STUDENT (VET) HANDBOOK

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About the Student Handbook

This student handbook is your guide to the Times Academy's (TA) vocational education and training courses. Inside you will also find information on how the Institute works, where students should go, and who they should see to resolve problems. Policies, procedures, and regulations are outlined so that you understand how the Institute operates.

Disclaimer

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

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1. INTRODUCTION

1.1 Welcome to TA!

Welcome to the Times Academy! Times Academy specialises in Childcare, Individual Support Workers, Ageing Care, English Language and Leadership & Management Courses. We provide students with practical learning opportunities to take into the world and care for and support others.

TA is a Registered Training Organisation (RTO), registered by the Australian Skills Quality Authority (ASQA) under the *National VET Regulator Act 2011/ Standards for Registered Training Organisations (RTOs) 2015*. TA is also registered on the Commonwealth Register of Institutions & Courses for Overseas Students (CRICOS).

Times Academy pursues excellence in learning, training and teaching and we hope that your experiences with us will give you the skills, knowledge and confidence to go out to the workplace and world and achieve all your dreams for success.

We have a wonderful student support team who are happy to help you in any way and we operate an inclusive and caring campus environment.   This handbook provides the basic information you need about your rights, responsibilities and the school's policies and procedures.

We look forward to having you study with us.

Sirapha Wunnacharoensri
Principal Executive Officer

1.2 Getting to the Institute

If you are staying with a homestay or student accommodation organised through our institute, they will advise you on how to get to the Institute.

If you have alternative accommodation, our institute is very easy to get to. We are a 6-minute walk from Wynyard Station or a 10-minute walk from Barangaroo Metro Station https://transportnsw.info/travel-info
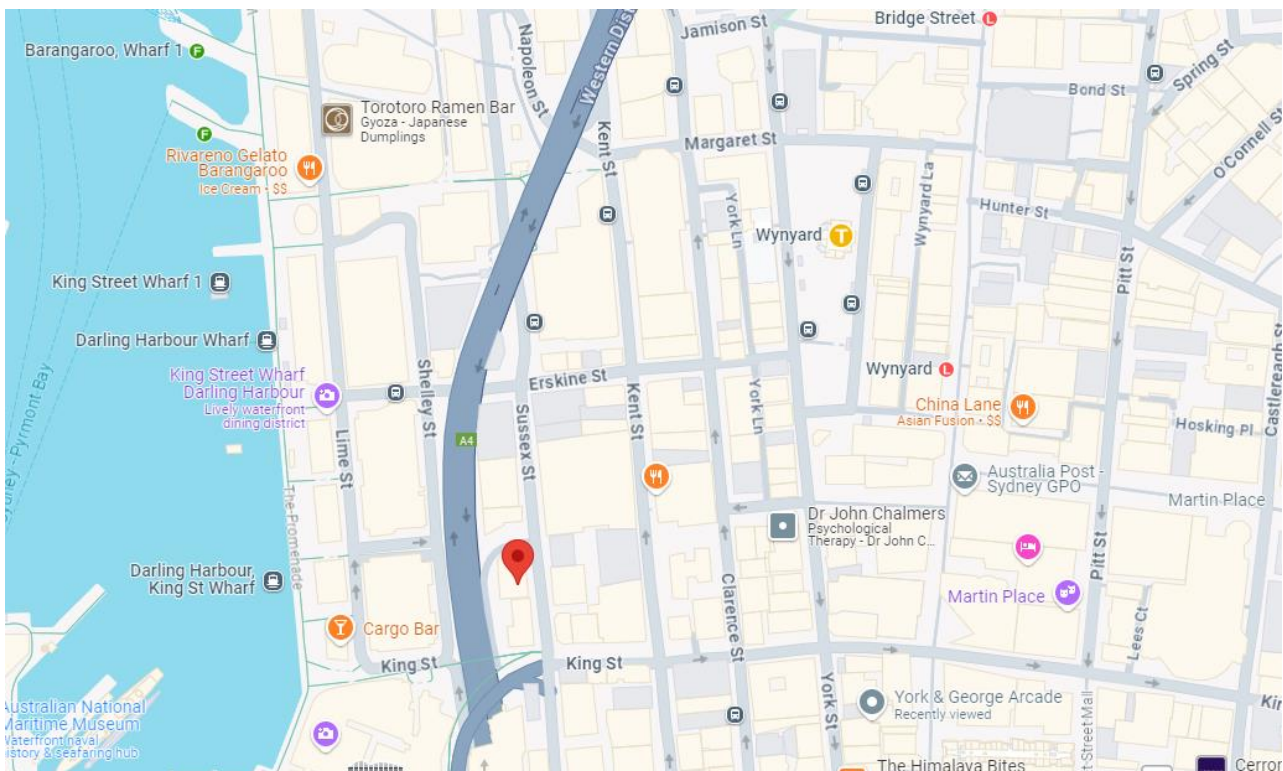
https://www.google.com.au/maps/place/101+Sussex+St,+Sydney+NSW+2000/@-33.8668887,151.2031806,18z/data=!4m10!1m2!2m1!1s101+Sussex+St!3m6!1s0x6b12ae38bbf70e53:0x4cd621c10fb383c2!8m2!3d33.8682002!4d151.2033687!15sCg0xMDEgU3Vzc2V4IFN0kgERY29tcG91bmRfYnVpbGRpbmfgAQA!16s%2Fg%2F11bw3_78qw?dcr=0&entry=ttu&g_ep=EgoyMDl0MDkyMi4wIKXMDSoASAFQAw%3D%3D

1.3 Orientation

Students will be inducted into their courses on the Thursday at 9.00 am before the Course Commencement Date. The purpose of Orientation is to inform new students of the various important aspects of the Institute. Students will also have the opportunity to ask questions. The Orientation will also address issues such as:

- Student Support Services available and the Australian Study Environment
- Legal services
- Emergency and Health services
- Facilities and Resources
- Complaints and Appeals processes
- Student visa conditions relating to course progress and/or attendance.

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1.4 Important Information

This is a summary of information presented in this handbook and helps you understand your obligations as a student and also gives you information on where and how to find resources and assistance.

Student visa requirements:
- Maintain full-time enrolment in your enrolled course (minimum 20 hours attendance per week)
- Maintain satisfactory course progress
- Maintain OSHC throughout the visa duration
- Notify the Institute within seven days of any change of address

The Institute contact information:
- PEO: Ms **Sirapha Wunnacharoensri**
- Address: Lower Ground, 101 Sussex Street
                 Sydney NSW 2000

- Phone: 612 8316 6688
- E-mail: info@times.edu.au

- Please note that the Receptionist/ Student Welfare Officer is your **official or first** point of contact

- If you have a question or are confused about something, please talk to the Receptionist/ Student Welfare Officer at Reception or ph: **02 8316 6688**

- **The Student Welfare Officer** is here to assist the students

- Please go to Reception and ask for the Student Welfare Officer anytime you seek assistance or advice and they will assist you in any way they can.

- After Hours please **contact Sirapha Wunnacharoensri**   0402836428

Studying at the Institute:
- As above, the Receptionist/ Student Welfare Officer is the first point of contact for students with questions about any of the Institute's support services.
- In case of fire or any other emergency please follow the instructions given by your Trainers or other the Institute staff member.
- Check Institute notice boards every day for any updates, important information, results etc.
- Always follow the rules and regulations displayed on notice boards, in classrooms and near facilities like the computers, printer, photocopier etc.
- Do not leave valuables unattended. the Institute is not responsible for any damaged, lost or stolen items

A list of useful contacts follows on the next page. This includes contact information for people and institutions in Australia that may be useful to you. You are encouraged to make a copy of this page and keep it near your phone for future reference.

1.5 List of Useful Contacts

Academic Matters	Speak to your Trainers. If you need additional assistance, ask the Course Coordinator for information.
Accommodation	Ask the Administration Manager for information.
Access & Equity	Ask the Administration Manager for information.
Banking	ANZ: 365 George St, Sydney NSW 2000. Phone 13 13 14. Commonwealth Bank: 546 George St, Sydney NSW 2000. Phone 13 22 21. National Australia Bank (NAB): 292 Pitt St, Sydney NSW 2000.Phone 13 22 65 Westpac Bank: 591 George Street, Sydney NSW 2000. Phone 13 20 30
Counselling	Ask the Administration Manager for information.
Disability Support	Ask the Administration Manager for information.
Emergency services	**000 (police, fire and ambulance)**
Health	George Street Medical Centre 333-339 George Street Sydney NSW 2000 Phone (02) 9231 3211
International Students	Department of Home Affairs (DHA) 26 Lee Street, Sydney (next to Central Station) Phone: 131 881 http://www.homeaffairs.gov.au/
Legal	Please ask the Administration Manager for information.
Sexual Health	Sydney Sexual Health Centre (HIV/AIDS & STD testing, sexual health info and clinic services) Level 3, Nightingale Wing, Sydney Hospital Macquarie Street, Sydney, NSW 2000 Phone: 9382 7440 http://www.sesiahs.health.nsw.gov.au/sydhosp/Services/sshc.asp HIV/AIDS Information Line Phone: 1800 451 600 (free call) Monday-Friday 9:00 a.m. - 8:00 p.m.; Saturday 10:00 a.m. - 6:00 p.m. NSW Rape Crisis Centre Provides 24-hour telephone and online support Phone: 1800 424 017 (free call) Website: http://www.nswrapecrisis.com.au/
Translating and Interpreting Service (TIS)	Provides 24-hour telephone translation and interpreting services Phone: 131 450

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2. ENROLMENT

2.1 Entry Requirements

The Institute has defined and published entry requirements for individual courses.
The entry requirements for each course can be found in the course specific documentation
published on the website.

The Institute may conduct an entry test to determine the student's level of English. If the student's level of English is not up to that required for the course, students are required to defer the commencement of their intended course and undertake additional English courses at their own expense to ensure they meet the English Language entry requirement for their course.

2.2   Selection Criteria

The Institute recruits (through approved agents) students in an ethical manner in line with our access
and equity policy.
The Institute will ensure that prior to enrolment prospective learners receive advice about the training product appropriate to meeting the learner's needs, taking into account the existing skills and competencies of each individual. This shall be done by way of interview with the Institute's marketing officers or via the Institute's agent's network interviews with individual students.

All local and overseas students must meet the requirements outlined in the course documentation and in the Entry Requirements section of this handbook. During the selection process, students will be given the following information:

- Course details
- Course pathways
- Learning and assessment methods
- Fees and charges
- Facilities and services
- Legislation and regulations
- Briefing about Australia and cost of living (overseas student only)

Student selection and registration into the Institute is based upon clients satisfying Institute entry criteria covering English proficiency (minimum IELTS score of 6.0 or the equivalent), academic qualifications (minimum completion of Year 11 or Year 12 or the equivalent depending on the course chosen), work experience, age (minimum 18 years) and visa status (as per assessment levels for the country of origin).

Original or certified copies of all documents must be submitted upon application. These requirements can be found at http://www.homeaffairs.gov.au/

2.3 Use of Recruitment Agents

The Institute appoints recruitment agents to promote our courses to prospective students. Agents are responsible for providing the information outlined in the selection criteria prior to enrolment to ensure students are well informed and well prepared for study and life in Australia.

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2.4 Enrolment Procedure

Should an applicant wish to proceed with enrolment, the following procedure should be followed:
1. Complete and sign the Institute Enrolment Form/online form.
2. Submit the following documents along with your Enrolment Form:
    - Two recent passport-sized photographs
    - A photocopy of your passport identity page (overseas students)
    - Proof of academic and English Language proficiency
3. Submit your Enrolment Form and the above documents to:

    Postal address:
    LG, 101 Sussex Street
    Sydney NSW 2000
    Or
    E-mail: offer@times.edu.au

Upon receipt of your Enrolment Form and supporting documents, an interview will be conducted by a member of the Institute's Admission Team or a delegate to assess on your suitability to the course that you have applied for.

If your application is successful, we will send you a Letter of Offer together with an invoice and a written agreement. Once you receive the Letter of Offer you must pay the tuition fee and sign the written agreement. We will then use this to send you a Conformation of Enrolment (CoE).

2.5   Fees

All course fees and charges must be paid in Australian Dollars (AUD). All fees and charges must be paid in advance by the due date shown on the Letter of Offer and/or invoice. A penalty may be applied to late payment of fees.

Fees are subject to change. The Institute will honour the tuition fees quoted for enrolled students only if the student commences tuition within 12 months of the date of the Letter of Offer.

If students need to repeat a subject(s), a pro rata tuition fee is payable. There is no reduction in fees for subject exemptions such as Recognition of Prior Learning or Credit Transfer

A $200 enrolment/application fee applies before enrolment for all courses and the enrolment/application fee is non-refundable. The Institute is *not* responsible for any monies paid to agents or third parties.

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Tuition fees

Field of Study	Course Name and Course Code	Duration (including breaks)	Mode of Delivery (International Students)	Tuition Fees
Leadership & Management	**BSB60420 Advanced Diploma of Leadership and Management** CRICOS Course Code: 105487K	**52 weeks**	Full time: Face-to-face (70%) + Online (30%)	$6,000
	BSB50420 Diploma of Leadership and Management CRICOS Course Code: 104278E	**48 weeks**	Full time: Face-to-face (70%) + Online (30%)	$6,000
	BSB40520 Certificate IV in Leadership and Management CRICOS Course Code: 103982M	**48 weeks**	Full time: Face-to-face (70%) + Online (30%)	$6,000
Childcare	**CHC50121 Diploma of Early Childhood Education and Care** CRICOS Course Code: 107245A	**78 weeks**	Full time: Face-to-face (70%) + Work placement (30%)	$12,000
	CHC30121 Certificate III in Early Childhood Education and Care CRICOS Course Code: 107246M	**52 weeks**	Full time: Face-to-face (70%) + Work placement (30%)	$8,000
Ageing Support	**CHC52021 Diploma of Community Service** CRICOS Course Code: 096161M	**65 weeks**	Full time: Face-to-face (70%) + Work placement (30%)	$10,000
	CHC43015 Certificate IV in Ageing Support CRICOS Course Code: 096161M	**24 weeks**	Full time: Face-to-face (70%) + Work placement (30%)	$4,000
	CHC33021 Certificate III in Individual Support CRICOS Course Code: 116374F	**52 weeks**	Full time: Face-to-face (70%) + Work placement (30%)	$8,000
Human Resource	**BSB40420 Certificate IV in Human Resource Management** CRICOS Course Code:105485A	**52 weeks**	Full time: Face-to-face (70%) + Online (30%)	$15,000
	BSB50320 Diploma of Human Resource Management CRICOS Course Code: 105486M	**52 weeks**	Full time: Face-to-face (70%) + Online (30%)	$15,000
Graduate Diploma of Management (Learning)	**BSB80120 Graduate Diploma of Management (Learning)** CRICOS COURSE CODE 106180K	**52 weeks**	Full time: Face-to-face (70%) + Online (30%)	$15,000

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Administrative fees

STUDENT FEES & CHARGES***

Enrolment/Application fee* (not refundable)	AUD $200.00	Administration fee	AUD $500.00
Confirmation of Enrolment fee (COE)	AUD $50.00	Re-enrolment fee	AUD $200.00
Deferment/Suspension/Cancellation fee	AUD $350.00	Duplicate Document / Re-issue fee	AUD $50.00
Change of Course fee (Course variation fee)	AUD $200.00	Re-assessment fee (per subject/unit)	
Material Fee (per term) *Leadership and Management* *Early Childhood & Aged Care Course* ELICOS Course (per week)	AUD $50.00 AUD $200.00 AUD $10.00	*Leadership and Management* — AUD $200.00 *Early Childhood & Aged care Theory units* — AUD $300.00 *Early Childhood & Aged care work placement* — AUD $500.00	
		RPL Application fee	AUD $200.00
Airport Pickup	Refer to service provider quote upon booking	Priority Processing fee	AUD $50.00
Homestay Placement Fee	Refer to service provider quote upon booking	Late payment fee	AUD $200.00
Overseas Student Health Cover (OSHC)** (Single cover premium, subject to change upon the Medibank Private price guide)	AUD $271.00 (6 months) AUD $543.00 (12 months) AUD $1087.00 (24 months)	Student Card & Lanyard (new student)	AUD $5.00
		Student Card / Lanyard Replacement	AUD $10.00
		Photocopy Service — AUD $0.10 (B/W)/AUD$1.00 (colour)	
Change Class Timetable (ELICOS)	AUD $60.00	Times Academy Logoed T-shirt	AUD $30.00

* Non-refundable Application fee; please note; The college reserves the right to change conditions and prices at anytime without notice. If you require Homestay and airport pick up service, you must give us at least 3 weeks advance notice. In addition you must also pay in advance, airport pick up fee, placement fee, and the first 4 weeks rent.

** Fees are indicative only. Refer to Fees and Charges as published by each service provider.

*** Read in conjunction for full details with refund policy.

Note: The fees and charges stated above are subject to change or variation. Due notice will be provided prior to any adjustment.

The Standards for RTOs 2015 require the Institute to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that our Institute do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period in not applicable to our students who have enrolled into a course. For refund option in other circumstances, students must refer to the refund policy.

2.6 Methods of payment:

- **Bank cheque or bank draft**, made payable to the "Times Academy"
- **Credit card (1.5% fee applies for domestic bank card 2.0% fee applies for Overseas bank card)**
- **EFTPOS**
- **Direct Debit**
- **Bank Transfer**

Fees can be transferred to the following account:
Account name: **Times Academy**
BSB: **062006**
Account number: **1238 8030**
Bank: **Commonwealth Bank**
SWIFT: **CTBAAU2S**
Bank Address: **691-693 George Street Haymarket NSW 2000**
Reference: **Your name & student number**

Note: the Institute will <u>not</u> be responsible for any monies paid to agents.

2.7 Protection of fees

Under the Tuition Protection Service (TPS) framework, if the Institute is unable to fulfil its obligations to deliver a course, the new TPS framework will facilitate the placement of students in the first instance, and where this is not possible, provides a refund of unexpended tuition fees (i.e. tuition the student has paid for but has not been delivered by the provider).

2.8   Late payment of fees

If fees have not been paid in full by the due date written on the invoice, students may be disallowed from attending class, sitting tests/examinations, submitting assessments and/or receiving results until the outstanding fees have been paid in full.

Fee payment plans are available to all students. Once enrolment in a course has been confirmed, the fee for the first term plus all other fees (including learning material costs and other relevant fees) must be paid. Each subsequent term's fee must be paid prior to the commencement of the relevant term.
If tuition fees are not paid on time, the following late payment fees will apply:
- Overdue: $200

Should fees remain overdue for more than one day; the Institute will inform the student of our intention to report the student for non-payment of fees to DHA via PRISMS.

2.9 The Institute refund policy

Situations where a provider default may occur include:

1) The course does not start of the agreed starting date which is notified in the Letter of Offer
2) The course stops being provided after it starts and before it is completed
3) The course is not provided fully to the student because the Institute has a sanction imposed by a government regulator

However, if the student agrees to accept an alternative (replacement) course or part of a course to be provided to the student at the Institute's expenses, then the Institute is relieved of its liability to provide a refund. The student must advise the Institute in writing whether they agree and accept the alternative arrangement.

Local Students

After course commencement students who discontinue their course will not be entitled to any refund. Every effort will be made to negotiate the transfer of training in the event of compassionate or compelling circumstances such as a student's prolonged illness or personal hardship. However, no consideration can be given to extended absences for any other reason.

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International Students

The request for refund must be made in writing to Times Academy by using the ***Refund Application Form***.

