

International Student Handbook

AEC Consulting Pty Ltd

The One International College

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WELCOME

Welcome students, we are happy to have you studying with us.

The purpose of this Handbook is to provide you with all the information that you need to know about studying with The One International College.

The Handbook provides you with all the information you need to know about applying for a course, your visa and arriving in Australia, including important information such as working in Australia and its restrictions for students.

STUDYING THROUGH THE ONE INTERNATIONAL COLLEGE

Studying with The One International College offers you a great education and training experience to prepare you for further studies or a successful career.

Our Camellia campus provide you with an engaging learning environment.

OUR OBLIGATION AS YOUR RTO AND CRICOS EDUCATION PROVIDER

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

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and sales people where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

CONTACT INFORMATION AND EMERGENCY CONTACTS

The One International College Main and Emergency Contact Details

Address: Suite 2C, Level 1, 1C Grand Avenue, Camellia NSW 2142

T: 1300 THE-ONE (843-663)

W: www.theoneintlcollege.edu.au/

Email for General Enquiries and Student Services: info@theoneintlcollege.edu.au

Student support officer – 1 Samantha – info@theoneintlcollege.edu.au

2 Nathalie – admissions@theoneintlcollege.edu.au

3 Marion – sao@theoneintlcollege.edu.au

Designated contact person for international students:

Name – Regina Rilloraza

Email - admin@theoneintlcollege.edu.au

Phone – 02 9638 7377

Mobile – 0404 790 883

(The contact person is available by mobile 24 hours a day, 7 days a week for critical incident.)

Emergency Telephone Numbers:

Police, Fire, Ambulance – Phone 000

Department of Home Affairs (DHA)

Phone 131 881

Upper Ground Floor Entrance

26 Lee Street

Sydney NSW 2000

9 Wentworth St. Parramatta NSW 2150

26 Lee St. Sydney NSW 2000

Medical Centres:

Parramatta Medical Centre

Shop 2, Entrada Building, 20 Victoria Rd, Parramatta NSW 2150

T: (02) 9762 1041

www.parramedicalcentre.com.au

Myhealth Medical Centre

Shop M10A

Level 2, Westfield

159-175 Church Street. Parramatta NSW 2150

T: (02) 8624 6977

www.myhealth.net.au

Transport:

Public transport information:

<http://www.transportnsw.info/>

Local taxi companies: <https://sydney.13cabs.com.au/> or <https://www.legioncabs.com.au/>

Airport taxi: <http://www.airportconnections.com.au/>

COURSES PROVIDED BY THE ONE INTERNATIONAL COLLEGE

The One International College offers the following courses to international students:

- BSB42415 Certificate IV in Marketing and Communication
- BSB52415 Diploma of Marketing and Communication
- BSB61315 Advanced Diploma of Marketing and Communication
- BSB50815 Diploma of International Business
- BSB60215 Advanced Diploma of Business
- BSB80615 Graduate Diploma of Management (Learning)
- CHC30113 Certificate III in Early Childhood Education and Care
- CHC50113 Diploma of Early Childhood Education and Care
- CHC43015 Certificate IV in Ageing Support
- CHC52015 Diploma of Community Services
- ICT50118 Diploma of Information Technology
- ICT60215 Advanced Diploma of Network Security

SELECTION AND ENROLMENT

The One International College accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete the International Student Application Form, which is available through the web site or from reception or through your agent. If you are applying for a course that has entry requirements you will also need to provide the necessary evidence such as verified copies of qualifications, identification including your passport, schooling and evidence of English Language level (within the last 3 years) such as IELTS, TOEFL or equivalent.

If you are applying for Credit you should indicate this on your enrolment and supply certified copies of your transcripts so we can assess your application for Credit. See the section on Credits in this Handbook.

Once you have completed your enrolment form and gathered all the necessary evidence, send it to admissions@theoneintlcollege.edu.au

You will be contacted to let you know the status of your enrolment and to confirm your details.

LANGUAGE, LITERACY AND NUMERACY TESTING AT AEC CONSULTING PTY LTD (TRADING AS THE ONE INTERNATIONAL COLLEGE)

As part of the pre-enrolment process, all applicants to the college will need to undertake an English Language, Literacy and Numeracy test. This is referred to as an LLN test. It is free of cost and is conducted online. It helps use identify your level of LLN skill to be able to appropriately support you as well as assist in the selection of your course and the level of study that us most appropriate for you. In order to be admitted into one of the college courses, you will need to pass the LLN test. The LLN test applies to all students whether applying for admission directly through the college or via a marketing agent. This is a pre-requisite prior to enrolment in any of our courses. There may also be a need for further LLN testing during the course, though this is unlikely. The college provides LLN support as well as academic support to all its students.

PRE-ENROLMENT INTERVIEWS

Another condition of enrolment is to complete a pre-enrolment interview. The interview will be conducted by a college employee and will take around 30 minutes of time. Its intent is to ascertain your preferred career direction, your preferences, strengths and areas of support that you may require to succeed in your chosen field of study. Sometimes, the interview can identify that a different course to that you were initially interested in might be more appropriate or that a different study approach might be more suitable. Every student intending on studying with the college will have to complete the interview, which will help the college support you in identifying the relevance of our courses to your career aspirations and skills.

If we require any further details from you, we will notify you.

Upon approval of your enrolment, you will be sent further information about the next steps, payment arrangements and how you can get started in your course.

EDUCATION AGENTS

The One International College uses education agents to assist us in the student application process. We have agreements with all of our Education Agents that ensure that all agents act in an ethical and honest manner, in the best interests of our key target group, international students, and to ensure that the reputation of the Australian international education sector is upheld.

A list of the education agents with whom we have an agreement is included on our web site at:

www.theoneintlcollege.edu.au/about-us/agent-list

UNIQUE STUDENT IDENTIFIER (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or

For information about exemptions for individuals please review this webpage: <https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

To create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

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

CREDITS

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

The One International College can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

There is a \$500 charge to apply for Credit per unit.

To apply, fill in the Credit Application Form and submit it as part of your enrolment. Make sure you attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing if applicable

You will be advised in writing of the outcome of your Credit Application.

RECOGNITION OF PRIOR LEARNING

1. Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.
2. The One International College has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment, but you may also apply up to 2 weeks into your course.
3. If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor (if known) or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.
4. A trainer/assessor will be available to assist you throughout this process.
5. To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.
6. From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.
7. Fees are applicable for Recognition of Prior Learning and you will be advised of these fees upon contacting us. For more information about submitting an application for RPL, contact the head office.
8. Reduction of Course Duration as a result of Credit or RPL

If Credit or RPL is granted after the acceptance of a place in a course or on commencement of studies and will affect the duration of studies, The One International College will provide you with a new Confirmation of Enrolment Letter (CoE) including the new duration.

VISAS

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

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with the process of applying for a course to arrival at The One International College and including assistance with visas. Contact us for details of the education agents that we use. You may also check our website at www.theoneintlcollege.edu.au for a list of our registered education agents.

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

VISA CONDITIONS

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

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500>

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

- Remain enrolled in a registered course and maintain satisfactory attendance in your course and course progress for each study period as required by your education provider
- Only work up to 40 hours in a fortnight when your course or training is in session. A fortnight means the period of 14 days starting on a Monday.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.

ARRANGING TRAVEL AND DOCUMENTS TO BRING

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

For students studying at either of our Sydney campuses, the nearest international Airport is Sydney International Airport.

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

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (CoE)
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by The One International College at the time of confirmation of enrolment.

If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies or scan your documents that can be left behind with family and sent to you in cases like these.

