class each day that they are timetable to attend. However, students will not be reported on attendance.

## 16. Deferring, Suspending or Cancelling Students' Enrolment

Only in certain limited circumstances Original Campus may enable students to either:

- a) Defer commencement of the study.
- b) Temporarily suspend their studies, including granting a leave of absence.

The national code allows Original Campus to grant deferral of commencement of studies or suspension of studies for students who request such a change to their enrolment status on the grounds of compassionate or compelling circumstances.

The national code also allows Original Campus to defer or temporarily suspend the enrolment of students due to misbehaviour of the students. Misbehaviour of students can also be grounds for the cancellation of studies as long as the student was informed of this prior to enrolment.



In all cases, Original Campus must notify DET through PRISMS of deferment, suspension and cancellation of enrolment.

## 16.1 Deferment or Suspending Enrolment

To defer or suspend enrolment means to temporarily put studies on hold (adjourn, delay, postpone).

- a) A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances.
- b) A provider may also initiate suspension of a student's enrolment due to misbehaviour of the student.
- c) A retrospective deferment initiated by Original Campus where circumstances have not allowed the student to request a deferment i.e. accident or injury.

It is important to note the meanings of the terms for this context, suspension of enrolment, is not necessarily due to misbehaviour, a suspension of enrolment may also be initiated by the student.

## 16.2 Can a deferment, suspension or cancellation of studies affect the student's Visa?

Students should note that regardless of the reasons for notifying DET of a change of enrolment status with a deferment, suspension or cancellation of studies (i.e. due to student request, misbehaviour or for other reasons) this may affect your Student Visa.

As each student's situation will be different, it is recommended students directly contact the Immigration Department website or helpline (131 881) for information, and the local DIBP office for advice, on how the potential change to enrolment status may impact upon his or her Visa.

## 16.3 What Impact can this have on a Student's Confirmation of Enrolment?

In the case of a deferment, suspension or cancellation there are three (3) different outcomes for the student's Confirmation of Enrolment (CoE):

1. No affect to CoE - Original Campus notifies DET through PRISMS that it is deferring or suspending a student's enrolment for a period without affecting the end date of the CoE.
2. It does affect end date CoE - Original Campus notifies DET through PRISMS that it is deferring or suspending a student's enrolment for a period which will affect the end date of the CoE. In such situations, PRISMS will cancel the original CoE, and immediately offer the provider the opportunity to create a new CoE with a revised re-commencement and end date. If the provider does not know when the student will return, it can choose not to create a new CoE at that point, but to wait until the student has notified the provider of the intended date of return before creating the new CoE.
3. Permanent cancellation - The provider notifies DET through PRISMS that it wishes to permanently cancel (terminate) the student's enrolment.



## 16.4 Student Request for Deferment or Suspension of Studies

Students may submit a request for deferment or suspension of their studies if they have a good reason for doing so (compassionate or compelling circumstances).

Original Campus may choose to grant or decline any student's request for deferment or suspension of studies.

An 'Application for Deferral' form must be completed along with a written letter of request and provide evidence to support grounds for deferral request.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact on the student's course progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury or medical condition (including pregnancy), where a medical certificate states that the student was unable to attend classes
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- A traumatic experience which could include:
  - Involvement in, or witnessing of a serious accident; or

- Witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports).
- Where the registered provider was unable to offer a pre-requisite unit; or
- Inability to begin studying on the course commencement date due to delay in receiving a Student Visa.

Please note that the above are only a few examples of what may be considered compassionate or compelling circumstances. Original Campus will use our professional judgement and assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, Original Campus will consider documentary evidence provided to support the claim, and should keep copies of these documents in the student's file.

## 16.5 Original Campus Action to suspend or Cancel a Student's Studies

In the cases of international students, after making a decision to suspend or cancel studies of a student, Original Campus must inform the student of its intention to suspend or cancel the student's enrolment and notify the student that he or she has 20 working days to access the registered provider's internal complaints and appeals process.

If the student accesses the registered provider's internal complaints and appeals process, suspension or cancellation of the student's enrolment under this standard cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.