- No refunds will be paid to a third party unless it is indicated at the time the Refund Application Form is lodged, that any refunds due are payable to a third party.
- Where a refund is approved, the Institute will make payment of refunds within 28 days of receipt of the Refund Application Form
- In the case of default by the Institute, the provisions of the ESOS Act 2000 and the ESOS Regulations 2019 apply. For further information about the ESOS Act please see https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx

Withdrawal request must be made in writing to our administration office by using the Deferment, Suspension or Cancellation of Enrolment Application Form.

Enrolment fee	No refund
Tuition Fees	
Visa refused prior to course commencement (except for fraud, forge or misleading documents）	Full refund less an administration fee of $500
Withdrawal at least 28 days (prior to the initial course agreed start date)*	50% refund of tuition fees less an administration fee of $500
Withdrawal less than 28 days (prior to the initial course agreed start date)*	No refund
Withdrawal after the initial course agreed start date*	No refund
Visa or CoE cancelled due to student breach of their visa conditions or misbehaviour by the student	No refund
Incorrect, fraudulent or misleading information or document submitted by the student or the authorised education agent	No refund
Does not commence (i.e. does not arrive, or has not arranged with us for a later start because of health or compassionate reason)	No refund
Visa extension is refused after course commencement	No refund
Withdrawal from any continuing study, including any continuing CoE	No refund
Compulsory Health Insurance (Student visa holders only) / Airport Pick-up / Homestay placement fee	Refer to the Terms and Conditions of Third Party Service Providers

Note:
• * Initial course agreed start date is the date of the first Confirmation of Enrolment (CoE) issued to the student, prior to any deferment, suspension or revisions
• Deferment, Suspension or Cancellation of Enrolment Application Form must be received at least 28 days prior to the commencement of the following term/s.
For deferment, No refund will be applicable unless visa has not been granted. No refund will be given after an approved deferment or suspension.
• In the event where enrolment fee was waived at time of application, TA shall withhold an amount equivalent to TA's published enrolment fee from any refund made

RTO Default

- Under the Tuition Protection Service (TPS) framework, if the Institute is unable to fulfill its obligations to complete a course. The TPS framework will facilitates the placement of students in the first instance, and where this is not possible, provides a refund of unexpended tuition fees (i.e. tuition the student has paid for but has not been delivered by the provider).
- The Institute defaults if the course they offer does not start on the agreed starting day.
- The Institute defaults if the course stops being provided after it starts and before it is completed or the course is not provided fully to the student because the registered provider has had a sanction imposed.
- If the Institute defaults, it will refund to the student within 14 days after the default day and receipt of your Refund Application Form.
- The Institute will give the student a statement that explains how the refund amount has been worked out. The Institute dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.
- This agreement and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.
- The Standards for RTOs require the Institute to inform students considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.
  It must be noted that our Institute does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period in not applicable to our students who have enrolled into a course. For refund option in other circumstances, students must refer to the refund policy.
- The refund policy is subject to review from time to time.
- The Institute recommends that you read the ESOS Framework Information, which provides legislative protection for International students, available at https://internationaleducation.gov.au/regulatory- information/pages/regulatoryinformation.aspx

2.10 Additional information for overseas students only

Electronic Confirmation of Enrolment
Once we have received your payment, we will forward your electronic confirmation of enrolment (eCoE) to you. You will then need to submit the eCoE and all of the documents required for the student visa application to the Australian High Commission in your country.

Financial status
Under current country assessment levels, students from assessment level 1-2 countries must sign a declaration that they have sufficient funds to cover their stay in Australia. Students from assessment level 2 countries must have evidence that they have sufficient funds to cover travel costs to and from Australia Students from assessment level 3 countries must have evidence that they have sufficient funds to cover their stay and there travel costs to and from Australia. Students accompanied by a spouse should add a minimum of 35% per annum.

Students with school-aged dependants
Please note that there are schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred. Students should add a further 20% per annum if they have at least 1 child (plus AUD$8000 per annum or the cost of schooling) if the child is of school age and 15% per annum per additional child (plus AUD$8000 per annum or the cost of schooling) if the children are of school age.

It should also be noted that any dependents accompanying you to Australia will be required to pay full fees if they are enrolled in either a government or non-government Institute.

For more details on student visas and to find the contact details of the Australian High Commission in your country, visit http://www.homeaffairs.gov.au/

3. STUDENT SERVICES

The Institute personnel are ready to provide friendly and helpful advice covering all aspects of a student's life in Australia, including academic, cultural and social issues. In addition to academic support, we can help with issues such as accommodation, homesickness and culture shock, as well as with career advice, learning support and counselling.

The Receptionist/Student Welfare Officer is the first point of contact for students with questions about any of the Institute's support services.

3.1 Student Support Services

The Institute support students to adjust to study and life in Australia ensuring they are prepared and supported in achieving the learning outcomes of their chosen course.

The Institute assist students to adjust to study and live in Australia, including through the provision of an age and culturally appropriate orientation program that includes information about:

Student support services available to students in the transition to life and study in a new environment:

- Legal services
- Emergency and health services
- Facilities and resources
- Complaints and appeals processes
- Any student visa condition relating to course progress and/or attendance as appropriate

The Institute provides the opportunity for students to participate in services or provides services designed to assist students in meeting course requirements and maintaining their attendance.

The Institute provides the opportunity for students to access welfare related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services are provided at no additional cost to the student. If the Institute refers a student to external support services, the Institute will not charge for a referral. Students are advised that external agencies may charge additional fees payable by the student.

The Institute has a documented Critical Incident Policy together with procedures that covers the action to be taken in the event of a critical incident, required follow up to the incident and records of the incident and actions taken.
The Institute has designated a member of staff or members of staff to be the official point of contact for students.
The Receptionist/Student Welfare Officer will have access to up to date details of the Institute support services. The
Receptionist/ Student Welfare Officer is the initial and official paint of contact for all students. Therefore, if you

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need assistance, please see the Receptionist in the first instance.

The Institute has sufficient staff personnel to meet the needs of the students enrolled in the Institute.

The Institute ensures that the staff members who interact directly with students are aware of the obligations of the Institute   under the ESOS Framework and the potential implications for students arising from the exercise of these obligations. This information is communicated to staff through staff meetings, and through the policies and procedures manual.

The Institute will notify students of any intention to relocate premises (including the head office and campus locations) at least 30 working days before the relocation.

3.2 Welfare and guidance services

Airport pick-up
The Institute provides airport pick-up services. Students who require these services must make prior arrangements. Please contact the Institute for more information or to make a booking.

Additional social activities may also be organised. These could include beach trips, meals at local cafes and restaurants, and sporting activities. There is sometimes a small cost for transport or admission, but you will be informed of this in advance.

Assisting with student visas and work permits
Students are advised to seek the services of a Registered Migration Agent authorised to provide student visa, and other immigration related assistance to students. The Institute regularly updates DHA information on the Institute notice board.

Opening a new bank account
When students first arrive in Australia we can help them to open a new bank account.

3.3 Student facilities

Computer facilities
All students at the Institute are able to use computers and audio-visual equipment. Enrolled students are given access to free Internet, a variety of software, and printing and e-mail facilities.

Photocopying and printing
A photocopier and printer are available for students to photocopy or print their class and assignment work. Students get 100 pages of printing for free per term. Students can top up their printing account if needed (Fees apply; please see Reception for assistance

Kitchen and dining area
There is a common kitchen/dining area in the Institute where students can have a snack between classes. The kitchen/dining area is equipped with a microwave and kettle as well as kitchen supplies.

Suggestion box
A suggestion box is available for students to give valuable suggestions to the Institute. Students' suggestions are constantly reviewed and appropriate improvements are implemented.

Reference library
To supplement their own textbooks, students have access to the Institute's physical and online library of textbooks and reference books, please visit the library and ask for any assistance at Reception.

3.4 Academic support services

Tutorial assistance
Trainers at the Institute can provide extra tutorial assistance if required. Please see the Course Coordinator/Academic Manager.

Bilingual personnel
The academic and administrative staff at the Institute speaks a number of languages and have access to interpretation services when needed. Students are able to receive help in their own language wherever possible.

Provision of Language, Literacy and Numeracy (LLN) assistance
Because we aim at all times to provide a positive and rewarding learning experience for all of our students, the Institute provides a formal assessment of the student's level of English. Numeracy is also an important component in most of our courses. Additional assistance with these skills can be arranged if the student requires it.

Quality Training and Assessment
All the Institute training and assessments comply with the standards of the AQF and the requirements of the relevant national training package. These standards are maintained through staff professional development, monitoring, industry liaison, internal auditing and both internal and external moderation.

Flexible learning and assessment
Flexible learning and assessment provides choices to students on how and where they learn, how they are assessed and when and where the learning occurs.

The Institute is committed to providing our students with the opportunity to engage in a flexible learning and assessments process. The Institute's approach to flexible learning and assessment is to offer students a variety of learning and assessment experiences that may include but are not limited to:
- Class-based training/assessment
- Group discussions
- Role-plays
- Presentations
- Interactive web/CD/DVD-based training
- Self-directed study
- Research activities

3.5 Recognition of Prior Learning (RPL)

The Institute offers vocational courses at different levels and recognises that students may already possess the skills and knowledge in areas of the training they seek to enrol in.

Thus enrolling students can apply for Recognition of Prior Learning (RPL) for units of competency in the course they enrol in prior to the commencement of studies or during the first term in the chosen course by the end of the 2nd week. It should be noted that a shortening of overall course duration does not change the requirement for students to be enrolled in full-time study.

All students are offered the opportunity to apply for *Recognition of Prior Learning (RPL)* and *Recognition of Current Competency (RCC)* on an individual basis, prior to enrolment or during the student's course. The RPL/RCC process allows students to apply for credit for previous study, work, life and educational experience that match the learning outcomes of specific modules within their course. Outcomes will be notified within 10 working days of the date of receipt of the application.

All RPL/RCC applicants will be asked to provide evidence to support their claims, which should be attached to the RPL/RCC Application Form. Evidence includes, but is not limited to:
▪ Documentation such as certificates issued by other Australian Registered Training Organisations (RTOs)
▪ Support letters from employers
▪ Course outlines of previous courses
▪ Credentials issued by other organisations operating under the Australian Qualifications Framework

Where a student's evidence is insufficient, the CEO/PEO may ask the student to complete an assessment or examination relevant to the unit.

The CEO/PEO reviews all RPL-related assessments. From time to time or when deemed necessary, we will have an additional person or subject expert be part of the assessment process.

Where RPL is granted prior to the issue of a student visa, the period of the visa will be reduced to compensate. Where RPL is granted after the visa has been issued, students are required to maintain full study load with supplementary materials and supervised study.

 Offshore students also can apply for RPL. Once students arrive in Australia they must meet with the Course Coordinator, who will finalise this process and apply for RPL. This may involve tests, interviews or assessment and as noted, must be applied for during the first term in the chosen course (by the end of the 2nd week). Please note that if your request for RPL is granted, your course duration may change. If it does, you will be given a new eCoE confirming this, and the duration of your visa may be affected.

3.6 Credit Transfer (CT)

Policy
This policy and procedure supports of the National Code standard which states the 'Registered providers must appropriately recognise course credit within the ESOS framework.'

This policy implements a procedure for the Institute to process any student's applications for course credit and document any results, including student verification of the outcome. It will provide a process that ensures that

students receive written verification of the outcome of the course credit application and records are kept with student files.

It also ensures that any changes to course duration that occur from granting a course credit, after a Student Visa is granted, are reported to DHA via PRISMS.

Definitions

'Course Credit' is defined by the National Code as follows:
Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held. This includes academic credit and recognition of prior learning.

'Credit Transfer' (CT)

The granting of exemption or credit by a Registered Training Organisation to students for units of competency completed under accredited training. These unit codes must identically match the units that you are applying for credit, i.e. the unit code and name must be identical.

Procedure for Course Credit

All students are made aware of the ability to apply for course credit via a RPL or CT application throughout the enrolment and induction process of the course. This is supported with information provided in the Student Handbook.

Those students wanting to place an application for course credit must do so by the 2nd week of the first term in their enrolled course.

All applications are to be submitted to the CEO/PEO and include original documents to be sighted and copied by Administration. Applications will not be accepted unless all required information has been included.

Where RPL is being applied for the students must include all relevant evidence of work experience and where learning has occurred.

A Credit Transfer application must be accompanied by nationally recognised Certificates and/or Statement of Attainments with detail indicating the units successfully completed including unit codes and titles and dates of completion.

Students are required to submit their application with supporting evidence as required and outlined in the applications:

Credit Transfer

Students who have completed a Nationally Recognised qualification / unit that have the exact same code as a unit currently enrolled will be eligible for credit transfer for the particular unit(s). The student must provide the original certificate to be sighted by the Institute to verify the Credit Transfer.

4.   STUDENT ISSUES

4.1 Student Grievances, Complaints and Appeals

The Institute recognises that differences can arise from time to time. We have a fair and equitable process for dealing with complaints, grievances and appeals. The quick settlement of these matters is in the best interest of all parties concerned at minimal or no cost to the student and the following policies and procedures are in place to ensure that this happens.

- The Institute ensures that the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process.

- The Institute ensures that the complaints and appeals policy are publicly available.

- If the student chooses to access the Institute's complaints and appeals processes the Institute will maintain the student's enrolment while the complaints and appeals process is ongoing.

- If the internal or any external complaint handling or appeal process results in a decision that supports the student, the Institute will immediately implement any decision and/or corrective and preventative actions required and advise the student of the outcome.

The grievance procedure

ISSUE	Step 1 Whom do I talk to?	Step 2 Who takes over from there?	Step 3 Where do I go if I'm still not happy?	Step 4 Do I have any other options?
Academic Issue (a question or problem about your class or studies, including further studies at the Institute or another institution)	Your Trainer/ Course Coordinator	The CEO/PEO	Student Appeals Committee	Independent mediator
Fees / Application for Refund (a question about the payment of course fees or an application for a refund)	Receptionist/ Accounts Officer	The CEO/PEO	Student Appeals Committee	Independent mediator

info@times.edu.au

www.**times**.edu.au

Welfare / Personal Issue (a question about your accommodation, health or safety, or concerns about bullying, abuse or other mistreatment)	Receptionist/ Admin Manager	The CEO/PEO	Student Appeals Committee	Independent mediator

If you are not satisfied by Step 1 above, a Student Appeals Form will be given to you to complete. The CEO/PEO will ensure that your Student Appeals Form is entered correctly and will attempt to resolve the problem and provide reasons for the decision. This will involve a meeting with you - at no cost to you - within 14 working days of the lodgement of your form. You can bring a friend or support person to help you if you like. The result of your meeting will be recorded in writing, and you will be given a copy.

If you are not satisfied at this stage, your complaint/grievance/appeal will be referred to the Student Appeals Committee.

The Student Appeals Committee (SAC)
The SAC comprises the CEO/PEO and another staff member. You can present your case directly to the SAC and you will be given a written statement of the outcome and the reasons for the decision reached. You can also bring a friend or support person if you like.

Still have a problem?
You have other avenues of appeal against the decision made if you are still dissatisfied with the outcome of your complaint / grievance / appeal.

If you wish to lodge an external appeal or complain about the decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website http://www.ombudsman.gov.au/about/overseas-students or phone 1300 362 072 for more information.

Please remember that the Institute is committed to delivering quality education. If you are experiencing any difficulties whatsoever during your program of study, you should not hesitate to discuss your concerns with the relevant staff member or the CEO/PEO. Staff will make themselves available at a mutually convenient time if you wish to seek assistance outside Institute office hours. At any stage of the process, you can also nominate another person to talk to the Institute staff member directly on your behalf.

The complete Student Grievances, Complaints and Appeals Policy and Procedures and a copy of the Student Appeals Form can be found in Appendix 2.

5. The Institute POLICIES

5.1 Code of Conduct

Statement
Study today requires students to use their initiative, work as a team and be honest, loyal, tactful and courteous. It is expected that you will treat fellow students and staff members with respect.

The Institute's Code of Conduct sets clear standards of behaviour and defines the roles and responsibilities of members of the Institute community in supporting these standards. It also specifies the mandatory consequences for student and staff actions that do not comply with these standards. The standards of behaviour apply to all the Institute students and staff members.

Standards of behaviour
- Demonstrating honesty and integrity
- Respecting differences in people and in their ideas and opinions
- Treating one another with dignity and respect at all times
- Respecting and treating others fairly, regardless of their race, ethnicity, nationality, religion, gender, sexual orientation, age or disability
- Respecting the rights of others
- Helping those in need
- Respecting people in a position of authority
- Respecting the need of others to work in an environment of learning and teaching
- Respecting school property and the property of others

Students' roles and responsibilities under the Code of Conduct
- Coming to school prepared, on time and ready to learn
- Showing respect for yourselves and for other the Institute students and staff
- Refraining from bringing anything to school that may compromise the safety of others
- Following the rules and regulations, and taking responsibility for your actions

The Institute also operates under a Code of Practice, which can be found in detail in Appendix 4.

5.2 Rules and regulations

Other rules and regulations include:

Student health
Students unable to attend the Institute due to illness must advise the Institute immediately. A medical certificate is required for all illness-related absences. For more information on medical certificates, see Point 6.4, *Compassionate and Compelling Circumstances*.

Drugs and alcohol
The Institute is a drug- and alcohol-free environment. The consumption, use, sale or distribution of alcohol

and/or prohibited drugs by any student on the Institute premises is strictly forbidden at all times. Any student who attends classes under the influence of alcohol or prohibited drugs is breaching the Institute's policy and guidelines and is subject to severe disciplinary action.

Weapons
You must not bring firearms, knives or any other weapons to the Institute. If you are found with these on school premises, you will be expelled and reported to the relevant authorities.

Extenuating circumstances
'Extenuating circumstances' relating to the welfare of the student may include, but are not limited to the following. The student:
- is missing or has not resumed the studies within 14 days after term break or inactively withdrawals;
- has medical concerns, severe depression or psychological issues which lead the provider
- to fear for the student's wellbeing;
- has engaged or threatens to engage in behaviour that is reasonably believed to
- endanger the student or others; or
- is at risk of committing a criminal offence.
- the student is the subject of investigation relating to criminal matters

The use of extenuating circumstances by the Institute to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.

The final decision for evaluating extenuating circumstances lies with the PEO/CEO.

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

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

Food and drink in classrooms
No food or drink is allowed in the classrooms. Food and drink is only allowed in the Institute kitchen/dining area where a microwave and kettle are provided for students.

Please ensure that you clean up after yourself and put your litter in the rubbish bins provided.

Computer usage
The Institute's Internet service is provided only for educational purposes. Any other use of the Internet (such as chat programs and downloading/playing/watching games, music, movies etc.) is not allowed. Only registered the Institute students and staff may use the Institute computers.

When using any the Institute computer, you are expected to show consideration for other users. Disciplinary action will be taken against students who fail to comply with the following regulations:
- No eating or drinking while using the computers
- Keep noise levels to a minimum
- No downloading files or software, including games, music, movies, television shows, etc.
- Do not use the Institute computers to view, store or transmit offensive materials, including any material

of a pornographic nature
- Do not change the settings of any the Institute computer
- If you find a faulty computer please do NOT attempt to fix it yourself. Simply notify the Trainers or the CEO/PEO.
- The Institute reserves the right to refuse any student access to the Institute computer labs.

To make sure that everyone has a chance to use the Internet, Internet service may be restricted to certain students at a certain time.
Please also see the "Social Media Policy" included in the Appendix 8 for detail.