ENTRY INTO AUSTRALIA

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit <https://www.australia.gov.au/information-and-services/passports-and-travel/customs-and-quarantine>

ARRIVING IN AUSTRALIA

Getting from Sydney airport to your accommodation

Train

Airport Link is a convenient way to reach the centre of Sydney. Trains run approximately every 10 minutes and the journey to the city takes only 13 minutes. The international and domestic rail stations link directly to the City Circle line, which means most city destinations are within a short walk of stations. You require an Opal Card to travel via Sydney's train, bus and ferry system. You can get an Adult Opal Card from the Airport Train Station. Train Ticket fares and other details are available at <https://www.opal.com.au>

More details are available on:

<https://www.sydneyairport.com.au/airport-guide/arriving/international/transport-options-international#train-transport-options-parking-and-transport>

Taxis

Each terminal has its own sheltered taxi rank with supervisors on hand during peak times to ensure a smooth flow of taxis for travellers.

Taxi Rank Locations, Taxi Fares and few Taxi companies are available on

<https://www.sydneyairport.com.au/info-sheet/by-taxi-and-rideshare>

Fare estimates to and from Sydney Airport to Sydney CBD is \$45-\$55 (one-way) or to Parramatta will be \$100-\$120 (one-way), based on non-peak traffic conditions

Arranging your finances

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

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

It is recommended that you should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia. Otherwise, international travellers into and out of Australia will be obliged to declare any cash they are carrying in excess of AUD \$10,000.

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

Find out more about money matters by visiting <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs> and <https://www.studyinaustralia.gov.au/english/live-in-australia/banking>

ACCOMMODATION

It is recommended to book temporary accommodation before you arrive and look for long-term accommodation once you get to Australia. Temporary accommodation could be a hotel or hostel.

Temporary accommodation for Sydney can be found through:

<http://www.hostels.com/hostels/sydney/sydney-student-living/73573>

<https://www.yha.com.au/hostels/nsw/sydney-surrounds/sydney-central-backpackers-hostel/>

There is a range of long-term accommodation options for international students.

Private rental

A private rental is where you sign a lease for a whole apartment or house. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules.

Share house

A share house is when you share a private rental with friends or housemates. All tenants are listed on the lease and pay their own share of rent and bond.

Boarding or homestay

Boarding or homestay is when you rent a room in a home, and live with the home owners. This is a private agreement between you and the home owner.

It is important to remember that as an international Student, you have the same renting rights as local residents. Review the information below about renting and tenants' rights.

It is important to remember that as an international Student, you have the same renting rights as local residents.

If you are studying in Sydney, review the information below about renting and tenants' rights.

<https://www.fairtrading.nsw.gov.au/help-centre/youth-and-seniors/youth/international-students#Renting>

BRINGING YOUR FAMILY WITH YOU

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#aboutVisa-index-3>

Where you have dependent children that need to attend childcare or school, you should be aware of the following costs:

Typical approximate childcare costs are as follows

- Long day care (childcare centre) \$70-\$192 per day
- Family day care \$7.50-\$16.80 per hour dependent on location and service
- Nannies \$17-\$25 per hour live in \$17-\$35 per hour live out (+agency fee)
- Au pairs (living in your home) \$200-\$300 per week (+agency fee)

Find out more at:

<https://www.careforkids.com.au/>

For school children, current costs range from AUD\$5200 for 2018 & 2019 year and provide costs for all school years as costs vary depending on the school year.

HEALTH

Emergencies

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

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

Fire

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

Ambulance

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

Medical assistance

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

Overseas Student Health Cover

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

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

- Australian Health Management OSHC www.ahmoshc.com
- BUPA Australia www.bupa.com.au
- Medibank Private www.medibank.com.au/overseas-health-insurance/oshc/
- NIB OSHC www.nib.com.au/overseas-students

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

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

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

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

LIVING COSTS IN AUSTRALIA

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

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

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

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia. From October 2019 the 12-month living cost guideline (**in addition to course tuition fees, travel and other costs**) is:

- Student (you) - \$21,041
- Partner or spouse coming with you - \$7,362
- Child coming with you - \$3,152

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

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

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

BUDGETING

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

Costs associated with living in Australia are included at:

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

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

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

WORKING IN AUSTRALIA

Most student visa holder can work up to 40 hours a fortnight during term time and full-time during holidays. Before you undertake any paid work, you need to make sure your visa allows you to work. Find out more at the <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500>

You should also visit the following website to find out more about working in Australia, including your employment rights and conditions.

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

If you require any further information about your workplace rights and obligations, for example, resolving a workplace dispute, visit the Fair Work Ombudsman site at www.fairwork.gov.au

YOUR SAFETY

Australia is a safe country. However, it's always best to take precautions. Read the information at the following web site about personal safety tips:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal>

You should also review the section in this Handbook about health and safety and remember to listen carefully to all the information provided to you at your orientation.

If an incident occurs that has a significant impact on your well-being, please speak to us immediately at the contact numbers provided. An incident may be both physical or psychological.

SHOPPING

All Australian major town centres and capital cities shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer, David Jones, and K-Mart.

CLOTHING

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

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

For more information about the cost of living, visit the Study in Australia website at:

<http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs>

COURSE ORIENTATION

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

As an international student you will also be provided with information on:

- details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- legal, emergency and health services
- safety and awareness relevant to life in Australia
- information on how to see assistance for and report an incident that impacts significantly on your well-being, including critical incidents
- facilities and resources
- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- any student visa conditions relating to course progress and attendance.
- course outline

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

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

At your orientation you will receive your first set of learning materials and the course timetable so that you can start on your learning journey.

General housekeeping arrangements are also discussed as stated in the section below.

STUDENT CODE OF CONDUCT

Student Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information The One International College holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to The One International College on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

Student Responsibilities

All students, throughout their training and involvement with The One International College, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.

- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to The One International College in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify The One International College if any difficulties arise as part of their involvement in the program.
- Notify The One International College if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

COURSE EXPECTATIONS AND REQUIREMENTS

The training and assessment offered by The One International College focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a “unit of competency”. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our course timetables include the details on delivery schedule of assessments

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations

COMPLETION WITHIN EXPECTED DURATION

- International students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE).
- The One International College monitors student progress to ensure that students complete their studies within the expected duration specified on their CoE.

STUDY PERIODS

- Study periods are also be known as ‘terms’ and are described in the relevant Training and Assessment Strategies and course outlines. They are designed to ensure the academic integrity of the course is upheld.
- Each study period monitoring point is at the end of the term when students are assessed for satisfactory course progress. A student must be identified as at risk and undergone **The One International College**’s intervention strategy prior to being reported as having not met satisfactory course progress requirements.

DETERMINING IF A STUDENT HAS MET COURSE PROGRESS REQUIREMENTS

- Students who do not meet course progress requirements are at risk of having their visas cancelled.
- Students must have demonstrated satisfactory course progress requirements by the end each study period. – this means, they must have successfully completed all the required assessment tasks by the end of each term.

DETERMINING AT RISK STUDENTS

- Students will be deemed at risk of not meeting course progression requirements if they:
 - do not participate in a summative assessment task
 - do not submit an assessment task by the agreed extended due date
 - have received an assessment outcome of Not Satisfactory for one or more assessment tasks.

ATTENDANCE AND HOMEWORK REQUIREMENTS

Missing classes and remaining absent without college's approval may impact on your course progress and course duration. It is an expectation that you attend every class so as to not fall behind. Hence, it is required that the students attend 20 hours of the face to face class sessions on a weekly basis. Please notify your trainer at least 30 minutes prior to class if you are unable to attend for some reason.