If the student chooses to access the provider's appeals process, the provider maintains the student's enrolment until the internal appeals process is completed (and has supported the provider's intention to suspend or cancel the student's enrolment). To 'maintain the student's enrolment' means the provider does not notify DET of any change to the student's enrolment status through PRISMS.

The student may choose to access an external appeals process as per the provider's policy, but the provider does not have to wait for the outcome of an external appeal before notifying DET of the change to the student's enrolment status.

'Extenuating circumstances' relating to the welfare of the student may include, but are not limited to the following. The student:

- Refuses to maintain approved care arrangements (only for students under 18 years of age)
- Is missing
- Have medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing
- Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others
- Is at risk of committing a criminal offence.
- Any claim of extenuating circumstances will need to be supported by appropriate evidence.

## 16.6 Retrospective Deferment

A retrospective deferment initiated by Original Campus where circumstances have not allowed the student to request a deferment. (i.e. accident or injury and the student was unable to contact the provider following the accident.)

In this case, Original Campus may initiate a deferment as a course of action which is then confirmed by the student when he or she returns to their study and requests this suspension.

A deferment or suspension retrospectively cannot be actioned unless there are unusual circumstances where it may be required, and compassionate and compelling circumstances exist.

## 16.7 Attendance and Deferments and Suspensions

The period of deferment or suspension of enrolment (as entered in PRISMS) is not included in attendance monitoring calculations.

## 16.8 Deferments and Suspensions and Unavailable Units

Deferments and suspensions of enrolment can also be based on unavailability of units or study modules. This is considered a compelling reason. Before granting such a request, the provider must inform the student that suspending his or her enrolment may affect his or her Visa.

## 16.9 Deferments and Suspensions and Study Load

The National Code 2007 does not include a requirement for students to be enrolled in a full-time study load, but rather to enrol in a load which will allow them to complete their studies within the normal duration of the course.



When a student requests suspension of enrolment under Standard 13, the provider notifies DET through PRISMS and DIBP receives electronic notification of the change to enrolment status. As the student's course end date is likely to be affected by the suspension (unless the student can 'catch up') the student will need to apply for a new Visa before the current Visa expires.

When structuring a return to studies from a deferment or suspension, Original Campus may plan a study program not equivalent to a full time study load if this means a shorter extension to the CoE.

## 16.10 Student Visa and Granted Suspension of Enrolment

If the student cannot catch up with the course requirements within the period covered by the Visa i.e. the end date of their course is extended, the student must apply for a new one before their existing Visa expires. This will be at the student's expense.

## 16.11 Deferments, Suspensions and Remaining in Australia

If deferments or suspensions are for a long period of time, typically more than 6 months, in some student cases a student may be asked to leave Australia for the duration of their deferment and only return back to Australia when they are to resume their studies.

As each student's situation will be different. It is recommended students directly contact the Immigration Department website or helpline (131 881) for information, and the local DIBP office for advice, on how the potential deferment period can affect their stay in Australia.

## 17. Comply With All Relevant Legal Requirements

### 17.1 Legislative and Regulatory Requirements

Students should familiarise themselves with current legislation in Australia. The following is a list of relevant Legislation:

Privacy Act 1988

<https://www.oaic.gov.au/privacy-law/privacy-act/>

Australian Privacy Principles

<https://www.oaic.gov.au/privacy-law/privacy-act/australian-privacy-principles>

Workplace Health and Safety

<https://www.worksafe.vic.gov.au/laws/ohs>

Anti-Discrimination

<http://www.humanrights.gov.au/employers/good-practice-good-business-factsheets/quick-guide-australian-discrimination-laws>

Copyright Act

[http://www.austlii.edu.au/au/legis/cth/consol\\_act/ca1968133/](http://www.austlii.edu.au/au/legis/cth/consol_act/ca1968133/)

### 17.2 CRICOS Legislation

The Education Services for Overseas Students Act 2000 (the ESOS Act) and related laws set out the requirement for providers who deliver education services to international student on a student visa.

These laws protect international students and also help ensure students meet student visa conditions for attending classes and making satisfactory progress in their studies while in Australia.



Education Services for Overseas Students  
Act 2000

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

National Code of Practice for Providers of  
Education and Training to Overseas Students

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>

## 18. Student Visa Conditions and Responsibilities

Once you obtain a Student Visa, there are a number of conditions that must be followed. Your Visa conditions are set out in the letter of approval you receive with your Visa or on your Visa label. It is important that you are familiar with and follow these conditions.