5.3 Failure to adhere to the Institute's rules, regulations and Code of Conduct

Immediate suspension will be the minimum penalty faced by a student for:
- Being in possession or under the influence of illegal drugs or alcohol
- Vandalism causing extensive damage to school property or property located on school premises
- Threatening or committing physical or sexual harm/assault
- Violent or abusive language, including swearing, directed at a the Institute staff member or student
- Being in possession of weapons of any kind

Other violations may attract other disciplinary procedures, including (but not limited to) official warnings.

If anything is causing you concern, please feel free to talk to your Trainers. If your Trainers cannot solve your problem, you will be referred to a more appropriate person (either someone within the Institute or someone outside the Institute who has the necessary training and skills to help). Either way, you will be listened to and your problem will be looked after, with all of the information kept confidential. All students also have full access to the student grievances, complaints and appeals process, which is detailed in Point 4.1.

5.4 Anti-discrimination policy

The Institute complies with the *Anti-Discrimination Act (1977)* and the *Commonwealth Sex Discrimination Act (1984)*, and ensures that all grievances are dealt with fairly.

The Institute has a policy for anti-discrimination toward any group or individuals in any form, inclusive of:
- Gender
- Pregnancy
- Race, nationality, ethnic or religious background
- Marital status
- Sexual orientation (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

The Institute follows all relevant legislation for CRICOS Institutes, in particular:
- *The Education Services for Overseas Students (ESOS) Act 2000*
- *Work Health and Safety Act 2011*
- *Affirmative Action (Equal Employment Opportunity for Women) Act 1986*

- *The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the National Code)*
- *National VET Regulator Act 2011/ Standards for Registered Training Organisations (RTOs)2015.*

5.5   Access and equity policy

The Institute upholds all Federal and State laws pertaining to human rights, anti-discrimination, equal opportunity and affirmative action in the Education industry in Australia. These include the following:
- *The Human Rights and Equal Opportunities Commission Act 1986*
- *The Racial Discrimination Act 1975 (Commonwealth)*
- *The Sex Discrimination Act 1984 (Commonwealth)*
- *The Disability Discrimination Act 1992 (Commonwealth)*
- *The New South Wales Anti-Discrimination Act 1977*

In the event of a situation that is considered by either staff or students to be in violation of the Institute's Access and
Equity Policy, staff and students are required to report the situation to the management.

Programs are designed and wherever possible facilities are set up to enhance the flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged students.

We are committed to providing opportunities to all people for advancement in training on an equitable basis, including women in industries where they are under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians and rural and remote learners.

- All participants have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.
- All participants who met the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within our scope of registration.
- Any issues or questions raised regarding access and equity can be directed to the CEO/PEO.

Some examples of our support include:

- Language and literacy support of participants who have difficulty with written or spoken English
- Support to participants with numeracy issues
- Accommodate the unique needs of expectant or new parents or participants with other carer's responsibilities
- Modify learning and assessment tasks to accommodate the unique cultural or personal needs of participants

The principles of Access and Equity are covered at our staff induction and regularly reviewed to ensure the correct interpretation and application.

Where our training programs have a limited number of available places, these will be filled in order of completed enrolment applications.

5.6 Harassment policy

The Institute will not tolerate harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating any intimidating, hostile, or an offensive learning environment. This includes harassment, victimisation and bullying because of gender, race, national origin, religion, disability, sexuality or age.

Harassment is unlawful under Commonwealth and State Legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning.

Harassment, victimisation and bullying can take many forms and can be overt or subtle, direct or indirect.

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

Examples of victimisation may include:
- Persistent and unreasonable unfavourable treatment
- Refusing to provide information to someone
- Intentionally ignoring someone
- Mocking someone's customs or cultures
- Lower assessment of student work

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

All staff and students are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual. Students and staff should be aware that differing social and cultural standards may mean behaviour that is acceptable to some can be perceived as offensive by others. Such conduct, when experienced or observed, should be reported to the Institute management. All complaints will be promptly investigated. The privacy of the student filing a report and the individual under investigation will be respected at all times, in line with the Institute's obligation to conduct a fair and thorough investigation.

The Institute expects all students and staff to uphold the spirit of this policy. Breaches of the policy may result in disciplinary action, including expulsion for students or dismissal for staff.

5.7 ESOS framework

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

The full text of the *ESOS Act 2000* is available online at https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx

5.8 Work health and safety

The *NSW Work Health and Safety Act 2011* require the Institute owners to provide a safe and healthy working environment for all employees, students and visitors.

The Institute has the ultimate responsibility for providing and maintaining safe amenities and classrooms, and we take this responsibility very seriously. However, we expect you to help minimise the risk of personal injury to ensure your safety at all times. You can do this by:
- Maintaining a safe, clean and efficient work and study environment
- Using all equipment in the appropriate manner, and asking for help when you need it
- Reporting any unsafe situations or health and safety hazard you might notice to the CEO/PEO

5.9   Privacy Policy

The Institute complies with the following Privacy principles:
Collection of Data
The Institute will not collect personal information about an individual unless the information is necessary for one or more of its functions or activities. The Institute will at all times ensure that information is collected about an individual from the individual themselves and the collection and storage of their personal information will be secure and not distributed without that individual's explicit written consent.
Where the institute collects personal information, it will declare the purpose of the collection, how the information will be used and how the individual can get access to that information.
Data Quality, Security and Openness
The Institute will take reasonable steps to ensure that the personal information it collects, uses or discloses is accurate, complete and up to date. The institute will take reasonable steps to protect the personal information from misuse and loss from unauthorised access, modification or disclosure.
The Institute will provide a public document outlining its policies and procedures for handling personal information and make this available on request, at signup and via the institute web site.
Use and disclosure
The Institute will only use or disclose information for the purpose for which it was collected or for a secondary purpose which the provider of the information could reasonably expect. The Institute may use or disclose personal information in circumstances related to public interest, such as law enforcement and public or individual health and safety.
Sensitive information
The Institute will not collect sensitive information unless the individual has consented, or it is required by law, or

where there are other special circumstances such as those relating to health services provision.

Access and correction

The Institute will provide an individual with access to personal information it holds on that person on request. Where an individual can show that information held about them is not correct, current or complete, the Institute will take reasonable steps to correct that information.

Identifiers

The Institute will only assign unique identifier to individuals where it is necessary in order to carry out one or more of its functions or activities. The Institute will not make this unique identifier available to others and will not adopt as its own.

Anonymity

The Institute will give people the option to interact anonymously whenever it is lawful and practicable to do so. The Institute operates in compliance with current privacy legislation. This legislation regulates the way organisations can collect, use, keep and disclose personal information. It gives individuals the right to know what information an organisation holds about them and a right to update any information if it is incorrect.

The Institute keeps the following personal information on each student:

- Personal details (such as name, gender, address, phone number, birthday, country of residence, allergies and illnesses)
- Academic qualifications
- Course selections, letter of offer and student acceptance of offer
- Academic statements
- Passport, visa and OSHC details
- Employment history (if applicable)
- Enrolment details
- Attendance records and any medical certificates /approved absence forms given
- Financial details
- Driver Licence Number
- Company Name
- ABN / ACN
- Tax File Number (TFN)
- Bank Account Details
- Health Care Card
- Birth Certificates
- Unique Student Identifier
- Relevant Sensitive Information (e.g. health and/or disability)
- Employer contact details
- Supervisor (WPD and work placement) contact details
- WPD Supervisor qualifications and resume

The Institute collects personal information in a number of ways, which include, but is not limited to:

- Directly from applicants when they express interest or apply for enrolment with the Institute
- Directly from Education Agents acting on behalf of students where students have expressively authorised the Education Agent to act on their behalf
- Directly from employers or Government Agencies when signing up a trainee/apprentice to undertake a training course
- Directly from host work placement organisations when agreeing to and signing Memorandums of Understanding, tri-partite agreements and other documentation required for legal/compliance
- Directly from recruitment partners as part of our partnership arrangements to source and recruit students into an education or training course

- Through marketing activities, student expos, email enquiries and similar mechanisms where the interested parties provide personal information in order to find out about training opportunities and eligibility for government subsidised funding.

The Institute uses the information for:

- Correspondence in relation to enrolment, promotion, progression, attendance, timetabling and any other related business of the Institute or its partner Colleges under the Times Education Group umbrella, offshore or onshore.
- Awarding certificates or diplomas
- Meeting student visa compliance requirements
- Assessing application and enrolment to study at the Institute
- To apply for Unique Student Identifier (USI) on behalf of students, provided authorization to do so is obtained
- To access the Unique Student Identifier (USI) register to substantiate student/applicant/trainer claims of previous study, once a written permission has been obtained
- To allow for reporting to various State and Government agencies in the conduct of the Institute's business.
- To contact Emergency contacts in case of emergency
- Checking payment of course fees
- Any other reasonable use related to the relevant conduct of the Institute's business, for which the information was collected for

The Institute cannot disclose information to a third party without the written consent of the student.

Note: International students should be aware that information provided to the Institute may be made available to Commonwealth and state agencies and the TPS fund manager, pursuant to obligations under the ESOS Act 2000 and the National Code of Practice.

Student may access their files at an appropriate time by appointment. To view their file, students must:

- Complete the request to view student File Form and submit to the Institute reception.
- If after viewing their files, students are not satisfied with the information contained or consider some information to be inaccurate they should write to the PEO outlining their concern and asking for corrections to be made.

The student may ask to view their file again to ensure the changes have been made.

Enquiries in relation to the Privacy Policy can be directed to info@times.edu.au

5.10 Privacy and use of personal information

Personal information is collected solely for the purposes of operation as a provider according to the National VET Data Policy available at https://docs.education.gov.au/node/46116 .
Under the **Data Provision Requirements 2012**, the Institute is required to collect personal information about students and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

For more detailed information in regards to how data is collected, processed and used in national VET statistics

and publications please refer to the National VET Data Policy in its entirety available at https://www.dese.gov.au/national-vet-data/resources/national-vet-data-policy.

Student's personal information (including the personal information contained on the enrolment form), may be used or disclosed by the Institute for statistical, administrative, regulatory and research purposes. The Institute may disclose student's personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- 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; and
- administering VET, including program administration, regulation, monitoring and evaluation
-

Students may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. Students may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose student's personal information in accordance with the **Privacy Act 1988** (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

The Institute must meet the requirements of the relevant Commonwealth privacy legislation. All reasonable steps are taken to protect personal information from misuse, loss, unauthorised access, modification or disclosure, including password protection of electronic files, secure storage of paper files and secure backup of data.

All students are able to access their own personal files held by the Institute and may also request that updates be made to information that is incorrect or out of date. Access may be given to an identified government officer from such agencies as the National VET Regulator (ASQA), DESE or DHA for the purposes of an audit. We are required to inform DHA of any changes to your enrolment and any breaches by you of your student visa conditions relating to attendance or academic performance. A copy of student or staff records by a third party can only be obtained by written permission of the person whose file has been requested. This permission must be provided in writing for such access to occur.

6.   STUDENT VISA CONDITIONS AND RELATED POLICIES

All student visas are granted subject to conditions that govern the stay of students and their families in Australia.

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www.**times**.edu.au

Failure to comply with visa conditions may result in the cancellation of the visa and removal of the person and their family from Australia.

Visa requirements include, but are not limited to:
- Maintaining full-time enrolment in a registered course
- Maintaining satisfactory course progress
- Maintaining OSHC for the duration of the visa
- Notifying the Institute within seven days of any change of address

6.1 Attendance policy

1. **Policy Statement**

Students are expected to attend their scheduled classes, lectures and online learning sessions to ensure they are appropriate exposed to course content enabling them to successfully undertake and complete their courses.

2. **Scope**
   a.   This policy relates to students, staff and DHA.

3. **Legislation**
   a.   This policy is governed by the National Code.

4. **Policy Approval History**
   a. This policy was approved by the PEO

5. **Policy Content**
   a. Daily attendance monitoring
      i.   Daily attendance monitoring is the responsibility of the trainer and assessor.
      ii. The daily attendance record sheet must be marked for each hour timetabling session.
      iii. The daily attendance record sheet must be stored overnight in a locked filing cabinet for security reasons. Records are further secured electronically on servers.
   b. Weekly attendance monitoring
      i.   Weekly attendance monitoring is the responsibility of the Administration Manager, who calculates and records students' weekly attendance totals and ensures records are updated in the Student Management System.
      ii. The Administration Manager ensures that any student who has not commenced their course/s within 14 days of the expected course commencement date has been reported via PRISMS.
   c. Course attendance requirement
      i.   Students are required to attend at least 80% of scheduled classes, lectures and online learning sessions to ensure they are appropriately and adequately exposed to course content enabling them to successfully undertake and complete their courses.
      ii. Attendance is monitored regularly and is used as a variable in determining possible contributing reasons in circumstances where students are identified being at risk or have failed to meet

course progress requirements in accordance with the Institute's Course Progress Monitoring Policy.

Procedures

Overview

a. Monitoring student attendance
b. Intervention strategies and Intention to Report

Procedures

a. Monitoring student attendance

i.   Upon enrolment, the student is reminded of their responsibilities to ensure that they maintain satisfactory attendance for their study period. For the purposes of this policy, a study period is defined as the duration for the course.

ii. The student's attendance is recorded on an hourly basis and is monitored on a termly basis throughout the course.

iii. During each term, the Administration Manager reviews students' attendance for that term to determine whether the student's course attendance for that term has been satisfactory or unsatisfactory. At risk at not meeting satisfactory course attendance is defined as attendance of less than 80% for that term.

iv. Students who have not attended two consecutive delivery weeks without a valid explanation are issued with an Attendance Reminder and are required to provide a valid reason. Students have one week to respond to this warning.

v.   Students who have failed to respond to the Attendance Reminder within one week, and their attendance has not improved, will be issued the Attendance Warning Letter at the end of the term to advising that they are at risk of failing to meet satisfactory attendance.

vi. Attendance is further reviewed at the end of the first term. If a student's attendance is less than 80% for that term, Attendance Warning Letter will be issued to the student and if the student continues has attendance less than 80% for the following term then the Attendance Warning will be issued.

vii. The Administration Manager reviews students' attendance at the end of each term to determine whether a student is at risk of not achieving satisfactory course attendance for a study period. If a student's attendance is less than 80% for the study period, the student is considered to be at risk at not meeting satisfactory course attendance and academic progress also fail to meet the requirement then the Administration Manager/Course Coordinator will implement the intervention strategy by sending the Intervention Letter.

viii. Students can access their attendance records from the student ePortal.

ix. The administration team are the first point of contact if students have any issues with attendance.

b.   Intervention strategies and Intention to Report

i   Any student whose attendance is less than 80% for the study period is deemed to be at risk at not meeting course attendance requirements and an intervention strategy will be activated to assist the student in improving their attendance and academic progress.

ii   The Administration Manager sends the student the following letters, as applicable, outlining the steps the student must take to improve his/her attendance:

   a) **Attendance Reminder** applies to students who have not attended two consecutive delivery weeks without a valid explanation.

   b) **Attendance Warning** applies to students who attendance is less than 80% for that term without a valid explanation.

   c) **Intervention Letter** applies to students who fail to meet the academic satisfactory course progress. This Letter is sent at the end of the terms of the study period in line with the Course Progress Policy.

   d) **Intention to Report Letter** applies to students who failed more than 50% of the units in three consecutive terms of a course for courses more than six (6) months in duration or in two consecutive terms of a course for courses six (6) months or less in duration. The intention of this Letter is to notify the student of the Institute's intention to report the student to DHA for unsatisfactory course progress.

iii If a student is issued with an Intervention Letter, the student must organise a meeting with the Course Coordinator where the following steps will be taken:
The student is counselled regarding his/her attendance and reminded of their obligations to maintain satisfactory attendance. Students are required to provide a statement of reasons explaining their attendance.

   a) The Course Coordinator records in the student's file the outcomes of any counselling session(s) and support services, including the statement of reasons provided by the student.

iv   If a student is issued with an Intention to Report Letter, the following steps are taken:

   a) Students have 20 working days from the date of the Intention to Report Letter appeal the Institute's decision.

   b) Appeals will be assessed in accordance with the Institute's student complaints and appeals policy and procedures.

   c) After completion of the appeals periods, students will be reported to DHA for their unsatisfactory course progress if any of the below occurs:

- The student chooses not to appeal
- The student withdraws from the appeals process
- The outcome of the appeals process favours the Institute's decision

   d) At its discretion, the Institute may choose not to report the student do DHA if the following criteria are met:

- The student is still attending at least 70 per cent of the scheduled course contact hours; and
- The student is maintaining satisfactory course progress

6. **List of any related forms/documents/materials**

   a. Attendance Reminder
   b. Attendance Warning Letter
   c. Intervention Letter (Academic Warning Letter 1 & Academic Warning Letter 2)
   d. Intention to Report Letter (Academic)

e.   Attendance Record Form
f.   Student Complaints and Appeals Policy and Procedures
g.   Student Complaints and Appeals Form
h.   CoE
i.   PRISMS reporting system and student management system communication log
j.   Continuous Improvement Register

ATTENDANCE REQUIREMENTS [For Domestic Students Only]

Classroom-based Delivery:

Domestic students enrolling full‑time in campus‑based face‑to‑face delivery are subject to the requirements of the policy and procedure under 6.1. Domestic students do not come under the ESOS Act, and as certain legislation is applicable to international students on student visas only, references to such as the ESOS Act, National Code, Department of Home Affairs (DHA), Confirmation of Enrolment (CoE), CRICOS, student visa related requirements, PRISMS, IELTS, Intention to Report etc do not apply to domestic students.

Online Delivery (Flexible):

Where courses are delivered entirely online, attendance in these courses is self-paced. Students may be attending these courses from offshore/online or onshore/online. Students are expected to commit 20 hours per week for full-time enrolment and 10 hours per week for part-time enrolments. Trainers and student support staff monitors student participation and progression on an ongoing basis and contacts students for counselling/support where students do not regularly access course content and/or submit assessments as expected.

6.2 Course progress monitoring policy and procedure

The Institute monitors, records and assesses the course progress of each student throughout and at the end of each term. The length of the *term* for the purpose of this policy is 3 months in duration. For added clarity, the study period is the duration of the course.

Unsatisfactory course progress is defined as:
- not successfully demonstrating competency in at least 50% of the units/modules in three consecutive terms of a course for courses more than six (6) months in duration or in two consecutive terms of a course for courses six (6) months or less in duration.

Students who fail more than 50% of the units delivered in a term are at risk at not achieving progression and will be issued with an Intervention Strategy to assist them to rectify their progression.

Students who do not achieve satisfactory course progress for three consecutive terms of a course for courses more than six (6) months in duration or in two consecutive terms of a course for courses six (6) months or less in duration, will be reported to DHA via the PRISMS system.

Students can access their results and feedback from the eLearning site or the student ePortal or from the Trainers or by asking the Course Coordinator to show them their recorded results. Students can contact their Trainer as soon as their results are available. Trainers are the first point of contact if students have any issues with assessments.

Course Progress monitoring Policy and Procedure

1. **Policy Statement**
   The institute monitors course progress for all its courses. In accordance with the requirements of the National Code, this policy specifies:
   i.   The requirements for achieving satisfactory course progress
   ii.   The process for assessing satisfactory course progress
   iii.   The procedure for intervention for students who are at risk of failing to achieve satisfactory course progress
   iv.   The process for determining the point at which the student has failed to meet satisfactory course progress
   v.   The procedure for notifying students that they have failed to meet satisfactory course progress requirements
2. **Scope**
   a.   This policy relates to students, staff and DHA.