There will also be an expectation that you complete and undertake a certain amount of additional hours for homework each week in order to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected. This is also outlined on the course information.

ASSESSMENT ARRANGEMENTS

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

At this time you will:

- Be provided with detailed assessment instructions for each task/requirement, which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

PROVIDING EFFECTIVE FEEDBACK TO STUDENTS

Giving effective feedback to students is central to their learning. However, there is often a mismatch between academic and student perceptions of what is helpful feedback.

Student feedback is a key issue identified in many different student surveys, across different colleges over a considerable period. Feedback consistently missed out in all other areas of teaching and learning in several student surveys. Students often point out that feedback is not always provided, is

not detailed enough, does not tell them where they can improve, is received too late to be useful, and does not adequately explain why they have received certain results. Although our primary aim is to improve teaching and learning, rather than necessarily improving outcomes, providing feedback will enhance students' learning because it:

1. Identifies where students are doing well.
2. Identifies where students' areas of improvement are and offers ideas and suggestions about how to approach these.
3. Is clearly related to future assessment tasks and is designed to help students prepare for them.
4. Wherever possible, is formative and not summative.
5. Is explicit.
6. Is constructive and treats student learning as a developmental rather than a deficit issue.
7. Is timely enough so that it can be used by students in preparing for future assessment and in engaging with the subject matter.
8. Is provided in enough detail.
9. Is provided in contexts where students can ask questions about the feedback, provide it to each other, and discuss their interpretation of it with each other.
10. Is pitched at an appropriate level.
11. Is stated clearly and, if written, is legible.
12. Explains how and why students received the mark they did in assessment tasks.

Submitting your assessments

The One International College has Moodle as an e-Learning system which is used in providing learners and trainers the academic resources and study materials needed for their classes. With this, students are able to download and submit their assessments and other activities which enables the trainers the ability to give out feedback and results of the said activities.

Academic resources such as the Learner Guide and presentation slides are available online that can be accessed via web browsers in any device such as mobile phones and desktop/laptop. Allowing students to do their assessments anywhere and anytime. Once done, they can simply upload the files in Moodle assessment submission link which the trainers will be marking. Then, finally, after the assessment is marked, results are sent to the students. If there should be any changes to be made, they are given attempts to correct their mistakes, and re-submit.

Please note that your face to face delivery is not reduced and we do not offer any part of courses online or distance learning.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have two (2) further attempts to complete the task and achieve a satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

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

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment. You will be assessed through pre-enrolment interview and The One International College Language Literacy and Numeracy if you require any reasonable adjustments.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.

- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

However, after arriving in Australia, if you think that you may need an adjustment made, please speak to your assessor. Note these adjustments are made at the discretion of your assessor based on your identified needs.

Appealing assessment decisions

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

STUDENT PLAGIARISM, CHEATING AND COLLUSION

Plagiarism occurs when a student tries to pass off another person's work or ideas as their own. Plagiarism includes copying of work from internet, books, other student's work or any other published or unpublished source without appropriate citation and acknowledgement. Students commit plagiarism if they do not acknowledge the source of a direct quote, or a specific piece of writing that they have paraphrased, or even if they describe an idea or concept that they have heard or read somewhere without a reference or acknowledgement. Meanwhile, collusion occurs when a student collaborates with others to complete the work but presents the same work as their own.

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

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

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again. You may appeal if you feel you've been accused incorrectly.

SUPPORT SERVICES

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

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

Your support needs can also be discussed during the orientation after you undertake onshore Language Literacy and Numeracy on the day.

Services that we can offer to you include:

- One to one support from our trainers/assessors to assist you with your studies.
- One to one support from the Student Support Manager relating to any student concerns.
- Referral to relevant external services such as English language support and counselling.

Contact us to discuss your support needs.

WELFARE SERVICES

We can also offer you a range of welfare services.

These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Internal welfare services will be provided at no additional cost to the student. However, where a student is referred to an external provider, the student will be responsible for meeting the costs of the provider. The One International College does not charge for such referrals to the provider

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

EXTERNAL SUPPORT SERVICES

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

Reading and Writing Hotline

Telephone: 1300 655 506

Website: <http://www.readingwritinghotline.edu.au/>

The Hotline can provide you information about:

- Classes close to you
- Help by mail or computer
- Teachers and other people who can help
- Websites and books that can help you to learn

Lifeline

Telephone: 13 11 14

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

Beyond Blue

Anyone can call Beyond Blue for immediate support with any problems or concerns.

Call 1300 22 4636 24 hours a day 7 days a week. Also view the web site at www.beyondblue.org.au/

Redfern Legal Centre - Sydney students only

<http://rlc.org.au/our-services/international-students>

The Redfern Legal Centre gives free, confidential legal advice to international students living in New South Wales.

Fair Work Australia

Telephone: 1300 799 675

Website: www.fwc.gov.au/

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

Reach Out

Website: <https://au.reachout.com/>

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

MAINTAINING YOUR ENROLMENT AND COURSE PROGRESS

The college will monitor each student's study load to ensure that they are able to complete the program of study within the specified timeframe on their CoE.

The college is committed to ensuring that students understand study expectations and that these are in line with the CoE, are reasonable, fair and achievable. Students will need to comply with:

1. Study progress requirements, and;
2. Attendance requirements

Satisfactory Course Progress

Maintaining satisfactory course progress is an important condition of the Student Visa for international students. Satisfactory course progress is achieved when both the conditions below have been met:

- The student has attended eighty per cent (80%) of classes.
- The student has successfully completed eighty per cent (80%) of assessment tasks.

Satisfactory Course Progress Assessment

Satisfactory course progress is assessed through reports from trainers/assessors on both student attendance and student successful completion of assessments on a class-by-class basis. The trainer/assessor submits signed attendance sheets to Student Administration as follows:

1. Student Administration provides a hard copy of the class list to each trainer/assessor at the start of every class.
2. Attendance is taken at the start of each class by students signing into the class. This can happen up to 15 minutes after the start of the class to account for late arrivals.
3. Fifteen (15) minutes before the end of the class, the trainer/assessor provides the sheet to students to sign a second time.
4. The trainer/assessor signs the sheet.
5. The trainer/assessor passes the signed attendance sheet to Student Administration for processing.
6. Student Administration will undertake a weekly calculation of all classes and notify the academic of any students who need follow up based on attendance.

7. The student is considered at risk if they have missed two (2) consecutive study days or have attended less than eighty per cent (80%) of the course in any week, whichever occurs first. (The consecutive study days do not have to be consecutive calendar days.) This is calculated on the basis of course hours. For example, if the total course contact hours is 100 hours, a student who has attended less than 80 of those hours or has missed two (2) consecutive study days is at risk of being reported. Intervention should occur before in a timely manner, in order to try to prevent this situation compounding over subsequent weeks. Students who have missed two consecutive days of class will need to be contacted. Students at risk are contacted, offered support and may have a study plan or an Individual Learning Management Plan (ILMP) developed for them to aid in their return to satisfactory course progress. If the student is deemed as having missed sufficient classes that they are at risk of not meeting course progress requirements, an Intervention Strategy is implemented as described in this policy.
8. Student Administration is responsible for contacting students and liaising with trainers to ensure support is provided.

Compulsory Enrolment Periods

The college enrolment study periods are all compulsory and there are no options for students to not enrol in a specific study period. Students are permitted leave during study breaks.

Confirmation of Enrolment Cancellation or Re-issuance

If a student finishes their program, of study earlier than their CoE end date, upon graduation, their CoE will be cancelled as an early completer.