If you break these conditions:

- Your Visa may be cancelled, and you may be required to leave Australia
- You may also be prevented from returning to Australia for an extended period of time after your Visa is cancelled.

The main conditions are that, you must:

- Achieve satisfactory academic results
- Continue to be enrolled in a registered course
- Notify your education provider of your address (or change in address) within 7 days
- Maintain health insurance cover
- You cannot work more than 40 hours per fortnight when your course is in session

For a full list of visa conditions visit:

<http://www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>

### 18.1 Migration Agents

A migration agent can assist you in submitting your visa application and communicate with DIBP on your behalf, please note that you do NOT need to use a migration agent to lodge any kind of visa application.

### 18.2 Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in making international student applications and applying for visas. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students. Some agents do charge small amounts or offer additional services. You can check our website, or speak to our admissions team, for a current list of agents we recommend.

Although able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice.



## 18.3 Student Visa frequently asked questions (FAQs)

Question	Answer
<b>Where can I get help with filling out a visa application?</b>	<p>The visa application forms are designed so that you can complete them easily. You will be applying for a Student Visa Sub-class 500 - Vocational Education and Training (VET).</p> <p>Student visa applications must be completed online, after you have collected all the required documents to support your application, create an account and apply for your student visa the online application system.</p> <p>You might need to undergo health examinations as part of the visa application process.</p> <p>The health assessment process can take several weeks to complete. To help avoid delays, you can choose to undertake your health examination prior to lodging your visa application.</p> <p>For more information on the Department of Immigration and Border Protection (DIBP), go to: <a href="http://www.border.gov.au">www.border.gov.au</a></p>
<b>What does Genuine Temporary Entrant mean?</b>	<p>The GTE requirement applies to all student visa applicants. The officer assessing your visa application will consider whether your circumstances indicate that your intention is for a temporary stay in Australia. You must satisfy that you have a genuine intention to stay in Australia temporarily.</p>
<b>Why do I need to provide details about my financial status when applying for a visa?</b>	<p>As an international student you are required to provide DIBP with details of your financial status upon applying for a student visa. This is to ensure that you are able to finance your studies and your living expenses during your time in Australia.</p>
<b>Do I need to study a full-time registered course to be granted a student visa?</b>	<p>Yes. You can only be granted a student visa if you intend to study a registered course or part of a registered course on a full-time basis.</p>



Question	Answer
<b>What happens if my application is successful?</b>	If your application is successful, you will be issued with a Multiple Entry Visa allowing you to travel backwards and forwards to Australia within the period for which the visa has been granted. That period will depend on the course for which you have been accepted. Your visa can be cancelled if you discontinue your studies or fail to meet the conditions of your visa.
<b>Do I pay my course fees before applying for my student visa?</b>	Yes. You will be required to pay tuition fees as outlined in your Letter of Offer and Acceptance before Original Campus will issue you a Confirmation of Enrolment (CoE). You will need the CoE to apply for your visa.
<b>What if my student visa application is not successful?</b>	<p>If your application is not successful, you will be told the reasons in writing. The decision not to grant a student visa cannot be reviewed if you applied from outside Australia.</p> <p>Before re-applying for a student visa, you should carefully consider what evidence you can provide to satisfy the decision maker that you meet all the student visa requirements.</p> <p>If you apply in Australia and are refused a student visa then you may apply for a review of the decision. You will be notified of your review rights in writing and the time limits for lodging such an appeal.</p> <p>If you have paid your fees and your student visa application is unsuccessful you are eligible for a full refund of monies paid to Original Campus, less any non-refundable administration fees indicated in our Refunds Policy.</p>
<b>Where can I obtain further information about student visas?</b>	<p>For more information about applying for a student visa, go to:</p> <ul style="list-style-type: none"> <li>• Study in Australia at: <a href="http://www.studyinaustralia.gov.au">www.studyinaustralia.gov.au</a></li> <li>• your nearest Australian Embassy, Consulate, High Commission</li> <li>• DIBP, if you are already in Australia.</li> </ul>







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