3. **Legislation**
   a.   This policy is governed by the National Code.

4. **Policy Approval History**
   a.   This policy was approved by the PEO

5. **Policy Content**

   a.   Monitoring student progress
       i.   Upon enrolment, the student is given a timetable and a study plan showing the units/subjects to be completed in every study period. For the purposes of this policy, a study period is defined as a "Term" (9 weeks) duration.
       ii.   The student is assessed throughout the course, in accordance with the requirements of the course.
       iii.   During each term, the Course Coordinator reviews students' academic results for that study period to determine whether the student's course progress for that study period has been satisfactory or unsatisfactory. Unsatisfactory course progress is defined as failing more than 50% of the units/subjects delivered within three consecutive terms of a course for courses more than six (6) months in duration or in two consecutive terms of a course for courses six (6) months or less in duration. At risk at not meeting course progress is defined as failing more than 50% of the units delivered in a term.
       iv.   For courses more than six (6) months in duration, progression is reviewed at the end of the term. If a student fails more than 50% of the units delivered in that term, an early intervention Academic Warning Letter 1 or Academic Warning Letter 2 is issued to the student.
       v.   For courses six (6) months or less in duration, if a student fails more than 50% of the units delivered in first term, an early intervention Academic Warning Letter 1 is issued to the student. Students are issued Academic Warning Letter 2 in week seven (7) of second term, if a student continuing fails more than 50% of the units

delivered in that term to remind them of the course progress requirements.

vi.   The Course Coordinator reviews students' academic results at the end of each term to determine whether a student is at risk of not achieving satisfactory course progress for a study period. If a student failed more than 50% of the units for the term, the student is considered to be at risk at not meeting satisfactory course progress and the Course Coordinator will implement the intervention strategy by sending an Intervention Academic Warning Letter.

vii.   Students who fail more than 50% of their units in three consecutive terms of a course for courses more than six (6) months in duration or in two consecutive terms of a course for courses six (6) months or less in duration are issued with an Intention to Report Letter.

viii.   Students can access their results at any time by accessing the student E-Portal and eLearning

ix.   Trainers are the first point of contact if students have any issues with assessments.

b.   Intervention strategy and intension to report

i.   Any student who has failed 50% or more of the units/subjects delivered in a single study period or has failed to attend at least 80% of scheduled contact hours during a study period is deemed to have unsatisfactory course progress and an intervention strategy will be activated to assist the student improving their course progress. Any student who fails more than 50% of the units for three consecutive terms of a course for courses more than six (6) months in duration or in two consecutive terms of a course for courses six (6) months or less in duration is issued with an Intention to Report Letter.

ii.   The Course Coordinator sends the student the following letters, as applicable, outlining the steps the student must take to improve his/her progress:

a)   **Academic Warning Letter 1** applies to students who have failed more than 50% of the units for the term. This Letter is sent at the end of the terms of the study period and applies to students who fail more than 50% of the units delivered in the first term of the study period.

b)   **Academic Warning Letter 2** applies to students who have failed more than 50% of their units for the two consecutive terms (courses more than six (6) months in duration), or the second term (courses six (6) months or less in duration). This Letter is sent at the end of the terms (courses more than six (6) months in duration) or week seven (7) in the second term (courses six (6) months or less in duration).

c)   **Intention to Report Letter** applies to students who failed more than 50% of the units in three consecutive terms of a course for courses more than six (6) months in duration or in two consecutive terms of a course for courses six (6) months or less in duration. The intention of this Letter is to notify the student of the Institute's intention to report the student to DHA for unsatisfactory course progress.

iii.   If a student is issued with an Intervention Academic Warning Letter, the student must organise a meeting with the Course Coordinator where the following steps will be taken:
The student is counselled regarding his/her progress.

a)   The student is given the opportunity for reassessment or to increase their attendance rate within an agreed timeframe. The fee for reassessment is specified in the Institute's fee schedule and the Reassessment Policy.

b)   Strategies/interventions may include additional study suggestions and referral to other support services such as:
- Academic skills support by trainers
- Additional English support
- Additional tutoring/study group
- Increased monitoring
- Personal counselling
- Placement in a more appropriate class; and
- Reduction in study load

    c) The Course Coordinator records in the student's file the outcomes of any counselling session(s) and support services, including reassessment provided to the student as part of the intervention strategy.

iv. If a student is issued with an Intention to Report Letter, the following steps are taken:

a) Students have 20 working days from the date of the Intention to Report Letter appeal the Institute's decision.

b) Appeals will be assessed in accordance with the Institute's student complaints and appeals policy and procedures.

c) After completion of the appeals periods, students will be reported to DHA for their unsatisfactory course progress if any of the below occurs:

- The student chooses not to appeal
- The student withdraws from the appeals process
- The outcome of the appeals process favours the Institute's decision

v. List of any related forms/documents/materials.

- Academic Warning Letter 1
- Academic Warning Letter 2
- Intention to Report Letter
- Academic Intervention Interview Form
- Student complaints and appeals policy and procedures
- Student Complaints and Appeals Form
- CoE
- PRISMS reporting system and student management system communication log
- Continuous Improvement Register

RE-ASSESSMENT

Students are eligible for re-assessment at any time during the term provided whether they have received a Not Yet Competent (NYC) outcome despite of making a genuine attempt at the assessment when initially submitted within the due dates provided or have missed the due date for some inevitable circumstances.

Students must follow their study plan to determine the term, the subjects/units within the term and their end dates (usually subject/unit end date is the due date for the subject/unit).

See the re-assessment policy for details.

INTENTION TO REPORT

The student will be warned that they will be reported to the Department of Home Affairs (DHA) for not achieving satisfactory course progress (Intention to Report).

Where a student can no longer achieve satisfactory course progress or fails to maintain 50% or above of the units for 2 consecutive teaching terms, they will be sent an email via their provided email address notifying them that the Institute intends to report them for not achieving satisfactory course progress.

Students will be informed that they have 20 (Twenty) working days from the date of the Intention to Report Letter within which to appeal to the Institute. If the student does not respond, if the appeal is not upheld or if the student withdraws from the appeal process, then the Institute must report the student to DHA.

Appeals

Students can appeal the Institute's decision on the following grounds:

- the Institute has not calculated or recorded results or marks accurately or correctly
- Compassionate or compelling circumstances

- the Institute has not calculated or recorded their attendance accurately or correctly
- the Institute has not implemented its intervention strategy and/or other policies according to the documented policies and procedures available to students

All appeals must be made in writing on the Student Appeals Form and will be assessed in accordance with the Student Grievances, Complaints and Appeals Policy and Procedures.

6.3 Completion of course within the expected duration of the eCoE

Overseas students who are enrolled in CRICOS courses must complete their course within the expected duration of their eCoE, and the duration of the course must not exceed the course duration registered in CRICOS. The Institute may only extend the duration of the course where it is clear that the student will not complete the course within the expected duration, as specified on the student's eCoE, as result of:

- Compassionate or compelling circumstances
- the Institute having implemented its intervention strategy for students who were at risk of not meeting the satisfactory course progress
- An approved deferment or suspension having been granted by the Institute

Requests to extend course duration must be submitted in writing on the Enrolment Variation Form. Any changes to enrolment that affect the course finish date will be reported to DHA through PRISMS and the supporting documents will be kept in the student's file. Where necessary a new eCoE will be issued to students notifying them of their new course completion date.

6.4 Compassionate and compelling circumstances

Students must submit evidence to show that they are experiencing compassionate and compelling circumstances. This evidence is reviewed by the Institute in the decision-making process.

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

- Serious illness or injury, where a medical or psychiatric certificate states that the student was unable to attend classes
- Serious illness, injury or death of a close family member
- Major political upheaval or natural disaster in the home country requiring emergency travel
- A traumatic experience that has had an impact on the student (traumatic experiences include, but are not limited to: involvement in or witnessing of an accident; a crime having been committed against the student; and the student having been a witness to a crime)

Supporting documentation
Supporting documentation is usually required to consider a claim of compassionate and compelling circumstances. This could include, but is not limited to:

- Medical certificate

- Psychiatric certificate
- Police report
- Death certificate

Medical and psychiatric certificates

To be considered valid evidence, medical and psychiatric certificates must:

- Be issued by a registered health professional (doctor, RN, psychologist, psychiatrist, etc.)
- State that the student is/was unable to attend classes
- State the dates on which the student was/will be unfit for class
- Include the clinician's contact details
- Be translated into English if not written in English

6.5 Critical incidents

The Institute recognises the duty of care owed to its students and understands that planning for the management of critical incidents is essential.

The critical incident process for the Institute students and staff is:

Critical incidents occur
(e.g. robbery, serious injury, natural disaster, fire, notification of serious personal issues, death)

Witness to critical incident contact the Administration Manager on 02 8316 6688

CEO/PEO arrives and takes over management of the critical incident

CEO/PEO ensures follow up
(e.g. debriefing, support services, notification of government and other organisations)

Details of the Institute's critical incident policy can be found in Appendix 5. If you have any questions, please speak to your Trainers or the Administration team or the CEO/PEO.

7. CHANGES TO YOUR COURSES OR ENROLMENT

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Requests for changes to your course or enrolment must be submitted in writing on the Enrolment Variation Form. Additional documentation (e.g., medical certificates) may be required.

The Institute is required to notify DHA about any of the following changes that may occur while the student is studying at the Institute:

7.1 Change of course

A student can change a course before any subject starts. Relevant exemptions will be given if any equivalent subjects have been completed in the previous course. Any balance of the fees from the previous course will be forwarded to the new course. Students will only be charged if a new eCoE has to be issued.

7.2 Discontinuation of studies

Students are asked to inform the Institute as soon as possible of their intention to discontinue studies. All requests for refunds will be assessed in accordance with the Institute's refund policy, which is available in this handbook.

7.3 Deferring, suspending or cancellation of enrolment

Note: Students should be aware that if enrolment is deferred, suspended or cancelled, their student visa status may be affected. The Institute is obligated to inform DHA of any changes to a student's enrolment that may result in a change of visa status.

Deferring enrolment
Students can defer the commencement of their course on compassionate and compelling grounds (maximum one term). The Institute can also initiate to defer the commencement of a course when a course is not offered or is unavailable. In both cases students will be given a new CoE with the new enrolment details upon the tuition fees for the deferred term and fees for the deferment application been paid in full prior to the deferment. The tuition fees will be credited towards the term that student re-commences.

Temporarily suspending enrolment
Students can temporarily suspend their studies during the course on compassionate or compelling grounds.

The procedure for students who wish to defer or temporarily suspend their enrolment is as follows:

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┌─────────────────────────────────────────────┐
│ Students submit Deferment, Suspension or     │
│ Cancellation of Enrolment Application Form   │
│ and supporting documents (e.g. medical       │
│ certificates) to the administration manager  │
└─────────────────────────────────────────────┘
                      │
                      ▼
┌─────────────────────────────────────────────┐
│ The tuition fees for the deferred term and   │
│ fees for the deferment application been paid  │
│ in full prior to the deferment               │
└─────────────────────────────────────────────┘
                      │
                      ▼
┌─────────────────────────────────────────────┐
│ The Institute assesses the application and    │
│ makes a decision within seven business days   │
└─────────────────────────────────────────────┘
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The Institute will notify the student outcome of the result	If the application is approved, the Institute will notify DHA of the change

Suspension or cancellation of enrolment by the Institute

The Institute can temporarily suspend the enrolment of a student on the following grounds:

- Student misbehaviour resulting in a breach of the Institute's code of conduct
- Failure to progress through a course

Note: In both cases of suspension, students are still required to pay their course fees.

The Institute will initiate cancellation of enrolment on the following grounds:

- Student misbehaviour resulting in a severe breach of the Institute's code of conduct
- Failure to progress through a course
- Non-payment of fees

The procedure for suspension or cancellation of enrolment by the Institute is as follows:

The Institute will notify the student in writing of Intention to suspend or cancel the student's enrolment and of student's right to appeal within 20 working days.

Student accepts the Institute's finding	Student decides to appeal the decision
After 20 working days, the Institute notifies DHA of the change to the student's enrolment	Student submits appeal (refer to the Student Grievances, Complaints and Appeals policy in point 4.1 or speak to your teacher for more information)
	The Institute processes the appeal in accordance with the Student Grievances, Complaints and Appeals policy and notifies the student (and DHA, if appropriate) of the decision.

7.4 Extending course duration

Students who wish to extend studies in the event of deferring or repeating subjects or not completing the course on time should discuss this matter with the Academic Manager/Course Coordinator.

7.5 Failure to commence a course

If a student cannot commence the course due to visa rejection or any other circumstances faced by the student after being issued a visa, then the student must inform the Institute immediately. If a student fails to commence the course within 14 days, the Institute must notify DHA.

7.6 Transfer between providers

Definitions (source: *the National Code*):

- **Principal course**: Usually the final course of study a student will undertake. For example, if a student is studying ELICOS followed by a Bachelor degree, the Bachelor degree is the principal course.
- **Six months**: Calculated as six calendar months from the first day of the principal course.

Overseas student transfer policy and procedure

1. PURPOSE

1.1   This policy sets out Times Academy's (the Institute) policy and procedure for assessing student requests to transfer from another registered education provider to the Institute or transfer from the Institute to another registered education provider.

2. SCOPE

2.1   This policy and procedure relates to students studying in Australia on a student visa who have accepted an offer, or accepted an offer for a package of courses, to study at the Institute.

2.2   This policy and procedure does not apply to domestic students, students on other temporary visas, or student visa holders intending to transfer to an alternate course at the Institute.

2. POLICY STATEMENT

3.1   [The National Code of Practice for Providers of Education and Training to Overseas Students](#) (the National Code) prescribes the requirements education providers must follow when assessing student requests for transfer between registered education providers (hereafter called 'registered providers').

3.2   In accordance with the [National Code](#), the Institute is restricted from enrolling transferring students who have not completed six months of their principal course (that is, the highest level course for which the student visa was granted), except in limited circumstances. These circumstances are set out in this document. No restrictions apply after the student has completed six months of their principal course.

3.3   The procedure below describes the processes for submitting, assessing, processing, and deciding on a student requests to transfer to the Institute from another registered provider, and the Institute student requests to transfer elsewhere.

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3.   PROCEDURE

4.1   Students are strongly encouraged to read this entire document before submitting a request for release to ensure all appropriate documentation is provided to assess the request.

4.2   Students must submit a request for release to another registered provider on the "Transfer Request Form" and provide all required documentation prior to the commencement date of the study period in which they are enrolled. Requests submitted after commencement date will not be considered.

4.3   All students who have arrived in Australia but not yet enrolled and commenced their studies, and students who have already enrolled and commenced their studies, who submit a request for release will be asked to meet with their Student Services staff to discuss their reasons for requesting a transfer. Students must meet with staff when requested as this will help to identify any support services or alternative courses within the Institute that may be relevant to the student's academic progression.

4.4   Students who have not enrolled and commenced their studies and have not yet entered Australia will need to submit a request to defer their commencement to the Admin Manager. Refer to the student handbook for further information on Deferment, Suspension and Cancellation policy.

4.5   All student requests for release will be assessed in accordance with this policy and procedure, the _Education Services for Overseas Students Act 2000_ (ESOS Act) and the National Code.

4.6   All circumstances, including personal, medical, and compassionate and compelling circumstances will be taken into consideration when assessing a request for release.

4.7   Student Services and/or Admin Staff will notify students of the outcome of their request within 10 working days after receiving a complete and fully documented request for release/transfer application (see section 4.8 below).

4.8   Documentation/information required includes:

• A completed the Institute Transfer Request Form

• a one-page statement of the reasons for their request (including how the transfer would be in the student's best interests) and giving the Institute permission to contact the proposed new registered provider to confirm that a valid offer has been made, or permission to contact the pathway provider to confirm the request for release has been assessed by them, and indicating their support for release (including details of academic progression, attendance and whether support services have been accessed where required)

- recent and appropriate documentary evidence to support and substantiate claims of medical circumstances (that is, a medical certificate or letter that includes the medical practitioner's name and contact details on official certificate or letterhead, including the date of the consultation), or appropriate documentary evidence to support and substantiate claims of compassionate and compelling circumstances

- a valid offer letter (demonstrating/confirming all entry criteria have been satisfied) from a new registered provider

- written evidence of support from the Institute academic staff/support services of the student's inability to cope academically and that support services have been accessed

4.9   If the request is approved, the student will be advised of the requirement to contact the Department of Home Affairs to seek advice on whether a new visa is required. The release approval will be recorded in the Provider Registration and International Students Management System (PRISMS).

4.10   Students who submit a request for release that do not meet eligibility requirements (including undocumented applications) will be advised why their application cannot be accepted.

4.11   If the request is denied, the student will be advised in writing the information/circumstances taken into account, the reasons for the decision in writing, and their right to appeal the decision in accordance with the Student Grievances, Complaints and Appeals Policy and Procedures

4.12   A request for release will be assessed by Admin Staff

4.13   All requests for release to another provider, and copies of all responses, must be kept in the student's file in the Institute's record keeping systems.

4.14   Students are not permitted to transfer to a level of study that is lower than the highest level registered course/s for which the student visa was granted. For details, refer to the Department of Home Affairs.

4.15   If the request is denied or the student subsequently submits an appeal that is unsuccessful, and the student does not intend to continue studies at The Institute, their enrolment and Confirmation of Enrolment (CoE) will be cancelled. These details will be reported via PRISMS to the Department of Home Affairs. Students must seek the Department of Home Affair's advice and be aware of the potential impact on their student visa. To avoid visa cancellation, students may return to their home country and request voluntary cancellation of their current student visa.

Students transferring to The Institute from another registered provider

4.16   The Institute may enrol a student transferring from their principal course of study from another registered provider if:

- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered

- the original registered provider has recorded their release decision in PRISMS

- the original registered provider has had a sanction imposed on its registration by the Australian

Government or state or territory government preventing the student from continuing their principal course, or

- 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 (in this case, a provider letter of release is not required).

4.17   Documentary evidence supporting a student's request for transfer to the Institute must be kept on the student's file. Information to be recorded includes confirmation that the release decision has been recorded in PRISMS.

The Institute students transferring to another registered provider

4.18   Subject to the timelines stated in the Individual Study Plan and Refund Policy students may request a release (transfer) to another registered provider within their first six months of study **only** if the following apply:

- Any of the circumstances stated in section 4.16 above apply to the Institute. In these circumstances a release letter is not required, or

- The Institute determines that the transfer is in the overseas student's best interests if any of the following circumstances apply:

  o   the student requests transfer to study a course of an academic level considered higher than the level of their principal course, in a discipline area not available in the Institute

  o   the student will be reported because they are unable to achieve satisfactory course progress at the level (principal course) they are studying, even after engaging with the Institute's intervention strategies and made a genuine effort with their studies at the Institute

  o   evidence of and documented compassionate or compelling circumstances beyond the student's control, e.g. personal or educational problems that cannot be addressed by the Institute support services

  o   evidence that the student's reasonable expectations about their course have not been met, the student was misled by their agent/migration agent, and the course is therefore unsuitable to the student's needs and objectives

  o   an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student

  o   The student has no outstanding debt and has paid all fees/penalties owing to the Institute (applicable to all students).

4.19   Government sponsored students will be released to another registered provider where the sponsor considers the change to be in the student's best interest and has provided written support for that change.

Cancelling enrolment and requesting refunds

4.20   The Institute will cancel the enrolment of student whose request for release (transfer) to another

provider is approved, and will record the decision in PRISMS.