When a student has been granted an approved deferment or suspension of their studies, the duration of their studies may be extended and a new CoE is issued to them.

Students who gain course credit or Recognition of Prior Learning (RPL) will have the duration of their study adjusted accordingly.

Study Load by Units

The number of subjects (units) required to maintain full study load are those adding up to twenty (20) hours a week of study at minimum.

In Class Attendance at Full Time Levels for International Students

Students attend classes for twenty (20) hours per week for the duration of their study.

Progression Criteria

Students are required to successfully pass eighty per cent (80%) of the units undertaken in a study period in order to satisfactorily progress to the next study period.

Students who fail any unit twice will be subjected to a monitoring and intervention regime to ensure they comply with Student Visa requirements. This monitoring includes counselling and, where required, academic support. This process continues for one (1) study period after the study period in which the student failed any unit for the second time.

If the student does not make satisfactory progress during this time, they are at risk of not meeting course progress requirements and will be contacted formally to inform them of the potential breach in their visa conditions. Students will be afforded natural justice and an opportunity to respond.

A Study Plan will be developed for the student with specific conditions in the Plan that the student must abide by. The Study Plan is developed by Student Administration in collaboration with the trainer. If these conditions are not met within the next study period, the student will be notified of the breach of their visa conditions and their CoE may be cancelled.

The Quality Systems Manager will develop weekly progress reports taken from the Learning Management System data showing students at risk.

Students must pass 100% of units before they can be awarded a qualification.

PRISMS Notifications

The college will report any non-compliances or breaches of student visa conditions via PRISMS.

All correspondence, attendance, intervention strategies and other documentation associated with the student shall be maintained in the student file.

Study Plans or Individual Learning Management Plans (ILMP)

Students who do not abide by the terms of an Intervention Strategy, Study Plan and/or other course progress requirements will be sent a letter informing them of the college's intent to report a lack of course progress to the Department of Home Affairs. This may subsequently lead to the college contacting the Department to report the student.

Students experiencing challenging personal circumstances that may have led to the absenteeism or slow progress are encouraged to contact the Student Counsellor as soon as practical to discuss their specific case.

Course Progress

Students who do not show satisfactory progress due to one or both of the progress criteria will be contacted by student administration staff. If progress is not achieved, the staff member will refer the student to the Student Academic Support Officer, who will organise a Study Plan for the student. The student may have to attend compulsory classes or undertake homework or other activities to enable them to return to acceptable course progress levels. This may also include completing a declaration regarding course attendance.

Some of the ways in which the college may support the student when undertaking an Intervention Strategy are:

1. Counselling
2. Attending extra tutorials
3. Attending one on one sessions with a lecturer or tutor
4. Attending additional group classes
5. Attending language support sessions
6. Completing a declaration of attendance reform
7. Agreeing to specific Study Plan
8. Agreeing to specific study achievement milestones
9. Other academic measures as deemed necessary by the college

The steps the college takes when undertaking the Intervention Strategy include:

1. Contacting the student to ascertain the reasons for the lack of course progress
2. Discussing the course, its learning outcomes, its future subjects and being candid about the direction of the course versus the student's own goals and if they have changed
3. In most cases, a Study Plan will be agreed with the student and signed by both the student and the Student Administration or the trainer. This step is taken if it is ascertained that the course goals, direction and future units continue to be aligned with the student's goals and future direction.
4. The Study Plan will outline specific steps to be taken by the student and those that the college will do to improve student performance and re-align it to the course progress requirements.

5. The Study Plan will be implemented and monitored for progress. This may lead to weekly meetings or more regular meetings with the Student Academic Support Officer or other authorised college officer.

6. Intervention Strategy

Intervention strategies may further be escalated if change is not forthcoming and instances of escalation are taken seriously by the college. In the event that avenues to support the student have not yielded the required result, the college may write to the student informing them of a potential breach in their Student Visa conditions, due to a lack of course progress. This may be escalated further where the college may report the student to the Department of Home Affairs as required by law.

7. Study Plan Copies

A copy of the Study Plan used in the Intervention Strategy will be maintained by the college on file for future reference should a new case of Intervention be required. The student is alerted to the fact that not making satisfactory course progress is a serious matter and may lead to the reporting of the student, by the college, to the Department of Home Affairs. It is anticipated that students undergoing an Intervention Strategy will give the matter the attention it deserves and will work to enhance their course progress.

8. Appeals, Complaints and Natural Justice

The student is afforded natural justice and has a right of appeal pursuant to the Appeals Policy. They are also informed of their rights not just as a student, but as a consumer, under this procedure. This is done when communicating with the student such as when informing them of an intent to report. The student may appeal or complain about a decision of the college and are entitled to a written response. The college will not cancel a student's enrolment before the **twenty (20) working day** notice period, or, if a complaint is lodged, until after the appeal has been finalised.

EXTENSION TO AN EXPECTED COURSE DURATION

- Extensions to the course duration specified on the CoE are only allowed where:
 - a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress, or
 - an approved deferral or suspension of studies has been granted in accordance with **The One International College's** *Deferral, Suspension and Cancellation Policy and Procedures*. Compassionate or compelling circumstances apply (suitable evidence must be provided), which may include but is not limited to:
 - serious illness or injury, where a medical certificate states that the student was unable to attend classes;
 - bereavement of close family members such as parents or grandparents;
 - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; 11/11/19

- a traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports);
- where **The One International College** is unable to offer a pre-requisite unit;
- where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.

REPORTING STUDENTS

- Where a student has demonstrated unsatisfactory course progress despite interventions implemented, The One International College will be required to report the student to the Department of Home Affairs via PRISMS and the student will receive a written notice informing them of the intention to report for non-satisfactory course progress and the reasons for the intention to report. Student will have received first and second warning letters before the notice of intention to report is issued.
- Students have the right to appeal against the decision to report as per The One International College's Complaints and Appeals Policy & Procedures. If the student chooses to access this process, the student will not be reported until this process is complete.
- The One International College will only report unsatisfactory course progress in PRISMS if:
 - the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
 - the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period; or
 - the overseas student has chosen not to access the external complaints and appeals process: or
 - the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
- All records will be kept on the student's file including warning letters and the notice of intention to report.

COURSE TRANSFER BETWEEN PROVIDERS

All decisions made by The One International College with regard to student transfer requests will be made in accordance with this policy and procedure, will be fair and take into account the student's individual circumstances and any other relevant factors.

1. Enrolling student from another registered provider

- The One International College will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course unless one or more of the following conditions apply:
 - the releasing registered provider or the course in which the student is enrolled has ceased to be registered;
 - the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing his or her principal course at that registered provider;
 - the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
 - any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

2. Transferring to another registered provider

- For The One International College students seeking to transfer to another registered provider's course of study prior to completing six months of their principal course, the transfer request will be assessed and granted in any of the following circumstances:
 - the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with The One International College ' intervention strategy to assist the overseas student in accordance with National Code Standard 8 (Overseas student visa requirements).
 - there is evidence of compassionate or compelling circumstances.
 - The One International College fails to deliver the course as outlined in the student agreement.
 - there is evidence that the student's reasonable expectations about their current course are not being met.
 - there is evidence that the student was misled by The One International College or an education or migration agent regarding The One International College or its course and the course is therefore unsuitable to their needs and/or study objectives.

- an appeal (internal or external) on another matter results in a decision or recommendation to release the student.
- A transfer to another course will not be granted where:
 - The transfer may jeopardise the student's progression through a package of courses.
 - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.
 - The student is trying to avoid being reported to DHA for failure to meet the provider's academic progress requirements.
 - There are no legitimate compassionate or compelling circumstances.
- In order for a request for transfer to be considered and a letter of release provided, students must provide a valid offer of enrolment from another registered provider.
- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
- Where a student's application is refused, the reasons for this will be communicated plus the right to access the complaints and appeals process.
- There is no cost in releasing students. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid in accordance with The One International College ' Fees and Refunds Policy and Procedures.

3. Transferring to another course offered by The One International College

- Students may transfer to another course offered by The One International College in the following circumstances:
 - Where it is considered that the course that the student wishes to transfer to;
 - better meets the study capabilities of the student; and/or
 - better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
 - Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
- A transfer to another course within The One International College will not be granted where:
 - The transfer may jeopardise the student's progression through a package of courses.

- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
- The student is trying to avoid being reported to DHA for failure to meet the provider's academic progress requirements.
- In order for a request for transfer to be considered, students must complete the Change of Course and/or Campus Request Form.
- The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
- Cost involved in transferring to another course plus any refund of course fees paid for the student's current course will be in accordance with The One International College's Fees and Refunds Policy and Procedures.

4. Visa advice

All students who are either considering a course transfer, or have had their transfer request approved, will be advised that they must contact DHA to seek advice on whether a new visa is required. To find out more about visa requirements, students will be advised to contact DHA on 131881 or visit the following website: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

5. Complaints and Appeals

- Where the decision is made to refuse a course transfer or The One International College does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing The One International College's Complaints and Appeals process within 20 days. If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.
- The refusal status will not be finalised in PRISM until the complaints and appeals process is finalised within the 20 working day period or the student withdraws from the course.

6. Records

- All records relating to course transfers will be kept for two years after the student ceases to be an enrolled student. This includes requests for release, the assessment of the request and the decision.

DEFERRAL, SUSPENSION AND CANCELLATION

1. Deferral and suspension of studies

- Requests from students for deferral and suspension of studies will only be granted in compassionate or compelling circumstances which are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:
 - serious illness or injury, where a medical certificate states that the student was unable to attend classes
 - bereavement of close family members such as parents or grandparents (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
 - a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports
 - where The One International College is unable to offer a pre-requisite unit
 - inability to begin studying on the course commencement date due to delay in receiving a student visa

These circumstances are an example of what may be considered compassionate or compelling circumstances; however, each case will be assessed on its individual merits.

- When determining whether compassionate or compelling circumstances exist, The One International College considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.
- A retrospective deferment or suspension may be justified if the student was unable to contact The One International College because of a circumstance such as being involved in a car accident.
- Where a student-initiated deferral or suspension of enrolment is granted, The One International College will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

2. Provider initiated suspension or cancellation

- The One International College may suspend or cancel a student's enrolment including, but not limited to, on the basis of:
 - misbehaviour by the student (including plagiarism, collusion and cheating)
 - the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement
 - a breach of course progress or attendance requirements by the overseas student, which will occur in accordance with National Code Standard 8 (Overseas student visa requirements) and as specified in The One International College' Course Progress Policy and Procedures.
- Standards of behavior required are outlined in the International Student Handbook.
- Where The One International College suspends or cancels a student's enrolment, before imposing a suspension or cancellation The One International College will inform the student in writing of that intention and the reasons for doing so and advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with National Code Standard 10 (Complaints and appeals), within 20 working days.
- Under no circumstances will the suspension or cancellation of the overseas student's enrolment under National Code Standard 9.3 take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

2. Student Initiated Cancellation of Studies

- Students may initiate cancellation of their studies at any time during their course.
- Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per The One International College Course Transfer Policy and Procedure.

3. Visa status

- When there is any deferral, suspension or cancellation action taken under this standard, The One International College will inform the student of the need to seek advice from DHA on the potential impact on their student visa, as well as the report the change to the overseas student's enrolment under section 19 of the ESOS Act i.e. notification via PRISMS.
- Students are referred to the DHA web site at <https://www.homeaffairs.gov.au/> or Helpline (131 881) for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

4. Complaints and appeals

- Where a student accesses the Complaints and Appeals process, The One International College will not notify DET via PRISMS until the internal appeals process is complete unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Where the student chooses to access an external appeals process, DET will still be notified via PRISMS.

5. Records

- All records relating to deferrals, suspensions and cancellations will be kept on the student's file. This will include all decisions made.

CHANGE IN VISA STATUS

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

Students are to refer to the DHA web site at <https://immi.homeaffairs.gov.au/change-in-situation> or telephone 131 881 for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

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

Where a suspension of enrolment is granted, The One International College will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has expired

If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to DHA via the DHA helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

The One International College will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

In cases, where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

YOUR FEEDBACK

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

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

We also welcome feedback from you at any time by email and phone.

ACCESS TO YOUR RECORDS

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

If you want to access or obtain a copy of records, you must make a request in writing using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file
- providing access to the online portal where some records about the course can be viewed.

Amendment to records

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

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

NOTIFYING CHANGES

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

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

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

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

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

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

LEGISLATION AND YOU

As a student, you have both rights and responsibilities under applicable legislation.

Education Services for Overseas Students

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

<https://www.studyinaustralia.gov.au/english/australian-education/education-system/esos-act>

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011 (NSW) and the Occupational Health and Safety Act 1964 (WA), The One International College must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. The One International College has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

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

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with The One International College emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.

- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

Harassment, victimisation or bullying

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

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

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

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

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

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

Equal opportunity

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

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

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

National VET Regulator Act 2011

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

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

Student Identifiers Act 2014

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

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

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

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

For more information about the USI please refer to <http://www.usi.gov.au/About/Pages/default.aspx>

PRIVACY POLICY

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

This means that we will:

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

1. Privacy Principles

- In collecting personal information, The One International College complies with the requirements set out in the Privacy Act 1988, including Australian Privacy Principles 3 and 5 (in accordance with the National VET Provider Collection Data Requirements Policy clause 4.4) and the relevant privacy legislation and regulations of the state in which The One International College operates.
- Personal information, including sensitive information, is collected from individuals in order that The One International College can carry out its business functions. The One International College only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.
- Sensitive information is only collected by The One International College if a permitted general or health situation applies in accordance with the Privacy Act (16A, 16B) such as, if:

- The collection of the information is required or authorised by, or under, an Australian law or a court/tribunal order.
- It is unreasonable or impracticable to obtain the individual's consent to the collection, use or disclosure.
- It genuinely and reasonably believes that:
 - The collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.
 - Unlawful activity, or misconduct of a serious nature, that relates to The One International College functions or activities has been, is being or may be engaged in, and the collection, use or disclosure is necessary in order for the entity to take appropriate action in relation to the matter.
 - The collection, use or disclosure is reasonably necessary to assist any APP entity, body or person to locate a person who has been reported as missing.
 - The collection, use or disclosure is reasonably necessary for the establishment, exercise or defense of a legal or equitable claim.
- The One International College ensures each individual:
 - Knows why their information is being collected, how it will be used and who it will be disclosed to.
 - Is made aware of any legal requirement for The One International College to collect the information.
 - Is able to access their personal information upon request.
 - Does not receive unwanted direct marketing.
 - Can ask for personal information that is incorrect to be corrected.
 - Can make a complaint about The One International College if they consider that their personal information has been mishandled.
 - Is made aware of any consequences for not providing the information requested.
 - Whether the information is likely to be disclosed to overseas recipients, and if so, which countries such recipients are likely to be located in.
- The One International College retains evidence that that the student has acknowledged the following Privacy Notice and Student Declaration as part of their enrolment process: <https://www.employment.gov.au/privacy-notice>