4.21   Students with credit in their student fees account will be required to apply for a refund of fees in accordance with the Refund Policy

4.22   Students who withdraw from studies without requesting a release or before receiving a release decision they may be subject to visa cancellation by the Department of Home Affairs.

Refusing student requests to transfer to another registered provider

4.23   The following circumstances are considered to have a detrimental impact on the student's educational outcomes for which their student visa was granted and may result in a request for release being denied:

- the student has not completed the first six months of their studies in their principal course and is requesting a transfer to a lower level qualification or different discipline area offered by the Institute, for reasons other than documented academic ability

- the student has already received a Notice of Intent to Report or has been reported to the Department of Home Affairs for unsatisfactory attendance or academic progress

- the student has outstanding tuition fees, other debts or fines

- no written confirmation from another registered provider has been provided that a valid unconditional enrolment offer has been made (unless release has been granted by a pathway/packaged provider of The Institute indicating that the student is unable to satisfy the Institute admission requirements)

- the student requests a release (transfer) to study a course at another registered provider of an academic level and in a discipline area available in the Institute

- the student is able to apply for a transfer to other courses offered by The Institute, but will not be granted a release to enrol with another provider on the basis of change of mind

- the student has only recently started studying and has completed less than four weeks of their principal course and has not accessed the full range of academic and support services available at The Institute

- the transfer would jeopardise the student's progression through a package of courses, for example, but not limited to, where it is clear the student cannot meet the conditions attached to the offer of enrolment made by a new provider

- the student has changed their mind about the course, including students enrolled in a pathway course and have not provided evidence to demonstrate that their course expectations have not been met

- a student of the Institute is seeking transfer to an English Language Centre which is not affiliated with the Institute

- Accommodation difficulties – distance, transport and/or living arrangement, the student wants to live somewhere else (unless documented evidence of compassionate or compelling circumstances is provided that demonstrates the student must move away from their current location).

- If the request is considered detrimental to the student's well-being

- the transfer would result in a breach of the student's mandatory or discretionary student visa conditions
- the student wants to transfer to a provider with lower tuition fees, or
- the student has provided fraudulent supporting documentation to support the claims/reasons for release.

Refunds

4.25   All student requests for refunds are decided in accordance with the Refund Policy

Right to appeal

Internal appeal

4.26   Students who can demonstrate that this policy and procedure has not been followed regarding decisions affecting the student may lodge an appeal. Students may lodge an appeal by completing Student Appeal Form to The Institute CEO/PEO within 20 working days of receipt of the outcome letter.

4.27   Students must submit sufficient details and/or relevant documentation to support their appeal, which specifically indicates a breach of this policy and procedure. The Institute CEO/PEO will notify the student of the appeal outcome within 10 working days after receiving a complete documented request for appeal.

4.28   Appeal requests submitted via email or that do not relate to the adherence of this policy and procedure will not be considered.

4.29   During the internal appeal process, the student's enrolment will be maintained unless the student notifies The Institute of cancellation of studies or fails to re-enrol. Students must attend all classes and continue with their course of study during the appeal process.

4.30   If the appeal to the Institute CEO/PEO is successful, the student will be advised in writing. The release approval will be recorded in PRISMS within five working days.

External appeal

4.31   If the internal appeal to the CEO/PEO is unsuccessful, students will be advised in writing of the outcome and reasons for the decision. Students may follow a further avenue of appeal through the Overseas Students Ombudsman. The internal appeal process must be completed before lodging an external appeal.

4.32   If students are enrolled, their enrolment will be maintained until the external appeal process is completed. Students are required to maintain class attendance and academic progression until the outcome has been finalised by the Overseas Students Ombudsman. Students intending to lodge an external appeal must do so within 20 working days of the outcome of the internal appeal by notifying the Institute CEO/PEO in writing. Proof of lodgement of the external appeal must be submitted within five working days to the Institute CEO/PEO.

4.33   If the external appeal is successful, the Institute CEO/PEO must be notified immediately. The decision of the Overseas Students Ombudsman will be entered into PRISMS within five working days of the official notification of a successful external appeal.

4.34   In all cases, the decision of the Overseas Students Ombudsman is final and no further appeals can be made.

5. RESPONSIBILITIES

Compliance, monitoring and review

5.1   The Institute Management is the process owner for all student transfers between registered providers.

5.2   The CEO/PEO is/are responsible for implementing this policy and procedure in The Institute.

5.3   Admin Staff is responsible for assessing all requests for release (transfer) to another provider in accordance with this policy and procedure, and the National Code.

5.4   The CEO/PEO is/are responsible for ensuring these procedures are followed and assessing internal appeals in accordance with the Student Grievances, Complaints and Appeals Policy and Procedures .

5.5   This policy and procedure is regularly reviewed to ensure its alignment with the ESOS Act and the National Code, and continues to be effective and relevant.

Reporting

5.6   Admin Manager is responsible for ensuring all reporting is completed in PRISMS as required.

Records management

5.7   All records relevant to these procedures must be maintained in The Institute's recognised record keeping systems.

5.8   All requests for transfer, including documentation, assessment details, decisions and letters must be retained for at least two years after the student ceases to be an accepted student.

See Appendix 11 for the application process flowchart

7.7 Refunds

All applications for refunds must be made in writing on the Refund Request Form (see Appendix 1). Applications for refunds will be assessed in accordance with the Institute refund policy.

7.8 Issuing end-of-course documents

Issuance of Qualifications
In order to ensure that all qualifications and statements of attainment issued are verified and checked, the

following process is applied:

- Completion of units is progressively recorded on the student's file and entered into the student management database.
- The checklist (Academic folder cover) has been thoroughly checked, completed and signed off by an authorised person (usually the Administration Manager)
- All assessments have been deemed competent (and the work of that student has met rules of evidence) by the Assessor
- Upon completion of their course of training (or withdrawal of enrolment), their file is reviewed by the CEO/PEO.
- The student will complete a "Document request form".
- The Admin Manager (or delegate) will sign the application and forward it onto the Finance Department.
- The finance department will also check that all fees have been paid and if so will forward to the Admin Manager. (If Fees are unpaid, the student will be issued with a Final Fee Reminder notice.)
- Provided all evidence is held for all of the required units, a qualification or statement of attainment is printed and signed by the CEO/PEO.
- The original qualification is forwarded to the student and a copy is added to the students file.

End-of-course documents will be issued to students within 30 calendar days of the completion date (if all fees have been paid).

Conditions governing Issuance of Qualifications/Credentials

Condition	Credential issued
Student request – throughout course	Interim Transcript
Students finishes having completed course	Certificate and transcript
Students finishes having not completed course	Statement of Attainment

Re-issue of Qualifications
In the case of any student losing or misplacing a certificate/transcript issued by the Institute, a replacement may be issued. The cost for reissue of a certificate is a $50 administration fee. The replacement qualification will have the original date of issue. Request for re-issue of a qualification must be provided in writing to the Administration Officer outlining the reason for the re-issue, including any supporting evidence.

8.   ASSESSMENTS & Work Placement

8.1 Competency-based training and assessment

Competency means that students at the Institute must demonstrate their skills, not just answer questions. The level of skill that students are required to demonstrate is listed in the National Training Package, which contains the syllabus. Training is delivered to students so that they can perform the assessment tasks.

Assessment
Assessment is the process of collecting evidence and making judgements on whether or not the student has demonstrated competency. Assessment is carried out by comparing the student's skills and knowledge to the requirements of the standards.

Validity

The assessments must assess what they claim to assess and what they have been designed to assess. Validity of assessment is achieved when:

- Assessors are fully aware of what is to be assessed, as indicated by the standards of competence, including clearly defined performance criteria
- Appropriate evidence is collected from activities that can be clearly related to the units of competency

Authenticity

The evidence collected is proven to be the student's work alone. Plagiarism is unacceptable and Internet-derived material must be suitably acknowledged.

Reliability

The Institute's assessment methods ensure that the competency standards are applied consistently from student to student and from context to context using clear, unambiguous, well documented assessment procedures and competency standards. All of our trainers and assessors are well-trained and from an appropriate background of business experience. Our assessments are carried out within a system flexible enough to allow multiple and diverse forms of evidence.

Consistency

We collect enough evidence to allow judgment across the range of skills, without undue reliance on any small number of select workplace contexts or projects.

Currency

Our assessments evaluate whether or not the student's skills and knowledge are current and can be applied in today's workplace.

Sufficiency

Evidence of competency should be sufficient to cover all the elements, performance criteria and required range of variables in the standards against which assessment is to be carried out. The student must provide enough evidence to prove competency against the standards. This is defined on each of the assessment papers.

Flexibility

Every portfolio and set of candidacy evidence is unique. Students must identify and develop their own specific sets of evidence to prove competency against the standards. These sets will require different types of relevant evidence. Assessors can be flexible in using assessment tools; however, the assessment tools must assess both performance (skill) and the underlying knowledge and understanding over a period of time.

Fairness and equity

Our assessments do not disadvantage any person except those who do not study. Students will have assessments that do not discriminate in any way. Assessment guidelines must include an approach for working with candidates who have special needs.

Trainer-assessors

Our assessor will objectively assess evidence against a set of standards. All our trainers hold:

- Relevant qualifications
- Certificate IV in Training and Assessment (or equivalent)

- Industry experience

Forms of evidence
- Evaluation of direct assignment tasks
- Observation
- Skill tests, simulations and projects
- Evaluation of underpinning knowledge and understanding
- Questions and discussion
- Evidence from prior achievement and activity

Assessments should not be stressful. They are conducted in a relaxed and friendly atmosphere. Do not regard your assessments as examinations – our assessors simply need to know which competencies have been mastered and which competencies require further practice, and he/she will be flexible in the assessment method used. It is in the student's interest to ensure that all of the skills necessary for the job have been mastered; our aim is to help you to learn those skills in the right way.

Re-assessment
Students are eligible for re-assessment at any time during the term provided whether they have received a Not Yet Competent (NYC) outcome despite of making a genuine attempt at the assessment when initially submitted within the due dates provided or have missed the due date for some inevitable circumstances.

Students must follow their study plan to determine the term, the subjects/units within the term and their end dates (usually subject/unit end date is the due date for the subject/unit).

See the re-assessment policy for details.

Work Placement Policy and Procedures

Purpose:

This policy/procedure ensures any courses requiring practical placement are developed to ensure that all work placement is managed and implemented in a manner which benefits the student and minimises risk to the host employer, student and Times Academy. The procedure ensures compliance with RTO Standards and the National Code. This policy will ensure that work placement is implemented where it must be undertaken to gain qualifications, is appropriate to the course of student, structured, safe and appropriately supervised.

It is the responsibility of TA to ensure that copies of all relevant necessary insurances for having work placement students in verified work placement centres are provided to the work placement employers.

The PEO and Course Coordinators are responsible for the implementation of this policy.

DEFINITIONS

Student Industry Work Placement (WP) - Any structured workplace learning that is part of a written agreement between Times Academy and an employer/organisation. It includes work observation, work placement and other forms of workplace learning. The workplace is designated and searched for by Times

Academy for Aged Care and Individual Support Courses. For Childcare Courses, it may be searched for by the student, but needs to be approved by the Times Academy Course Coordinator for Childcare courses.   This approval is granted based on Childcare Centre WP Approval procedures as designated in this policy. The WP for Aged Care and Individual Support Workers are voluntary. For Childcare courses there may be a paid position outside of CWP if the Employer/Organisation but Times Academy will have no involvement with any business employing students. This includes financial or incidental interests or relationships.

Procedures for Childcare Work Placement

Designating a Centre for Childcare Work Placement (CWP):

CWP begins in the 5th week of the first term for students undertaking the Certificate III in Early Childhood Education and Care course. Requirements of CWP candidates are:

a) To have a valid Working with Children Check obtained from NSW Office of the Children's Guardian and supplied to Times Academy before the end of the 2nd week of studies. It is the responsibility of the Childcare Trainers to gather the WWC – the course coordinator will provide them to Childcare Centres for verification.

b) TA provides guidance to students on finding a suitable centre for WP in our Work Placement Search information sheet. Students should follow instructions and suggestions to find a suitable work placement employer.

c) Any student who is unable to find a suitable work placement, by the end of Week 3, should approach and schedule an appointment with their trainer/course coordinator, who will then help them to find a suitable place.

d) ALL students in Childcare Programs are required to do CWP as part of their course in accordance with requirements of their qualification, the National Code and RTO Standards.

e) The CWP centre must be within the Sydney Metropolitan area as defined at https://www.cityofsydney.nsw.gov.au/learn/research-and-statistics/the-city-at-a-glance/greater-sydney . Any student who chooses to select a CWP in an area not in the Greater Sydney area will need to pay associated fees with having an assessor travel to and work outside of the prescribed area. The cost is calculated as $2.50 per km from the Sydney CBD as defined at https://www.cityofsydney.nsw.gov.au/learn/maps . There is an additional $350 fee for the trainer's time for travel and assessment. This fee is calculated per visit as required in the TA Training and Assessment Strategy for each qualification.

Work Placement Obligations

a) The student must present the Work Placement supervisor with the Induction Checklist and Work Placement Agreement form which includes information on safety, insurance, liabilities and responsibilities of the centre and the student/candidate. This form must be signed and completed on the first day and is to be returned to the trainer at TA.

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b) The Induction Checklist and Work Placement Agreement serves as a memorandum of understanding between the Childcare Centre, Times Academy, the WP Supervisor and the TA Childcare student.

c) Times Academy will have no involvement with any business employing students. This includes financial or incidental interests or relationships. Students will complete these work placement hours as part of the course duration requirements.

Attendance at Work Placement

a) It is the responsibility of the student to keep the work placement log up-to-date and obtain necessary signatures. The employer and student will be required to sign a declaration in the log book indicating the hours completed which will be monitored by trainers / assessors.

b) It is the responsibility of the Trainer to check the work placement log and record all attendance for work placement to submit to the TA Childcare Course Coordinator.

c) The TA Childcare Course Coordinator must report any absences from Work Placement into RTO Manager according to the Work Placement Log. It is the TA Childcare Course Coordinator's responsibility to accurately supervise the attendance taking and logging of absence into RTO Manager.

d) The Trainer will attend the Work Placement on the Schedule as pre-determined by the TA Training and Assessment Strategy for each qualification. At the site visit the trainer shall ensure the workplace is appropriate for the student's placement and there is access to appropriate equipment while maintaining WHS Standards. Site visits to conduct assessments in the workplace where trainers will ensure the workplace is providing adequate support and guidance to the student. If the workplace has any gaps, the student is informed to seek another workplace to complete required work placement hours.   Assessment of required practical skills will be undertaken by qualified trainers and assessors where appropriate. On some occasions the trainer may require the host employer to participate in the assessment process through observing students in the workplace. All assessments shall be signed off by a qualified assessor from Times Academy.

Feedback and Quality Assurance

a) Trainers/assessors attend the Work Placement according to the TA Training and Assessment Strategy for each qualification. At the CWP visits by trainers, the trainer/assessor distributes and collects a feedback form/supervisor's report to the CWP supervisor to fill in and provide back to TA. This Feedback is addressed and confirmed with the student along with their assessments, and as part of the continuous improvement process at TA.

b) Supervisors are required to sign the student WP log and have an opportunity to provide feedback in the WP log. It is the responsibility of the trainer to check the WP and bring to the attention of the Course Coordinator any feedback.

c) Supervisors at CWP are provided with contact details of the TA Course Coordinator and encourage to contact TA with any issues or feedback throughout the CWP.

d) At the CWP visits the trainer/assessor distributes and collects an annual feedback form to the CWP centre manager to fill in and provide back to TA. This feedback addresses correspondence and communication with Times Academy, as well as feedback on the student. This feedback is addressed and is included as part of the continuous improvement process at TA.

Validation of WP assessments and training activities

All CWP assessments and training activities which take place during CWP are included and subject to the TA Validation Schedule. These are considered along with the Feedback and Quality Assurance Procedures to determine changes or improvements throughout the CWP.

Procedures for Aged Care and Individual Support Work Placement

Designating a Centre for Aged Care and Individual Support Work Placement (AWP):

CWP begins in the 1st week of the first term for both Certificate III in Individual Support Work and for the Certificate IV in Ageing Support.

a) To have a valid Working with Children Check from the Office obtained from NSW Kids Guardian and supplied to Times Academy before beginning studies. It is the responsibility of the Course Trainers to verify the WWC and for the student to add to the Work Placement Log.

b) To have a valid and clear Police check supplied to Times Academy before beginning studies. It is the responsibility of the Course Trainers to verify Police Checks and for the student to add to the Work Placement Log.

c) TA provides students with AWP in a suitable centre. At the time of this document, TA used St George Group Homes (Alloa House (Mental health and Disability), Griffin House (Disability). In addition, we have an MOU with CJR Support Services (Alana's House) for Home and Community and Disability. This agreement to work with St George Group Homes is kept by the school and kept up to date by the Course Coordinator.

d) ALL students in Individual Support and Ageing Care programs are required to do AWP as part of their course in accordance with requirements of their qualification, the National Code and RTO Standards.

e) The AWP is supervised by a Clinical Placement Supervisor from TA at all times.

Work Placement Obligations

a) The student must complete all required documents for the Work Placement log which includes information on safety, insurance, liabilities and responsibilities of the centre and the student/candidate. This form must be signed and completed on the first day and is to be returned to the trainer at TA.

b) The Work Placement Agreement and the MOU with St George Aged Care serves as a memorandum of understanding between the Aged Care facility, Times Academy, the Clinical Placement Supervisor and the TA Individual Support or Ageing Care student.

c) Times Academy will have no involvement with any business employing students. This includes financial or incidental interests or relationships. Students will complete these work placement hours as part of the course duration requirement and according to the Tuition and Assessment strategy for the relevant courses.

d) Student who are going to be absent are required to notify the clinical placement supervisor as soon as possible prior to the shift

e) Be punctual, your client and staff are relying on you, if you are more than 15 mins late you may not be permitted to attend clinical placement

f) Correct uniforms and identification badges must be worn at all times during clinical placement

g) Students are expected to complete all the assessment tools, identified by Times Academy

h) Students must identify themselves to staff clients and visitors

i) Students are reminded that maintaining confidentiality is paramount, and a confidentiality form will be signed on the first day

j) Students are expected to respect and uphold the facilities code of conduct and values while on clinical placement

k) Students are required to familiarize themselves with the facilities policies and procedures

l) Students are expected to report any concerns to their clinical placement supervisor

m) Students should be motivated, dedicated, show initiative and actively participate in client care appropriate to their level of learning experience

Clinical Placement Supervisor Duties

a) A clinical placement supervisor will be on duty at all times for the student to contact him or her during the allocated day

b) The clinical placement supervisor will allocate student's placement depending on their learning needs at the allocated facility

c) The clinical placement supervisor will provide support and supervision to the student to enhance learning and to assess his or her competence. The clinical work placement supervisor will complete the clinical placement appraisal by reflecting on the evidence of the students' performance

d) The clinical placement supervisor has a responsibility in providing on going feedback to each student regarding his/ her progress and discuss recommendations for improvement

e) Any concerns regarding a student's progress will be discussed with the Times Academy health and sciences compliance manager within a timely manner and not left until the final appraisal. Unsatisfactory progress of a student will require the clinical placement supervisor to place the student on a learning program. This usually requires written objectives for the student to achieve with a maximum of 7 days from implementation. Failure to achieve the stated objectives, the student will be placed on an intervention report.

f) The clinical placement supervisor will review each student's completion of their personal learning objectives weekly, and discuss these with the student

g) The clinical placement supervisor will set aside a specific time each day of placement to meet with the students for debriefing and discussion

h) A communication plan should be completed for students who have behavioural issues

Feedback and Quality Assurance

a) Clinical Placement Supervisors attend the Work Placement according to the TA Training and Assessment Strategy for each qualification. At least once per term, the trainer will seek feedback from the Aged Care Centre on the quality of students and their work placement experience.