2. Collection of information

- Under the Data Provision Requirements 2012, The One International College is required to collect personal information about students undertaking nationally recognised training and disclose that personal information to the National Centre for Vocational Education Research (NCVER). NCVER will collect, hold, use and disclose personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).
- In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.
- The types of personal information collected include:
 - personal and contact details
 - employment information, where relevant
 - academic history
 - background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on
 - training, participation and assessment information
 - fees and payment information
 - information required for the issuance of a USI
 - for international students:
 - current course information including CRICOS code, agreed starting date, expected completion date if the student did not start on the agreed date
 - Information about any terminations for change to identity and duration of the course
 - English language proficiency including the name of the test and the score received
 - visa information, including the DHA office where the visa application was made and current local DHA office
 - passport information including whether the student was in Australia when they became an accepted student

3. Unique Student Identifiers (USI)

- All students participating in nationally recognised training from 1 January 2015 are required to have a Unique Student Identifier (USI) and provide it to The One International College upon enrolment.
- The Student Identifiers Act 2014 authorises the Australian Government’s Student Identifiers Registrar to collect information about USI applicants.
- The information provided by an individual in connection with their USI:
 - is collected by the Registrar as authorised by the Student Identifiers Act 2014.
 - is collected by the Registrar for the purposes of:
 - verifying a USI
 - resolving problems with a USI
 - creating authenticated vocational education and training (VET) transcripts
 - may be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing VET, VET providers and VET programs
 - education related policy and research purposes
 - to assist in determining eligibility for training subsidies
 - VET Regulators to enable them to perform their VET regulatory functions
 - VET Admission Bodies for the purposes of administering VET and VET programs
 - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies
 - schools for the purposes of delivering VET courses to the individual and reporting on these courses
 - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics
 - researchers for education and training related research purposes
 - any other person or agency that may be authorised or required by law to access the information
 - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system
 - will not otherwise be disclosed without the student’s consent unless authorised or required by or under law

The consequences to the student of not providing a valid USI will be not being able to be issued a qualification or statement of attainment.

4. Storage and use of information

- The One International College will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored in paper-based files that are kept in a secure location and electronically in a secure environment to which only authorised staff have access.
- The personal information held about individuals will only be used by The One International College to enable efficient student administration, report data to provide information about training opportunities, issue statements of attainment and qualifications to eligible students, and to maintain accurate and detailed records of student course participation, progress and outcomes. Information about international students may also be shared to promote compliance with the conditions of student visas and the monitoring and control of visas.
- The One International College may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time by contacting our office. Information will not be passed onto any third-party marketing companies without the prior written consent of the individual.

5. Disclosure of information

- The One International College will not disclose an individual's personal information to another person or organisation unless:
 - They are aware that information of that kind is usually passed to that person or organisation.
 - The individual has given written consent.
 - The One International College believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
 - The disclosure is required or authorised by, or under, law.
 - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.
- Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

- Personal information may be used or disclosed by The One International College for statistical, regulatory and research purposes. The One International College may disclose personal information for these purposes to third parties, including:
 - Commonwealth and State or Territory government departments and authorised agencies; such as the Australian Skills Quality Authority (ASQA), Department of Education, the Department of Home Affairs (DHA) and the Tuition Protection Service (TPS).
 - NCVER
 - Organisations conducting student surveys
 - Researchers.
- Personal information disclosed to NCVER may be used or disclosed for the following purposes:
 - Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts
 - Facilitating statistics and research relating to education, including surveys
 - Understanding how the VET market operates, for policy, workforce planning and consumer information
 - Administering VET, including program administration, regulation, monitoring and evaluation.

6. Access to and correction of records

- Individuals have the right to access or obtain a copy of the information that The One International College holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.
- Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the Request to Access Records Form. The individual must prove their identity to be able to access their records.
- There is no charge for an individual to access the records that The One International College holds about them; however there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

7. Complaints about privacy

- Any individual wishing to make a complaint or appeal about the way information has been handled within The One International College can do so by following The One International College's Complaints and Appeals Policy and Procedure.

FEES AND REFUNDS POLICY

Provider Default

Under section 46A of the ESOS Act a registered education provider defaults, in relation to a prospective international student or prospective student and a course at a location, if:

1. the provider fails to start providing the course to the student at the location on the agreed starting day; or
2. after the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.

In the unlikely event of provider default, students or prospective students will be eligible for a refund of any 'unspent prepaid tuition fees'.

Refunds due under the above conditions will be paid in full within four weeks.

The One International College may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the students as an alternative to refunding course money. Where the student agrees to this arrangement, The One International College will not be liable to refund the money owed for the original enrolment. If the student chooses to be placed in another course, the students will be required to sign a document to indicate that the student accepts the course place.

Student Default

An international student or prospective international student defaults, in relation to a course at a location, if:

- a) The course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- b) The student withdraws from the course at the location (either before or after the agreed starting day); or
- c) The registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:
 - i. The student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course; and/or
 - ii. The student breached a condition of his or her student visa; and/or

iii. Misbehaviour by the student.

Other Cases

A registered provider must provide a refund if:

- a) An international student or prospective international student defaults in relation to a course at a location, and either:
 - i. The provider has not entered into an agreement with the student that meets the requirements of section 47B; or
 - ii. The provider is not required to pay a refund to the student because of subsection 47D (5) (refusal of student visa).

1. Applying for refund

1. All applications for refund must be made in writing by way of the Application for Refund form and submitted to the Administration Department.
2. The Application for Refund form will be processed within 4 weeks from the date of the Application for Refund form being lodged. If the student is entitled to a refund, the payment shall be made within four weeks of receiving the Application for Refund form.
3. All date calculations are based on the date the form is received by The One International College, not the date student completed the form (If Different)
4. All refund considerations will be strictly limited to the fees which The One International College has actually received from the student. The following items are not refunded:
 - a. Enrolment fee
 - b. Overseas Student Health Cover (OSHC)
 - c. Bank charges
 - d. Accommodation and other domestic services that cannot be offset by providing the services to someone else
 - e. Refund process fee \$250 per course
5. The One International College will make the refund available to either the student or the student's representative as identified in the Enrolment Form as per the ESOS Act Regulation 3.19.
6. When students are enrolled in package courses, in the event of a cancellation or withdrawal, a refund will be granted on the second course (treated as an independent course) as per the conditions of enrolment. If the student cancels or withdraws after the course commencement date of the first course, no refund of fees will be made to any student who withdraws after the commencement date of a single course with The One International College, or the first course within a packaged program composed of two or more The One International College courses.
7. Tuition fees and charges are not transferable to another student or institution.

8. Personal insurance and student expenses are not included in the fees quoted and are the responsibility of the student.
9. If the student enrolls into packaged courses, each course within the packaged courses is considered as an independent course. Therefore, the cancellation and refund policy will apply to each course within the packaged courses. For more information, refer to: <https://theoneintlcollege.edu.au/policies-and-procedures>

2. Protection of fees paid in advance

- The One International College protects the fees that are paid in advance for international students.

For international student fee protection is ensured as follows:

- All course fees will be held in a separate bank account that can only be drawn down when the student commences. The course fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system.
- The One International College does not require international students to pay more than 50% of course fees prior to course commencement. However, The One International College provides students with the opportunity to pay more than 50% of their tuition fees prior to course commencement if they wish. Where a student chooses to pay more than 50% upfront, the remaining amount will be collected according to an agreed payment schedule. Note, however, that where a course is less than 25 weeks, The One International College will require students to pay the full cost of the course prior to course commencement.
- The One International College pays into the Tuition Protection Service (TPS) provided by the Australian Government.