Validation of WP assessments and training activities

a)   All AWP assessments and training activities which take place during AWP are included and subject to the TA Validation Schedule. These are considered along with the Feedback and Quality Assurance Procedures to determine changes or improvements throughout the AWP.

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9.   LIVING IN SYDNEY

9.1   About Sydney

Sydney has been voted one of the most beautiful cities in the world and has one of the world's most celebrated harbours. There is a wide variety of things you can see and do in Sydney when not studying.

Australia's beaches are well known around the world, and increasingly we are also becoming known for our great food, wines and a multitude of sporting and cultural activities. Add this to our relaxed lifestyle and great weather and you will quickly understand why Sydney is one of the best cities in the world for students to enjoy!

9.2   About Sydney CBD

Sydney CBD is a friendly, multicultural area of Sydney. The Institute is centrally located, close to Sydney CBD shopping areas and a number of cafés and restaurants.

The Institute is only a 10-minute bus ride from Sydney Opera House, where you can enjoy the famous Australian culture and sunshine! You'll also have quick and easy access to Sydney's Darling Harbour and other popular locations via bus, train and light rail from Central Station.

9.3 Transportation

Public transport is very easy in Sydney and is also fairly cheap. The Institute is a 2-minute walk from Museum Station and a 5-minute walk from Town Hall Station, where you can get trains and buses to all locations in Sydney.

Taxis are easy to get but are fairly expensive, so we recommend that you take public transportation to get to the Institute. We also suggest that you don't drive yourself to the Institute because parking in the area is extremely limited.

9.4 Cost of Living (A$)

The Australian government suggests that international students allow funds of approximately $20,290 AUD per year to support their living expenditure. The information below is a GUIDE ONLY for individual living expenses while in Australia. For details please refer to https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs

EXPENSE	COST	NOTES
Housing	$150+ per week	This will vary greatly depending on where you live and the type of accommodation you choose.
Food	$100+ per week	This is for a week's worth of groceries from the supermarket.

Transportation	$25+ per week	A weekly transport pass could save you money. The cost of transport will vary greatly depending on where you live.
Utilities (gas/electricity/ Internet)	$25+ per week	If you share accommodation, the costs for utilities will decrease per person.
Mobile phone	$20+ per week	This will vary greatly depending on your plan, international calls, etc.

EXPENSE	COST	NOTES
Medical expenses	$50 per consultation	Your Overseas Student Health Cover (OSHC) will reimburse you for most costs, but you will need to pay up front. Remember there are occasional costs (including consultations) that extend beyond the coverage of your medical plan.
Clothing	Varies	Most students bring clothes from home and purchase only a few items while in Sydney. Remember that weather in Sydney varies, so you should have some warm clothes in case it gets cold.
Entertainment	$25+ per event	Examples include a film, a dinner, drinks at the pub, etc.

9.5 Accommodation

Rental accommodation

Estimates of average rental accommodation costs per week are:

Type of accommodation	Estimated cost per week (AUD)
1 bedroom flat	$180 - $250
2 bedroom flat	$250 - $400
2-3 bedroom flat or house	$350 - $550

Rent in Sydney is usually paid fortnightly. Note that when you move into rental accommodation you will have to pay bond, which is usually four weeks' rent, plus two weeks' rent in advance. The bond will be refunded to you when you move out.

Utilities (gas, electricity, telephone and Internet) are paid separately from your rent. There will also be initial connection fees for these services. 'Green' (more eco-friendly) energy providers are becoming more popular in Australia. You can also save money by investigating different providers, so be sure to shop around!

Boarding houses

Boarding houses range from fairly large commercial properties to average sized houses run by private citizens. Full-board, room with use of facilities, or room-only is available. You can expect to pay about $150 - $200 per week for a single or shared room in a boarding house.

Full-board/homestay accommodation consists of a single room in a private house where the householder

provides meals for you and you share in the life of the family. The average cost for accommodation and meals is $250-350 per week. This is a good way for international students to improve their English and get to know Australian culture.

9.6 Weather

Sydney has a mild climate, especially in winter, but be aware that the weather is subject to quick changes. You should bring clothing for hot and cold weather, wind, rain and strong sunshine, regardless of the time of year. Listen to the weather forecasts carefully.

Remember that the sun in Australia is very strong. You are advised to wear sunscreen whenever you will be in the sun for extended periods – even in winter!

9.7 Trading hours

Post Offices are open from 9:00 am to 5:00 p.m. Monday to Friday. In some shopping centre they are also open on Saturday mornings, usually from 9:00 a.m. to 1:00 p.m.

Most banks are open from 9:30 am to 4:00 p.m. Monday to Friday. Some branches are also open on Saturday mornings. ATM machines operate 24 hours per day.

Shops are usually open from 9:00 a.m. to 6:00 p.m. Monday to Friday, and many larger stores stay open for late-night shopping until 9:00 p.m. on Thursdays. Weekend hours vary, but most are open between 10:00 a.m. and 5:00 p.m. Saturdays and Sunday. Many big supermarkets are open until midnight during the week and until 10.00 p.m. on the weekends.

9.8 Banking

There are many different types of bank accounts. Ask about the different types of accounts before you decide which one you would like to open. A Savings Account is probably the most suitable account for students.

When you open an account you will normally receive an ATM card that will also function as a debit card (known as an EFTPOS card in Australia). Most shops in Australia do not accept cheques but will take credit cards and EFTPOS cards.

9.9 Medical issues

If you get sick, you may have to go and see a doctor. In most circumstances you go to a local doctor who has a surgery near your house; in Australia, you do not go to a hospital unless you are seriously ill.

If you cannot come to Institute, the doctor will give you a medical certificate that describes what is wrong with you and states how many days you may stay at home. Don't forget to hand in your medical certificate when you return to Institute so that your absences don't affect your attendance.

Your OSHC will cover some or all of the cost of your doctor's appointment, but in most cases you will need to pay the full fee up-front and claim the refund back from your OSHC provider (so be sure to keep your bills and receipts!). You may have to pay more to see a specialist or if you are staying in a private hospital.

Most prescriptions will not be covered by basic OSHC, and if you expect that you will need medication regularly you may want to look at increased health cover.

If you are hurt in an accident or need urgent medical attention in an emergency, you should call 000 and/or go straight to the Emergency Department of a hospital.

10. OTHER IMPORTANT INFORMATION

10.1 Emergency contact information

Ms Sirapha Wunnacharoensri, PEO
         Telephone: 02 8316 6688

Emergency services: 000 (police, fire and ambulance)

Nearest Medical Centre:
         Name: George Street Centre
         Address: 333 - 339 George St, Sydney, NSW 2000
         Phone: 9231 3211

Telephone and Interpreting Service (TIS):
         Phone: 131 450

10.2 Emergency evacuation procedure

In case of fire, please follow the person wearing a safety helmet in your area. They will assist you to evacuate the building. There are seven exits in the building. You will see a plan marked with red arrows pointing at the emergency exit at each exit.

Please collect all your personal belongings and go the exit nearest you. The staff at the Institute will assist you in evacuating the building. Proceed to the meeting point, which is located in the front of the building**.**

10.3 Overseas Student Health Cover (OSHC)

All overseas students on student visas are required to have OSHC for the period of their stay in Australia. Education providers and some agents are able to lodge the OSHC Application Form and payment at the time of processing a student's enrolment to study in Australia.

Most Australian education institutions have a preferred OSHC provider. At the Institute, we prefer Medibank Private, which is a registered health fund. For more information on OSHC, visit the Medibank Private website: http://www.medibank.com.au/

info@times.edu.au

www.**times**.edu.au

10.4 Unique Student Identifier (USI)

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course.

Each student will need a USI to obtain their certificate or qualification from their registered training organisation when studying nationally recognised training in Australia.

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

- A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.
- The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.
- The USI will be is available online and at no cost to the student.
- This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed from when the USI comes into effect on 1 January 2015.

The USI initiative will:

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

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

If you are unable to create a USI and would like the Institute to do it on your behalf – you will need to come to the Admin Office at the Institute and sign a 'Consent Form'. After which the Institute will be able to create it for you.

For more information visit www.usi.gov.au or ask at Reception. You can either apply yourself for your USI or ask at Reception and we can do it on your behalf or assist.

10.5 Working in Australia

Overseas students are allowed to work in Australia *after commencement of their course of study*. They are allowed to work *no more than 40 hours per fortnight* during the semester, provided that it does not adversely affect their studies. During holidays overseas students may work full-time. However, work is not always easy to find, and you should not rely on income earned in Australia to pay your tuition fees.

Obtaining a tax file number (TFN)
You must have a TFN to be assessed for tax. This is a requirement for any job. You will need to complete a

special form, which you can get from any taxation office or download from the website http://www.ato.gov.au/. You must then lodge the application at a taxation office. Your tax file number will be sent to your current Australian address. Also to know more about your employment rights and conditions, and how to resolve workplace issues please see https://www.fairwork.gov.au/

10.6 Institute property

Students may be offered additional resources to aid them in their studies. These resources remain the property of the Institute and are only on loan. These resources may take the form of:

- Work papers
- Class sets of notes
- Textbooks belonging to the Institute and for which the student has not paid

Students are required to return all Institute property within the time specified by the issuing staff member. ***Failure to do so will result in certification being withheld until all Institute property is returned.***

10.7 Student equipment

All students will require the following equipment:

- Paper (A4 white)
- A4 notebook with lined writing paper
- Red, black and blue pens

10.8 Student identification card

All students are issued with the Institute Identification Card that includes their photograph, name, student identification number, commencement and completion dates, and signature. Students are required to have their identification card with them at all times while on the Institute premises.

10.9 Leaving the training room during the lesson

Common courtesy requires that you inform the Trainers before leaving the room. If it is your intention not to return during that or later lessons, you must discuss this with your Trainers.

10.10 Student refreshment breaks

Students are allowed to carry hot/cold drinks in the classrooms; however, there is strictly no eating or drinking while seated at or using the computers.

A microwave and tea/coffee facilities are available for student use in the kitchenette. This and all other work areas should be kept clean and tidy at all times.

10.11   Student feedback and quality improvement

The Institute collects statistical information regularly to monitor, maintain and achieve ongoing continuous quality improvement in the delivery of our qualifications. We welcome constructive feedback from our students and staff concerning educational and service improvements or changes that would improve our existing educational and student services. Students who wish to provide management with feedback on any issues of concern or areas for improvement are encouraged to ask the Receptionist for an Opportunity for Improvement Form.

11. COURSE INFORMATION

11.1   General information on the course

Entry Requirements:	18 years of age or over Australian Year 11 or Year 12 or equivalent depending on the Course chosen
Study Method:	Full-time only - with a minimum of 14 face-to-face contact hours per week and 6 hours online/work placement per week taken as an average per term
Teaching Methods:	Learning delivery e.g. combination of training, lectures, demonstrations, simulated work environments (if necessary), workshops, visits
English Proficiency:	IELTS 6.0 (or equivalent) Students who are not fully proficient must take language literacy and numeracy (LNN) training
Work Placement:	CHC students will be allocated to groups for their work placement. They will be provided with workbook to accompany their training at the nominated and verified work place. Due to the mandatory work placement requirement, students wish to study Childcare courses will be required to undergo and satisfy Working with Children Checks. In addition, Individual/Ageing Support students also need National Police Check. This should be done during orientation so that approval is provided prior to the first work placement
Field Trips:	Advised at commencement of course
Assessment Methods:	Assessment procedures e.g. combination of assessment tasks, written assignments, supervised tests, role plays and presentations

Customisation:	Each course and its learning and assessment materials maybe subject to customisation.

For detail information on the courses, please see the Institute's website at http://times.edu.au/courses/

What is the Working with Children Check?

A Working with Children Check is a requirement for people who work or volunteer in child-related work. It involves a national criminal history check and a review of findings of workplace misconduct.

The result of a Working with Children Check is either a clearance to work with children for five years, or a bar against working with children. Cleared applicants are subject to ongoing monitoring and relevant new records may lead to the clearance being revoked.

The Working with Children Check is fully portable so it can be used for any paid or unpaid child-related work in NSW for as long as the worker remains cleared.

You can complete a working with children check at

http://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check/apply

More information

For a video on how to apply please go to:

https://www.youtube.com/watch?v=FDLgP8TfzmQ

For multilingual resources and factsheets please go to:

http://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check/multilingual-resources

For information regarding National Police Check please visit-

https://www.afp.gov.au/what-we-do/services/criminal-records/national-police-checks

info@times.edu.au

www.**times**.edu.au

APPENDIX 1: REFUND REQUEST FORM

REFUND APPLICATION FORM

Please submit your completed form to the institute or forward to info@times.edu.au
No refunds will be paid to a third party unless it is indicated at the time the refund application is lodged, that any refunds due is payable to a third party. Refunds are processed in line with the Refund Policy. If the application for course amendment is approved by the institute, and the student is eligible for a refund, any refunds are processed within 28 days of receiving the written request via the Refund Application Form.

STUDENT DETAILS:

First Name:		Family Name:	
Student ID:		Date of Birth:	/ /
Contact Number:		E-mail:	
Address:			
Original Payment Method:	○ Credit Card ○ Direct Deposit ○ Other:_____	Payment Date:	/ /
Reason for Refund:			

(If you require more space please attach a separate sheet. Please include independent, original or certified documentary evidence in your application (e.g. medical certificate)

REFUND PAYMENT DETAILS: Refund will be processed in Australian Dollars.

○ I Agree for the institute to refund to a third party other than my student personal account.		Requested Amount:	$	
Direct Deposit into Bank Account:	BSB No:		Account No:	
	Account Name:		Bank Name:	
	Branch Address:		SWIFT Code (Overseas):	

The Institute will NOT be held responsible if any of the following details are incorrect. Refund to overseas account will be subject to $50.00 international transaction fee.

STUDENT DECLARATION:

I have read the refund policy and understand the terms and conditions. I am aware of the academic and financial consequences of the above request and have sought appropriate advice on these matters. I understand and agree to be bound by the institution policies and deadlines for the processing of refunds. I declare that the information I have given on this application is correct and understand that by knowingly making false or misleading statements that I may be liable for prosecution. I also authorise Times Academy to gather and obtain any necessary information pertaining to this application.

I agree to the conditions of this Refund Application and declare that I am the person to whom this refund is to be paid.

Student Signature:		Date:	

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FINANCE DEPARTMENT ONLY

Please be advised that your request for refund of tuition fees has been approved according to the following reason

Course Commencement date:		Withdrawal notification date:		Days of notice provided in writing:	Days

Reasons	
○ Visa refused prior to course commencement (except for fraud, forge or misleading documents)	Full refund less an administration fee of $500
○ Withdrawal at least 28 days (prior to the initial course agreed start date) *	50% refund of tuition fees less an administration fee of $500
○ Withdrawal less than 28 days (prior to the initial course agreed start date) *	No refund
○ Withdrawal after the initial course agreed start date*	No refund
○ Visa or CoE cancelled due to student breach of their visa conditions or misbehaviour by the student	No refund
○ Incorrect, fraudulent or misleading information or document submitted by the student or the authorised education agent	No refund
○ Does not commence (i.e. does not arrive, or has not arranged with us for a later start because of health or compassionate reason)	No refund
○ Visa extension is refused after course commencement	No refund
○ Withdrawal from any continuing study, including any continuing CoE	No refund
○ Compulsory Health Insurance (Student visa holders only)/ Airport Pick-up/ Homestay placement fee	Refer to the Terms and Conditions of Third Party Service Providers
Other Reasons:	
o Wrong payment	o Payment without CoE issue	o Others_____

Note:

- *Initial course agreed start date is the date of the first Confirmation of Enrolment (CoE) issued to the student, prior to any deferment, suspension or revisions

- Deferment, Suspension or Cancellation of Enrolment Application Form must be received at least 28 days prior to the commencement of the following term/s. For deferment, no refund will be applicable unless visa has not been granted. No refund will be given after an approved deferment or suspension

- In the event where enrolment fee was waived at time of application, TA shall withhold an amount equivalent to TA's published enrolment fee from any refund made

REFUND CALCULATION TABLE:

Tuition Fee Paid:		Administration Fee:	− $500.00
Fee Withheld (50%):		International Transaction Fee:	− $50.00
Other Refundable Fees:		**Total Refund:**	

(AR)Prepared by:		Refund Amount:	$	Date:	/ /
(AP)Reviewed and Processed by:		Date:	/ /	Authorised by:	

APPENDIX 2: STUDENT GRIEVANCES, COMPLAINTS AND APPEALS POLICY AND PROCEDURES

Part A: Policy

1. Policy Statement
   - The Institute recognises that differences can arise from time to time and it thus has a fair and equitable process for dealing with complaints, grievances and appeals at a minimal or no cost to the student. The quick settlement of these matters is in the best interest of all parties concerned.
   - The Institute ensures that the principles of natural justice and procedural fairness are adopted at every stage   of the complaint and appeal process. The Institute ensures that the complaints and appeals policy are publicly available.
   - Each student complaint should be dealt firstly by - if possible - the person to whom the complaint is addressed and the person who has first dealt with the complaint should provide the student with a receipt of acknowledgement stating that the complaint has been received
   - In accordance with the requirements of the National Code, this policy details the process by which students' grievances, complaints and appeals will be addressed by the Institute.
   - Student requested deferment and suspension are not subject to this policy
   - Institute initiated suspension and cancellation of enrolment are subject to this policy.
   - For the duration of the appeals process, the student is required to maintain his/her enrolment and attendance at all classes as normal. The PEO will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
   - If the student does not access the Institute's complaints and appeals process within the time provided the suspension or cancellation of enrolment will be reported on PRISMS.
   - If students access the complaints and appeals process regarding an Institute initiated suspension or cancellation, the suspension or cancellation will not be reported in PRISMS until the complaints and appeals process is finalised, unless student has not commenced the course within 14 days of the nominated course start date or extenuating circumstances relating to the welfare of the student apply.

   'Extenuating circumstances' relating to the welfare of the student may include, but are not limited to the following. The student:
   - is missing or has not resumed the studies within 14 days after term break or inactively withdrawals;
   - has medical concerns, severe depression or psychological issues which lead the provider
   - to fear for the student's wellbeing;
   - has engaged or threatens to engage in behaviour that is reasonably believed to
   - endanger the student or others; or
   - is at risk of committing a criminal offence.
   - the student is the subject of investigation relating to criminal matters

   The use of extenuating circumstances by the Institute to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.

   The final decision for evaluating extenuating circumstances lies with the PEO/CEO.