3. Fees and refund information

- Fee information relevant to a course is outlined in detail on the Student Agreement as well as The One International College's website. In compliance with Clause 5.3 of the Standards for RTOs, detailed fee information is provided prior to enrolment or commencement of training/teaching, whichever is first.
- For international students, fee information is always provided prior to enrolment or receipt of payment as per the requirements of the National Code 2018 Standard 2 and 3.
- Fee information provided to international students includes:

- All course fees, including both tuition fees and non-tuition fees and the period to which these fees apply
- Any additional charges that may apply and the circumstances in which they apply
- The potential for changes to fees over the duration of the course
- Payment options (including that international students may choose to pay more than 50% tuition fees before their course commences)
- The Student Agreement and the Student Handbook which are provided prior to enrolment, includes this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students are required to sign the Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy.
- The cooling off period is 10 days from the date they signed their Agreement. To exercise this right, the student must notify our office in writing within 10 days of enrolment.

4. Course fee inclusions

- The Student Agreement will clearly itemise all course fees, including both tuition and non-tuition fees.
- Tuition fees include:
 - All of the training/teaching and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
 - Course fees do not include required textbooks and learning materials. These are at an additional cost, as outlined on the Course Outline.
- Non-tuition fees include:
 - Additional fees that apply for re-assessment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment tasks – VET students only.
 - Re-issuance or additional copies of certification documents will attract a fee of \$100per document.
 - Fees for deferral of study, late payment of tuition fees, or other circumstances in which additional fees may apply.
- Otherwise course fees (tuition or non-tuition) do not include:
 - Any optional textbooks and materials that may be recommended but not required to complete a course.

- Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the Student Agreement.
- Stationery such as paper and pens.
- Uniform (if required for placement).
- Overseas Student Health Cover
- Airport pick ups
- Excursions
- Re-assessment if required, as outlined above.
- Direct debit setup, transaction and dishonour fees (where applicable).
- Credit card payment surcharges.
- The One International College cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

5. Payments

- Payments can be accepted by EFTPOS, electronic transfer, credit card, money order or direct debit.
- Credit card payments incur a surcharge of 2.7% for Visa & MasterCard, 3.75% for American Express per transaction.
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- Debts will be referred to a debt collection agency where fees are more than 40 days past due.
- The One International College reserves the right to suspend the provision of training/teaching and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.
- International students who do not pay their fees will receive two warnings regarding non-payment of fees and thereafter will be reported to DET via PRISMS under student default.
- Receipts of payments made by international students will be kept for at least 2 years after the person ceases to be an accepted student.

6. Refunds for international students

- All course fees for international students include a non-refundable enrolment fee which is detailed on the Course Outline and Student Agreement. The deposit is non-refundable, except in the circumstances detailed below.

A full refund of any fees paid (including the deposit) will apply where a student withdraws or cancels their course in writing within the cooling off period. The cooling off period is insert timeframe and applies from the date of first enrolment or sign-up.

A. Full refunds

A full refund of any course fees paid will be provided to students in any of the following circumstances:

- If The One International College is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- Where a course does not start on the starting date outlined in the Letter of Offer
- If a student cannot commence the course because of illness, disability or where there is death of a close family member of the student (parent, sibling, spouse or child).
- At the discretion of The One International College's CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.
- If an offer of a place is withdrawn by The One International College and this is not due to incorrect or incomplete information being provided by the student.

Claiming a full refund

- In any of the above situations, The One International College will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.

B. Partial Refunds

Provider default

- Partial refunds will be paid in the event of provider default. The refund will be calculated from the day of the default as per section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.

- Partial refunds will also be provided in the same manner as for provider default (as above) where The One International College fails to enter into a written agreement with a student or the Student Agreement is not compliant with the requirements of the ESOS Act or the National Code.

Student default

- If an international student is refused a visa (student default) before commencing their course, The One International College will refund the total amount of all course fees (tuition and any non-tuition fees) received for the course less whichever is the lower amount of 5% of the total amount of the fees (tuition and non-tuition) or the sum of \$500.
- If an international student is refused a visa (student default) but has already commenced their course, non-tuition fees will not be refunded. However, tuition fees will be refunded from the day of the student default as per Section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
- If a student has supplied incorrect or incomplete information and as a result The One International College withdraws the offer prior to commencement of the course, the student will be eligible to receive a refund of all course fees paid less a 20% administration fee.
- Where a student has not met the conditions included in the letter of offer and withdraws 0 – 28 days before course commencement, the deposit paid will be refunded less a 20% administration fee.
- Where a student withdraws from a course 0 – 28 days before the course commencement, except for the reasons set out circumstances for full refunds, 50% of the deposit paid will be refunded.
- If a student withdraws or defers their course after the course has started and they have paid for units/clusters/modules that have not been commenced. This will be calculated on a per unit or cluster cost calculated as the course fee less administration fees of 20%, less textbook fees divided by the total number of units or clusters or modules in the course.

Claiming a partial refund

Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.

- The refund assessment will be based on reviewing the services provided to the student and the costs incurred by The One International College to provide those services.
- The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.
- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

C. Circumstances in which a refund will not be paid

- A student is not entitled to a refund in the following circumstances:
 - Where a student is refused a visa and the reason for the refusal was because the student did not start the course at the location on the agreed starting day or the student withdrew from the course at that location or the student did not pay the fees due.
 - Where The One International College terminates the student's enrolment because of a failure to comply with The One International College policies, misbehaviour or unsatisfactory course progress.

7. Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our *Complaints and Appeals Policy and Procedure*.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

8. Refund Policy Special Conditions

- The One International College reserves the right, at the discretion of the CEO - should particular circumstances arise, The One International College will give consideration to increasing the amount of refund due and / or waiver the conditions, requirements for those students who are forced to withdraw for reasons of a compassionate nature or where the reasons are deemed to be reasonable and genuine.
- Refunds will be made payable to the Student who is transferring.
- Refunds in the case of a student not continuing studies, will be made to the Student's home account and are to be made immediately following the Student's departure from Australia.
- The One International College will always notify students formally when they are at risk of termination due to non-compliance with student Visa conditions or The One International College policies and procedures.
- Once Student is advised formally of non-compliance, they are advised they can access The One International College Complaints and Appeal process within 20 working days and that DHA will be informed.

9. Appealing refund decisions

Refer to Complaints and Appeals policy and procedure if you wish to appeal the outcome of an application for refund.

- This policy and procedure do not remove your right to take action under Australia's consumer protection laws.
- The dispute resolution processes do not remove the students right to pursue other legal remedies where they feel necessary.

10. Publication

- The One International College will publish in a prominent place on its website the following:
 - All tuition and non-tuition fees (as shown on Course Outlines).
 - This Fees and Refunds Policy.

Tuition Fees

Information on all possible tuition fees is cited on the The One International College website www.theoneintlcollege.edu.au; please confirm tuition fee from the website or authorised agent / friendly staff for the chosen courses of study to fill in exact details in this form.