2. Scope
   a. This policy relates to students, staff and independent mediators.

3. Policy Content
   a. First-level grievance/complaint/appeal (discussion)

     i.   Each student grievance/complaint/appeal should be handled firstly by the person to whom it is addressed (where possible).

    ii.   If the resolution provided does not satisfy the student, then he/she should obtain a Student Appeal/Complaint Form from the reception or download from the Institute's website.

b.   Second-level grievance/complaint/appeal (submission of Student Appeal/Complaint Form)

    i.   Student completes the Student Appeal/Complaint Form.

    ii.   The person who has first dealt with the complaint should record any decision they have made, the response of the student to that decision and any other information deemed important.

    iii.   The completed Student Appeals Form is submitted to the CEO/PEO, who reviews it.

    iv.   Within 14 working days of the lodgement of the Student Appeal/Complaint Form, the student will be invited for an appointment to discuss the complaint or appeal with the CEO/PEO.

    v.   The appointment outcome will be recorded on the Student Appeal/Complaint Form and signed by the CEO/PEO and the student.Where the Institute considers more than 60 calendar days are required to process and finalise the complaint or appeal, the Institute will:

- Inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
- Regularly update the complainant or appellant on the progress of the matter.

    vi.   If the student is not satisfied, he/she is informed that the matter will be referred to the Student Appeals Committee (SAC).

c.   Third-level grievance/complaint/appeal (Convention of SAC)

    i.   The SAC comprises the CEO/PEO and another the Institute staff member

    ii.   The CEO/PEO sets a date for hearing the appeal and convenes the SAC.

    iii.   The student is informed of the date of the appeal and their right to address the SAC and bring a friend if they wish.

    iv.   The SAC may call upon any member of staff who has been part of the process to provide any necessary information to assist the committee make its decision.

    v.   The decision made by the SAC is recorded and filed in the Complaints/Grievances/ Appeals File.

    vi.   If the student is not satisfied, there are other avenues of appeal against the decision made if you are still dissatisfied with the outcome of your complaint / grievance / appeal. If the student wishes to lodge an external appeal or complain about the decision, the student can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website http://www.ombudsman.gov.au/How-we-can-help/overseas-students or phone 1300 362 072 for more information.

Please note that at any stage the student is able to be accompanied by a support person.

d.   Compassionate and compelling circumstances

    i.   If a student is submitting an appeal on the grounds of compassionate and/or compelling circumstances, he/she must submit evidence to support the claim. This evidence is reviewed by the Institute in the decision-making process.

    ii.   Compassionate or compelling circumstances are generally those beyond the control of the Student and they have an impact on the student's capacity and/or ability to progress through the course.

Part B: Procedures

1. Overview
    a. In this section: Information relating to overall administrative and procedural requirements necessary for the implementation of the policy.

2. Procedures
    a. First-level grievance/complaint/appeal (discussion)
        i. Each student grievance/complaint/appeal should be handled firstly by the person to whom it is addressed (where possible).
            1. The student should discuss the matter with the relevant person.
            2. Where the relevant person is another student, the complainant may request the presence of an Institute staff member to moderate the discussion.
        ii. If the resolution does not satisfy the student, then he/she should obtain a Student Appeal/Complaint Form from the reception or download from the Institute's website
           .

    b. Second-level grievance/complaint/appeal (submission of Student Appeal/Complaint Form)
        i. Student completes the Student Appeal/Complaint Form to point #1.
        ii. The person who has first dealt with the complaint should record any decision they have made, the response of the student to that decision and any other information deemed important.
        iii. The completed Student Appeal/Complaint Form is submitted to the CEO/PEO.
        iv. The CEO/PEO reviews the completed Student Appeal/Complaint Form.
        v. Within 14 working days of the lodgement of the Student Appeal/Complaint Form, the student will be invited for an appointment to discuss the appeal with the CEO/PEO.
            1. The student can bring a friend if desired.
        vi. The appointment outcome will be recorded at point #2 on the Student Appeal/Complaint Form and signed by the CEO/PEO and the student.
            1. The student will be given a copy.
        vii. If the student is not satisfied, then the student is informed that the matter will be referred to the Student Appeals Committee (SAC). The student must be informed of the nature of this committee.

    c. Third-level grievance/complaint/appeal (Convention of SAC)
        i. The SAC comprises the CEO/PEO, another staff member of the Institute and an outside independent expert, ideally with experience in education.
        ii. The CEO/PEO sets a date for hearing the appeal and convenes the SAC.
            1. The student is informed in writing of:
                a. The date of the appeal
                b. The student's right to address the SAC
                c. The student's right to bring a friend if they wish
        iii. The SAC may call upon any member of staff who has been part of the process to provide any necessary information to assist the committee make its decision.
        iv. The outcome of the appeal is to be given to the student in writing. The student is also informed of any remaining avenues of action such as mediation or the Department of Fair Trading (if appropriate).
        v. The decision made by the SAC is recorded and filed in the Complaints/Grievances/Appeals File. A copy is given to the student.

    d. Compassionate and compelling circumstances
- i. If a student is submitting an appeal on the grounds of compassionate and/or compelling circumstances, he/she must submit evidence to support the claim.
    1. This evidence is reviewed by the Institute in the decision-making process.
- ii. Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through the course. These could include, but are not limited to:
    1. Serious illness or injury, where a medical or psychiatric certificate states that the student was unable to attend classes
    2. Bereavement of close family members (where possible, a death certificate should be provided)
    3. Major political upheaval or natural disaster in the home country requiring emergency travel
    4. A traumatic experience that has had an impact on the student (these cases should be supported by police or psychiatric reports).
        a. Traumatic experiences include, but are not limited to:
            i. Involvement in or witnessing of an accident
            ii. A crime having been committed against the student
            iii. The student having been a witness to a crime
- iii. Medical and psychiatric certificates
    1. To be considered valid evidence, medical and psychiatric certificates must:
        a. Be issued by a registered clinician (doctor, RN, psychologist, psychiatrist, etc.)
        b. State that the student was unable to attend classes
        c. State the length of time the student will be unfit for class
        d. Include the clinician's contact details
        e. Be translated into English if not written in English

    e. List any related forms/documents/materials.
- i. Student Appeal Form
- ii. Student Complaint Form

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STUDENT APPEAL FORM

Please return the completed form to Reception or Administration Department. If you have any questions or need advice to fill this request, please see our Student Welfare Officer. Appointment is required; you will be contacted by a member of staff concerning this lodgement within 14 days.

STUDENT DETAILS:

First Name:		Family Name:	
Student ID:		Contact Number:	
Address:			
Email Address:			
Course Name:			

DETAILS OF YOUR GROUNDS FOR APPEAL:

(Attached additional pages as needed AND ground evidence)

Student Signature: _____   Date: ____ /____ /____

OFFICE USE ONLY			
Interview By:		**Position:**	
Signature:		**Interview Date:**	/ /
Appeal Type:	◯ Attendance ◯ Academic Probation ◯ Non Payment ◯ Misconduct		
Comments:	Outcome: _____		

The copy of this form must be kept in the student file for future reference.

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STUDENT COMPLAINT FORM

Please submit directly to Reception or Administration Department. It may take up to 14 working days to review the complaint from the date of submission

STUDENT DETAILS:

First Name:		Family Name:	
Student ID:		Contact Number:	
Address:			
Email Address:			
Course Name:			

COMPLAINT DESCRIPTION:

I request the college to address the following issue (please select):				
○ Academic	○ Financial	○ Personal	○ Procedural	○ Other: _____
Location of issue (if appropriate):				
Date: / /			Time:	
Briefly describe the issue:			*(Attached separate sheet if required)*	

STUDENT DECLARATION:

I declare that all the information I have given above is correct and complete.

Student Signature: _____   Date: ____ /____ /____

OFFICE USE ONLY					
Received By:		Signature:		Date:	/ /
Issue discussed with (staff name):				Date:	/ /
Action taken:					
Resolved:	○ Yes ○ No	Refer to:			
Principal Review:				Date:	/ /
Record Update:	○ Yes ○ No ○ N/A			Date:	/ /

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DEFERMENT, SUSPENSION OR CANCELLATION OF ENROLMENT APPLICATION FORM

If you wish to defer, suspend or cancel your course, you must complete a Deferment, Suspension or Cancellation of Enrolment Application Form and submit the form to the Reception at Times Academy. A $350 application fee is payable before the application is processed by the Admin Department.

○ STUDENT DETAILS:

First Name:		Family Name:	
Phone:		Email Address:	
Student ID:		Course Enrolled:	
Refund Payment Details *($350 Application Fee)*			
Bank Name:		Account Name:	
BSB:		Account Number:	

REQUEST INFORMATION: *(Please tick one of the following options below to indicate the type of enrolment status required for processing.* **A $350 application fee is payable before the application is processed***.)*

I wish to	Reasons *(Please tick one of the following options)*	Attach Documentation
○ **Defer my course: (Prior to course commences)** **From: / / To： / /**	○ **Visa refused**	• **Visa refusal letter issued by DHA**
○ **Suspend my course:** **(During the current enrolment)** **From: / / To： / /**	○ **Medical Reasons**	• **Medical Certificate/s (clear indication of unfitted period of study)** • **Relationship Certificate (If Patient is student's close family member)** • **Return Travel Itinerary (If student is overseas during deferment/suspension period)**
○ **Cancel my course: (Terminate the Enrolment Permanently)** *Please use an application form for release of study if you wish to withdraw from the course and transfer to another educational provider within 6 months of the principal course.*	○ **Other Compassionate and/or Compelling reasons**	• **Supportive Documents**
	○ **Transfer to another Education Provider**	• **Letter of Offer from another institution** • **Statement of reasons** • **Other Supportive Documents**

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	○ **Other_____**	

Are you planning to do 'catch up' classes to compensate the time lost during deferment or suspension? *(If Yes, please see Course Coordinator to revise your study plan and a copy must be attached)*	○ Yes ○ No

Are you leaving Australia? *If Yes, please attach a copy of your travel itinerary to this application and complete the overseas contact details below as per DHA requirements.*	○ Yes ○ No
Address:	
Country:	Overseas Contact Number:	

○ VISA INFORMATION:

This written application must include supporting documentary evidence to be assessed and approved by authorised officers (Administration Manager, and Principal Executive Officer) including (where appropriate):

Death Certificate, Marriage Certificate, Police Report, Medical Certificate, Travel Itinerary, Letter of Offer or a Statutory Declaration where evidence is unavailable.

The process of deferring, suspending or cancelling an enrolment may affect your student visa. If you have any enquiries, you should visit the DHA website **https://www.homeaffairs.gov.au/** or call the **DHA helpline on 131 881** or contact your **local DHA office** for advice to prevent an unsatisfactory visa outcome.

If you return prior to the deferment or suspension stated date or expected date, you must notify Times Academy as soon as possible.

Student Declaration / Consent:
I declare that the information provided above is true and complete. I acknowledge that the provision of incorrect information or the withholding of relevant information relating to my application may delay the process of my application. I am aware that the decision to grant my deferral, suspension, or cancellation of enrolment may affect my Student Visa. I authorise Times Academy to obtain official student records from any educational institution necessary to make an informed decision about the application or matters that concern enrolment. Where my application to defer, suspend or cancel my enrolment is for period more than 28 days, I may be required to return to my home country unless approved by the Department of Home Affairs (DHA). I am responsible for contacting DHA to clarify my Visa status.

Student Signature:		Date:	

Finance Department use ONLY		
A $350 application fee is payable before the application is processed.		
Received by:		Signature:		**If application is rejected, the application fee will be refunded in Australian Dollars.**
If the application is approved and students are eligible for a refund, any refunds are processed within 28 days of receiving the written request via the Refund Application Form.		**Refund: $350 Application fee**

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| If the Cancellation Request is approved, is the student eligible for a refund? | ○ **Yes , Total Refund:**
 ○ **No** | **Date:** | |
| | | **Initial:** | |

* Standard payment accepted include debit and credit cards (Visa and MasterCard, bank transfer or cash all in AUD. 1.5% surcharge will apply to all credit card transactions. Credit card payments accepted over the phone. No refund will be given after an approved deferment or suspension.

Admin Department use ONLY

○ Visa refusal letter

○ Passport copy

○ Statement of reasons

○ Others:

○ Letter of offer from other institution

○ Medical certificate/s

○ Evidence of compassionate and / or compelling circumstances

○ Return home flight ticket

○ Approved	Addition information/reason:	○ Not Approved	Reason:	
Deferral or Suspension Start Date:		Deferral or Suspension End Date:		Cancel Date:	
Assessed by:		Signature:		Date:	

Action Items:	Date:	Initial:
Academic Department Action		
Revise Individual Study Plan		
Admission Action		
Approved form received by ADM		
Revised Letter of Offer sent to student		
PRISMS Action		
CoE/s cancelled		
New CoE/s issued		
Student Default reported on PRISMS (offshore visa refusal only)		
Outcome recorded in PRISMS (offshore visa refusal only)		
RTO Manager Action		
Course Status Updated		
Notice of decision sent to student*		
Notice of release sent to student (if approved)		

Finance Department has been informed of the decision		

* Once sufficient documents and application fee received, for visa refusal: Three (3) working days from receipt of form by ADM. For all other cases: five (5) working days from receipt of form by ADM

APPENDIX 4: CODE OF PRACTICE

Statement

The Institute is registered with the Commonwealth Register of Institutions and Courses for Overseas Student (CRICOS) and is bound by the National Code of Practice for Registration Authorities and Providers of Education & Training to Overseas Students under the Federal Education Service for Overseas Students (ESOS) Act 2000 and subsequent Acts.

Standards

· The Institute will at all times act with integrity in dealings with students and members of the public.

· The Institute will adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with:
   ▪ Commonwealth/State legislation and regulatory requirements
   ▪ Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)
   ▪ The Education Services for Overseas Students Act 2000 (ESOS)
   ▪ National Code of Practice for Registration Authorities and Providers of Education and
   ▪ Training to Overseas Students (the National Code)
   ▪ National VET Regulators Act 2011/Standards for Registered Training Organisations 2015
   ▪ AQF 2013

· The Institute will refrain from any activities that could be detrimental to the Australian International industry or any of its members.

· The Institute will ensure:
   ▪ The provision of adequate facilities in which to conduct training programs
   ▪ The employment of qualified staff and maintenance of staff training sufficient to deliver programs on an on-going basis
   ▪ The accuracy of any marketing and promotional advertising material
   ▪ Compliance with an acceptable refund policy
   ▪ Compliance with current Work Health & Safety and Duty of Care requirements
   ▪ Maintenance of adequate records and security of all current and archival records
   ▪ That students have access to their records upon request
   ▪ The maintenance and continual improvement of a Quality Assurance System
   ▪ Compliance with proper requests made by ASQA of which due notice has been given

· The Institute undertakes to ensure that all its staff, agents and representatives are familiar with and agree to comply with this Code of Practice.

· The Institute shall refrain from associating with any enterprise that could be regarded as acting in breach of this Code of Practice.

APPENDIX 5: CRITICAL INCIDENT POLICY AND PROCEDURES

The purpose of this critical incident policy and procedure is to recognise the duty of care owed by The Institute to its students and to document the process for managing critical incidents if and when they occur.

The Institute recognises the duty of care owed to its students, and understands that planning for the management of a critical incident is essential. A critical incident is defined by the *National Code* as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'.

CRICOS registered providers must have a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

Critical incidents are not limited to, but could include:

- missing students;
- Severe verbal or psychological aggression;
- death, serious injury or any threat of these
- natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.
- Deprivation of liberty
- Severe verbal aggression
- Robbery
- Death or serious injury
- Suicide or threat of suicide
- Natural disasters (e.g., earthquakes, floods, electrical storms)
- Fire
- Bomb or hostage threat
- Explosion, gas or chemical hazard
- Issues such as domestic violence, sexual assault, and drug or alcohol abuse

(Note: Non-life threatening events may qualify as critical incidents.)

Responding to a critical incident: Staff roles and responsibilities

- Please note that the Receptionist/ Student Welfare Officer is your **official or first** point of contact

- Ph: 02 8316 6688 during business hours 9.00am-6.00pm

- **Staff, students or visitors involved or witnessing a critical incident after hours should immediately contact the Chief of Operations, May Wunnacharoensri on 0402836428**

The senior the Institute staff member present is the lead the Institute representative at the site until the arrival of the CEO/PEO. When the CEO/PEO arrives, he/she assumes responsibility for controlling the recovery from the incident. The CEO/PEO will ensure that debriefing occurs and support services are available to those affected by the incident.

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The key Institute personnel responsible for the implementation of the critical incident procedures are:

Sirapha Wunnacharoensri (PEO/CEO)
Dia Wongpoom (Administration Manager)
Trainers (various)

However, the CEO/PEO is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

- If you have a question or are confused about something, please talk to the Receptionist/ Student Welfare Officer at Reception or ph: 02 8316 6688

- **Zoe ZHANG; Fern APHIKULVANICH** are usually here to assist the students
- However, all the Institute staff members are responsible for reporting a critical incident involving students to the CEO/PEO.

Staff Roles and Responsibilities (cont)

Any Institute staff member receiving news or information regarding a critical incident must contact the CEO/PEO as soon as practicable. If this is not possible then the most senior person available (Administration Manager, Marketing Director, Academic Manager) must be contacted and informed. **If the incident is life threatening then a staff member must contact (Emergency No. 000) relevant emergency departments (Ambulance, Police, Fire) to seek help at first as an immediate response and then inform CEO/PEO about the incident.**

On receipt of news or information regarding a critical incident the CEO/PEO or most senior person (Administration Manager, Marketing Director, and Academic Manager) must:

- Create for themselves a clear understanding of the known facts
- If an emergency exists contact the relevant emergency services by phoning 000
- If translators are required contact Translating and Interpreting Service by phoning 131 450
- If counselling services are required contact Life Line on 131 114
- Plan an immediate response.
- Plan ongoing strategies.
- Allocate individual roles/responsibilities for ongoing tasks.

Based on an evaluation of the critical incident the CEO/PEO or most senior person (Administration Manager, Marketing Director, and Academic Manager) must, where appropriate, implement the following actions:

- Contact with next of kin/significant others
- Informing Institute staff and students.
- Prepare a guideline to staff about what information to give students.
- Prepare a written bulletin to staff and students if the matter is complex.
- Briefing staff and delegating a staff member to deal with telephone/counter inquiries.
- Managing media/publicity
- Identify students and staff members most closely involved with the incident and ensure they are offered support and counselling
- Arrange a time and place for an initial group/individual debriefing session with Counsellor/s
- Arrange access to emergency funds if necessary.

▪ Record the incident and the following key details to report include:

- The time of the incident
- The location and nature of the incident
- The names and roles of persons directly involved in the critical incident
- The action taken by the Institute including any opportunities for improvement
- The organisations and people contacted by the Institute

Notification of government organisations

The *ESOS Act 2000* requires the Institute to notify the Australian Government (currently DHA) as soon as practical after the incident.

The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the Institute to notify DET and DHA as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).

When an international student dies or sustains serious injury, the Institute may be required to assist the student's family. This may include:

- hiring interpreters
- making arrangements for hospital/funeral/memorial service/repatriation
- obtaining a death certificate
- assisting with personal items and affairs including insurance issues
- assisting with visa issues

Useful Phone Numbers

Group		Phone Number
NSW Police	Life-threatening or time critical emergency	000
	Non-life threatening incident requiring Police response	131 444
	Local Police Station	02 9265 6595
Ambulance		000
Fire and Emergency Services Authority		000
State Emergency Service		132 500
Hospital (St Vincent's)		02 8382 1111
Poisons Information Centre		131 126

APPENDIX 6: ATTENDANCE MONITORING POLICY

7. **Policy Statement**

Students are expected to attend their scheduled classes, lectures and online learning sessions to ensure they are appropriate exposed to course content enabling them to successfully undertake and complete their courses.

8. **Scope**
   a.   This policy relates to students, staff and DHA.

9. **Legislation**
   a.   This policy is governed by the National Code.