Additional Fees and Charges – Non-Tuition Fees

Material Fee varies from course to course depending upon the need of the course; speak to a friendly staff to confirm information

- OSHC Single

https://www.nib.com.au/overseas-students_
<https://www.bupa.com.au/health-insurance/oshc>

- OSHC Family

https://www.nib.com.au/overseas-students_
<https://www.bupa.com.au/health-insurance/oshc>

- Credit Card Surcharge 2.75% surcharge on Visa and Master Card and 3.75% on AMEX Credit card payments
- Enrolment Fee AUD \$300.00
- Charges for Late Fee Payment
- 7 days past due date of payment: AUD\$ 200
- 14 days past due date of payment: AUD\$ 400
- Second course enrolment fee NIL
- Assessment late submission fee: AUD \$200
- Assessment: To access 4th attempt due to a 3rd attempt “Not Yet Competent” (NYC) result: AUD \$100, if student still gets an NYC result on the 4th attempt, the student is to **re-enrol** in the unit.
- Re-enrolment of unit: AUD \$500
- Re-issue of Student ID card: AUD \$30
- Re-issue of any Academic Transcript (Certificate, Diploma): AUD \$100
- Printing/Photocopy: B/W : 0.20 C per page, Colour : 0.40 per page
- Change of Course AUD \$200 - This fee applies if student wish to change his/her location.
- Letters: AUD \$30 - This is the fee for Letter from college. Letters includes Enrolment Letter, Holiday Letter and Leave Letter. Please note there is no fees for release letter.
- Deferment of Enrolment AUD \$200 - This fee applies if student wish to defer his/her enrolment
- Change of Location: AUD \$100 - This fee applies if student wish to change his/her location.

Prior to accepting this offer, you must read and understand the following policy mentioned below on our website: www.theoneintlcollege.edu.au

- Complaints and Appeal Policy
- Student code of conduct
- Privacy and Confidentiality
- Student Handbook

COMPLAINTS AND APPEALS

1. Nature of complaints and appeals

- The One International College responds to all allegations involving the conduct of:
 - The RTO, its trainers and assessors and other staff.
 - Any third-party providing Services on behalf of The One International College and including education agents.
- Any student or client of The One International College.
- Complaints may be made in relation to any of The One International College services and activities such as:
 - the application and enrolment process
 - marketing information
 - the quality of training and assessment provided
 - training and assessment matters, including student progress, student support and assessment requirements
 - the way someone has been treated
 - the actions of another student
- An appeal is a request for a decision made by The One International College to be reviewed. Decisions may have been about:
 - course admissions
 - refund assessments
 - response to a complaint
 - assessment outcomes / results
 - other general decisions made by The One International College

2. Principles of resolution

- The One International College is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, The One International College ensures that complaints and appeals:
 - Are responded to in a professional, consistent and transparent manner.
 - Are responded to promptly, fairly, objectively, with sensitivity and confidentiality.
 - Are able to be made at no cost to the individual.

- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- The One International College will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- There are no charges for students to submit, a complaint or appeal to The One International College, or to seek information or advice about doing so.
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

3. Making a complaint of appeal

- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within twenty (20) calendar days of the original decision being made.
- Complaints and appeals should be made in writing using the Complaints and Appeals Form, or other written format and sent to The One International College head office attention to the Chief Executive Officer.

4. When making a complaint or appeal, provide as much information as possible to enable The One International College to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
- Any evidence you have to support your complaint or appeal.
- Details about the steps you have already taken to resolve the issue.
- Suggestions about how the matter might be resolved.

5. Timeframes for resolution

- The complaint or appeal will be acknowledged in writing within 3 business days.
- The complaints and appeals process will commence within 10 business days of receipt of the application. Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer.
- In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

6. Resolution of complaints and appeals

- Some or all members of the management team of The One International College will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organization, they will be given the opportunity to respond to any allegations made.
- Where a third-party delivering Services on behalf of the RTO is involved, they will also be included in the process of resolving the complaint or appeal.
- Each party involved in the complaint or appeal may have a support person of their choice present at meetings scheduled to resolve the issue.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task. The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.
- The enrolment status of student will be handled as follows:
 - For international students, The One International College will maintain a student's enrolment throughout the internal appeals processes without notifying DET via PRISMS of a change in enrolment status. In the case of an external appeals process it will depend on the type of appeal as to whether The One International College maintains the student's enrolment as follows:
 - If the appeal is against The One International College decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported The One International College decision to report.
 - If the appeal is against The One International College decision to defer, suspend or cancel a student's enrolment due to misbehaviour, The One International College will notify DET via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process.

7. Independent Parties

- The One International College acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by The One International College.
 - For international students, the independent party is the Overseas Students Ombudsman. This service is free of charge. Where an international student is not satisfied with the outcome or conduct of the internal process, they are referred to the Overseas Students Ombudsman (OSO). See information under external complaint avenues.
 - The One International College will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
 - The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation, and any recommendations being actioned by The One International College.

8. External complaint avenues

- Complaints can also be made via the following avenues:

- National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
- Email: NTCH@employment.gov.au

- Australian Skills Quality Authority (ASQA):

Complainants may also complain to The One International College registering body, Australian Skills Quality Authority (ASQA). However, it should be noted that ASQA is not a consumer protection agency and cannot act as an advocate for individual students.

Please refer to the relevant webpage below before making a complaint to ASQA:
<https://www.asqa.gov.au/complaints>

- The Overseas Student Ombudsman (OSO)

International students may complain to the OSO if their complaint is in relation to The One International College:

- refusing admission to a course
- course fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by your provider
- incorrect advice given by an education agent.
- if you believe we have failed to take action or are taking too long to take some action. This might include (for example), failing to provide your results in the normal timeframe, or failing to provide services included your written agreement with The One International College.

The OSO may not be able to investigate your complaint if you have not already exhausted our formal internal complaints process as above.

Please refer to the following website if you are considering making a complaint:
<http://www.ombudsman.gov.au/making-a-complaint/overseas-students#quality-of-education-provider>

9. Records of complaints and appeals

10. The One International College will maintain a record of all complaints and appeals and their outcomes and reasons for the outcomes on the Complaints and Appeals Register, which will be securely stored according to the Privacy Policy and Procedures.

ISSUING OF CERTIFICATION DOCUMENTS

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

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

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

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

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request additional copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee.

STUDENT HANDBOOK ACKNOWLEDGEMENT DECLARATION

I, _____ Student ID No: _____ acknowledge that all of The One International College and Course Information, Enrolment Terms and Conditions, Registration and Course fees and Refund Policy and Visa terms and conditions have been provided and fully explained to me during my The One International College Orientation and that I understand and agree to abide by all of these terms and conditions.

I understand:

- That if I am in jeopardy of breaching any of these terms and conditions The One International College will initiate a Warning and Reporting Procedure;
- That if I am in breach of any of these terms and conditions, my enrolment from The One International College will be cancelled and if I will be reported to the Department of Home affairs (DHA) with a recommendation for the cancellation of student (Temporary) visa;
- That while I am on a Student (Temporary) Visa in Australia, I am obligated to attend The One International College for 20 hours of face to face.
- That I am required to maintain, as The One International College defines, a satisfactory rate of academic progress, doing all the required assignments, appearing in all the required tests/examinations (written/oral), attending all the required seminars and being on time on all occasions;
- That I will notify The One International College of any change of contact details;
- That I must remain 'financial' at all times and will pay all my Fees including Tuition Fees on time;
- That I will maintain my Health Insurance at all times;
- That I have read and understood all The One International College rules, policies and procedures as detailed in the student handbook, all course and marketing information and Student Orientation; and
- That I again understand and agree that if I am in breach of any of these conditions my enrolment will be cancelled, and I be reported to DHA for breach of my student visa.
- That The One International College has the irrevocable right and permission to use photographs and/or video recordings of me in the College and other websites and in publications, educational materials and any other similar purpose and I agree that such photographs and/or video recordings of me maybe placed on the internet. I agree that all such pictures, photographs and digital files shall remain the property of the College.

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Student Name and Signature

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Date