10. **Policy Approval History**
    a.   This policy was approved by the PEO

11. **Policy Content**
    a.   Daily attendance monitoring
        i.   Daily attendance monitoring is the responsibility of the trainer and assessor.
        ii.   The daily attendance record sheet must be marked for each hour timetabling session.
        iii. The daily attendance record sheet must be stored overnight in a locked filing cabinet for security reasons. Records are further secured electronically on servers.
    b. Weekly attendance monitoring
        iii. Weekly attendance monitoring is the responsibility of the Administration Manager, who calculates and records students' weekly attendance totals and ensures records are updated in the Student Management System.
        iv. The Administration Manager ensures that any student who has not commenced their course/s within 14 days of the expected course commencement date has been reported via PRISMS.
    c. Course attendance requirement
        iii. Students are required to attend at least 80% of scheduled classes, lectures and online learning sessions to ensure they are appropriately and adequately exposed to course content enabling them to successfully undertake and complete their courses.
        iv. Attendance is monitored regularly and is used as a variable in determining possible contributing reasons in circumstances where students are identified being at risk or have failed to meet course progress requirements in accordance with the Institute's Course Progress Monitoring Policy.

Procedures

Overview

c.   Monitoring student attendance
d.   Intervention strategies and Intention to Report

Procedures

a. Monitoring student attendance

    ii.   Upon enrolment, the student is reminded of their responsibilities to ensure that they maintain satisfactory attendance for their study period. For the purposes of this policy, a study period is defined as the duration for the course.

    ii.   The student's attendance is recorded on an hourly basis and is monitored on a termly basis throughout the course.

    iii.   During each term, the Administration Manager reviews students' attendance for that term to determine whether the student's course attendance for that term has been satisfactory or unsatisfactory. At risk at not meeting satisfactory course attendance is defined as attendance of less than 80% for that term.

    iv.   Students who have not attended two consecutive delivery weeks without a valid explanation are issued with an Attendance Reminder and are required to provide a valid reason. Students have one week to respond to this warning.

    v.   Students who have failed to respond to the Attendance Reminder within one week, and their attendance has not improved, will be issued the Attendance Warning Letter at the end of the term to advising that they are at risk of failing to meet satisfactory attendance.

    vi.   Attendance is further reviewed at the end of the first term. If a student's attendance is less than 80% for that term, Attendance Warning Letter will be issued to the student and if the student continues has attendance less than 80% for the following term then the Attendance Warning will be issued.

    vii.   The Administration Manager reviews students' attendance at the end of each term to determine whether a student is at risk of not achieving satisfactory course attendance for a study period. If a student's attendance is less than 80% for the study period, the student is considered to be at risk at not meeting satisfactory course attendance and academic progress also fail to meet the requirement then the Administration Manager/Course Coordinator will implement the intervention strategy by sending the Intervention Letter.

    viii.   Students can access their attendance records from the student ePortal.

    ix.   The administration team are the first point of contact if students have any issues with attendance.

b.   Intervention strategies and Intention to Report

    v   Any student whose attendance is less than 80% for the study period is deemed to be at risk at not meeting course attendance requirements and an intervention strategy will be activated to assist the student in improving their attendance and academic progress.

    vi   The Administration Manager sends the student the following letters, as applicable, outlining the steps the student must take to improve his/her attendance:

        e)   **Attendance Reminder** applies to students who have not attended two consecutive delivery weeks without a valid explanation.

        f)   **Attendance Warning** applies to students who attendance is less than 80% for that term without a valid explanation.

g) **Intervention Letter** applies to students who fail to meet the academic satisfactory course progress. This Letter is sent at the end of the terms of the study period in line with the Course Progress Policy.

h) **Intention to Report Letter** applies to students who failed more than 50% of the units in three consecutive terms of a course for courses more than six (6) months in duration or in two consecutive terms of a course for courses six (6) months or less in duration. The intention of this Letter is to notify the student of the Institute's intention to report the student to DHA for unsatisfactory course progress.

vii If a student is issued with an Intervention Letter, the student must organise a meeting with the Course Coordinator where the following steps will be taken:
The student is counselled regarding his/her attendance and reminded of their obligations to maintain satisfactory attendance. Students are required to provide a statement of reasons explaining their attendance.

b) The Course Coordinator records in the student's file the outcomes of any counselling session(s) and support services, including the statement of reasons provided by the student.

viii If a student is issued with an Intention to Report Letter, the following steps are taken:

e) Students have 20 working days from the date of the Intention to Report Letter appeal the Institute's decision.

f) Appeals will be assessed in accordance with the Institute's student complaints and appeals policy and procedures.

g) After completion of the appeals periods, students will be reported to DHA for their unsatisfactory course progress if any of the below occurs:

- The student chooses not to appeal
- The student withdraws from the appeals process
- The outcome of the appeals process favours the Institute's decision

h) At its discretion, the Institute may choose not to report the student do DHA if the following criteria are met:

- The student is still attending at least 70 per cent of the scheduled course contact hours; and
- The student is maintaining satisfactory course progress

12. **List of any related forms/documents/materials**

k. Attendance Reminder
l. Attendance Warning Letter
m. Intervention Letter (Academic Warning Letter 1 & Academic Warning Letter 2)
n. Intention to Report Letter (Academic)
o. Attendance Record Form
p. Student Complaints and Appeals Policy and Procedures
q. Student Complaints and Appeals Form
r. CoE
s. PRISMS reporting system and student management system communication log
t. Continuous Improvement Register

ATTENDANCE REQUIREMENTS [For Domestic Students Only]

Classroom-based Delivery:

Domestic students enrolling full‑time in campus‑based face‑to‑face delivery are subject to the requirements of the policy and procedure under 6.1. Domestic students do not come under the ESOS Act, and as certain legislation is applicable to international students on student visas only, references to such as the ESOS Act, National Code, Department of Home Affairs (DHA), Confirmation of Enrolment (CoE), CRICOS, student visa related requirements, PRISMS, IELTS, Intention to Report etc do not apply to domestic students.

Online Delivery (Flexible):

Where courses are delivered entirely online, attendance in these courses is self-paced. Students may be attending these courses from offshore/online or onshore/online. Students are expected to commit 20 hours per week for full-time enrolment and 10 hours per week for part-time enrolments. Trainers and student support staff monitors student participation and progression on an ongoing basis and contacts students for counselling/support where students do not regularly access course content and/or submit assessments as expected.

APPENDIX 7: COURSE PROGRESS POLICY

The Institute monitors, records and assesses the course progress of each student throughout and at the end of each term. The length of the *term* for the purpose of this policy is 3 months in duration. For added clarity, the study period is the duration of the course.

Unsatisfactory course progress is defined as:
- not successfully demonstrating competency in at least 50% of the units/modules in three consecutive terms of a course for courses more than six (6) months in duration or in two consecutive terms of a course for courses six (6) months or less in duration.

Students who fail more than 50% of the units delivered in a term are at risk at not achieving progression and will be issued with an Intervention Strategy to assist them to rectify their progression.

Students who do not achieve satisfactory course progress for three consecutive terms for courses more than six (6) months in duration or in two consecutive terms of a course for courses six (6) months or less in duration, will be reported to DHA via the PRISMS system.

Students can access their results and feedback from the eLearning site or the student ePortal or from the Trainers or by asking the Course Coordinator to show them their recorded results. Students can contact their Trainer as soon as their results are available. Trainers are the first point of contact if students have any issues with assessments.

Course Progress monitoring Policy and Procedure

6. **Policy Statement**

The institute monitors course progress for all its courses. In accordance with the requirements of the National Code, this policy specifies:
    i.   The requirements for achieving satisfactory course progress
    ii. The process for assessing satisfactory course progress
    iii. The procedure for intervention for students who are at risk of failing to achieve satisfactory course progress
    iv. The process for determining the point at which the student has failed to meet satisfactory course progress
    v.   The procedure for notifying students that they have failed to meet satisfactory course progress requirements

7. **Scope**
    a. This policy relates to students, staff and DHA.

8. **Legislation**
    a. This policy is governed by the National Code.

9. **Policy Approval History**
    a. This policy was approved by the PEO

10. **Policy Content**

    a. Monitoring student progress
        i.   Upon enrolment, the student is given a timetable and a study plan showing the units/subjects to be completed in every study period. For the purposes of this policy, a study period is defined as a "Term" (9 weeks) duration.
        ii. The student is assessed throughout the course, in accordance with the requirements of the course.
        iii. During each term, the Course Coordinator reviews students' academic results for that study period to determine whether the student's course progress for that study period has been satisfactory or unsatisfactory. Unsatisfactory course progress is defined as failing more than 50% of the units/subjects delivered within three consecutive terms of a course for courses more than six (6) months in duration or in two consecutive terms of a course for courses six (6) months or less in duration. At risk at not meeting course progress is defined as failing more than 50% of the units delivered in a term.
        iv. For courses more than six (6) months in duration, progression is reviewed at the end of the term. If a student fails more than 50% of the units delivered in that term, an early intervention Academic Warning Letter 1 or Academic Warning Letter 2 is issued to the student.
        v.   For courses six (6) months or less in duration, if a student fails more than 50% of the units delivered in first term, an early intervention Academic Warning Letter 1 is issued to the student. Students are issued Academic Warning Letter 2 in week seven (7) of second term, if a student continuing fails more than 50% of the units delivered in that term to remind them of the course progress requirements.
        vi. The Course Coordinator reviews students' academic results at the end of each term to determine whether a student is at risk of not achieving satisfactory course progress for a study period. If a student failed more than 50% of the units for the term, the student is considered to be at risk at not meeting satisfactory course progress and the Course Coordinator will implement the intervention strategy by sending an Intervention Academic Warning Letter.

        vii. Students who fail more than 50% of their units in three consecutive terms of a course for courses more than six (6) months in duration or in two consecutive terms of a course for courses six (6) months or less in duration are issued with an Intention to Report Letter.

    viii.   Students can access their results at any time by accessing the student E-Portal and eLearning

    ix.   Trainers are the first point of contact if students have any issues with assessments.

b.   Intervention strategy and intension to report

    iii.   Any student who has failed 50% or more of the units/subjects delivered in a single study period or has failed to attend at least 80% of scheduled contact hours during a study period is deemed to have unsatisfactory course progress and an intervention strategy will be activated to assist the student improving their course progress. Any student who fails more than 50% of the units for three consecutive terms of a course for courses more than six (6) months in duration or in two consecutive terms of a course for courses six (6) months or less in duration is issued with an Intention to Report Letter.

    iv.   The Course Coordinator sends the student the following letters, as applicable, outlining the steps the student must take to improve his/her progress:

        d) **Academic Warning Letter 1** applies to students who have failed more than 50% of the units for the term. This Letter is sent at the end of the terms of the study period and applies to students who fail more than 50% of the units delivered in the first term of the study period.

        e) **Academic Warning Letter 2** applies to students who have failed more than 50% of their units for the two consecutive terms (courses more than six (6) months in duration), or the second term (courses six (6) months or less in duration). This Letter is sent at the end of the terms (courses more than six (6) months in duration) or week seven (7) in the second term (courses six (6) months or less in duration).

        f) **Intention to Report Letter** applies to students who failed more than 50% of the units in three consecutive terms of a course for courses more than six (6) months in duration or in two consecutive terms of a course for courses six (6) months or less in duration. The intention of this Letter is to notify the student of the Institute's intention to report the student to DHA for unsatisfactory course progress.

    iii.   If a student is issued with an Intervention Academic Warning Letter, the student must organise a meeting   with the Course Coordinator where the following steps will be taken:

      The student is counselled regarding his/her progress.

        d) The student is given the opportunity for reassessment or to increase their attendance rate within an agreed timeframe. The fee for reassessment is specified in the Institute's fee schedule and the Reassessment Policy.

        e) Strategies/interventions may include additional study suggestions and referral to other support services such as:

- Academic skills support by trainers
- Additional English support
- Additional tutoring/study group
- Increased monitoring
- Personal counselling
- Placement in a more appropriate class; and
- Reduction in study load

        f) The Course Coordinator records in the student's file the outcomes of any counselling session(s) and support services, including reassessment provided to the student as part of the intervention strategy.

    iv. If a student is issued with an Intention to Report Letter, the following steps are taken:

      a) Students have 20 working days from the date of the Intention to Report Letter appeal the Institute's decision.

      b) Appeals will be assessed in accordance with the Institute's student complaints and appeals policy and procedures.

c) After completion of the appeals periods, students will be reported to DHA for their unsatisfactory course   progress if any of the below occurs:

- The student chooses not to appeal
- The student withdraws from the appeals process
- The outcome of the appeals process favours the Institute's decision

v. List of any related forms/documents/materials.

- Academic Warning Letter 1
- Academic Warning Letter 2
- Intention to Report Letter
- Academic Intervention Interview Form
- Student complaints and appeals policy and procedures
- Student Complaints and Appeals Form
- CoE
- PRISMS reporting system and student management system communication log
- Continuous Improvement Register

RE-ASSESSMENT

Students are eligible for re-assessment at any time during the term provided whether they have received a Not Yet Competent (NYC) outcome despite of making a genuine attempt at the assessment when initially submitted within the due dates provided or have missed the due date for some inevitable circumstances.

Students must follow their study plan to determine the term, the subjects/units within the term and their end dates (usually subject/unit end date is the due date for the subject/unit).

See the re-assessment policy for details.

INTENTION TO REPORT

The student will be warned that they will be reported to the Department of Home Affairs (DHA) for not achieving satisfactory course progress (Intention to Report).

Where a student can no longer achieve satisfactory course progress or fails to maintain 50% or above of the units for 2 consecutive teaching terms, they will be sent an email via their provided email address notifying them that the Institute intends to report them for not achieving satisfactory course progress.

Students will be informed that they have 20 (Twenty) working days from the date of the Intention to Report Letter within which to appeal to the Institute. If the student does not respond, if the appeal is not upheld or if the student withdraws from the appeal process, then the Institute must report the student to DHA.

Appeals

Students can appeal the Institute's decision on the following grounds:

- the Institute has not calculated or recorded results or marks accurately or correctly
- Compassionate or compelling circumstances
- the Institute has not calculated or recorded their attendance accurately or correctly
- the Institute has not implemented its intervention strategy and/or other policies according to the documented policies and procedures available to students

All appeals must be made in writing on the Student Appeals Form and will be assessed in accordance with the Student Grievances, Complaints and Appeals Policy and Procedures.

APPENDIX 8: RE-ASSESSMENT POLICY

Students are eligible for re-assessment at any time during the term provided whether they have received a Not Yet Competent (NYC) outcome despite of making a genuine attempt at the assessment when initially submitted within the due dates provided or have missed the due date for some inevitable circumstances.

Term break periods do not count towards the "within 4 weeks" of due dates as students are not able to submit in this period.

Students must follow their study plan to determine the term, the subjects/units within the term and their end dates (usually subject/unit end date is the due date for the subject/unit)

If the student has submitted assessments on time and the outcome is Not Satisfactory (NS) or Not Yet Competent (NYC) then*-	**1st reassessment(2nd attempt) for the term subjects/units^: $0 if submitted within 4 weeks of the due date.**
	• 2nd reassessment (3rd attempt): Reassessment fees apply.

If the student has missed the due date for the term^ subject/unit and the results have been already submitted to administration team then*-	**1st reassessment for the term subjects/units^ will be considered as a 2nd attempt: $0 if submitted within 4 weeks of the due date.**
	2nd reassessment (3rd attempt): Reassessment fees apply if submitted more than 4 weeks from the due date.

If the student submits 1st or 2nd reassessment for the term subject/unit^ in the following term/s then*-	**1st reassessment: Reassessment fees apply if it is not within the 4-week period after due date**
	2nd reassessment : additional reassessment fees apply

^The term:

- 1 term = 9 weeks of study. No time is counted towards assessment submission period in the term break.
- Within 4 weeks of the due date = means 4 weeks of term. Therefore, an assignment due in at the end of Week 8 in a 9 week term may be submitted by the end of Week 3 of the following term without fee is 1st or 2nd submission.

info@times.edu.au

www.**times**.edu.au

^Term Subjects/units:

- Subjects/units that have been delivered in a particular term

*This does not apply to the CHC student's prac/workplace based assessments. Any reassessment or re-scheduling of assessments involving workplace will incur reassessment fees

APPENDIX 9: SOCIAL MEDIA POLICY

1.   Purpose

(The Institute) embraces the use of technology by staff, students and affiliates/agents to connect with each other on digital platforms such social media. The Institute's objective is to seek opportunities to build communities and to encourage dialogue through the exploration and consideration of diverse thoughts and views.

This Policy sets out guidelines by the Institute for acceptable use of social media.

2.   Scope

This Social Media Policy applies to:

- Staff members: who are employed by the Institute (i.e. full time, part time and casual employees) and who work at or with the Institute in a voluntary capacity,
- Students: Current students and graduates
- Affiliates: Contractors (including Teachers, Trainers and Assessors), Agents, Consultants or any other persons who participate in social media and who may be identified as having an association with the Institute

This Policy must be complied with at all times. Failure to comply with this Policy may lead to disciplinary action including termination of employment or contract and cancellation of enrolment. Serious cases may result in legal proceedings or referral to appropriate authorities.

Any person concerned that the conduct of a staff member or student or affiliate using social media contravenes this policy may report their concern to the Institute, preferably via email to: info@times.edu.au reports will be reviewed to determine whether the matter requires investigation or action under the appropriate the Institute policy and procedure and/or a response on behalf of the Institute.

3.   Responsible Officers

The Marketing Director and Marketing Managers are responsible for content posted on official the Institute social media accounts.

Aspects of responsibility include;

- Establishing the account
- Publishing content generated, produced, commissioned or acquired by the Institute
- Moderating user generated content posted on the account, and
- Determining if and when the account is to be modified or closed.

4.   Principles

4.1.   the Institute encourages open conversation and ask you to respect the Institute community members

by following a few simple guidelines on the use of the Institute's social media sites:

a. Please be respectful of other users and their opinions. Do not harass, abuse, threaten or make personal attacks against others.
b. Any inappropriate, inflammatory, offensive, repetitive, or unlawful comments will be deleted.
c. Do not disclose any personal or sensitive information about yourself or others on this page. And do not disclose any confidential information, or infringe the intellectual property rights, of others.
d. Employees, contractors or supplementary labor of the Institute who use this site must ensure they comply with all obligations contained within our relevant policies and obligations.
e. Do not spam us by posting requests, offers or appeals (or reposting those of others), or by posting anything else that could be considered spam.
f. Do not link to other Facebook pages, or to any non---government or off---topic pages. We do not have the time to check the content of links, so any such links will be removed at our discretion.
g. Any comment which we deem not to comply with these guidelines will be subject to deletion. If you repeatedly breach these guidelines you will be banned from this page.
h. Opinions posted by users of this page do not reflect those of the Institute.

4.2. Although the Institute takes care in providing the content for our social media sites, the information or data we provide on these sites is on an "As is, As Available" basis. We do not guarantee that the information or data is accurate, complete, current, or that it is free from defects, malicious code (such as viruses) or from other contamination.

4.3. Use of our social media sites is at your own risk. The Institute does not accept any liability to you if you incur any loss or damage (however caused) in connection with the use of or reliance upon, any content on our social media sites (or any website that our sites may link to).

4.4. The Institute may not have any control over content contained on other websites. Should the Institute's social media sites link to any other site or follow any other account, this does not mean that we endorse or approve of that site, the account, its operators, or any particular content on that site.

5. Use of social media in the course of employment/engagement/contract

5.1. Staff members and affiliates must not use the Institute's computer system to access social media unless the access is for teaching, pastoral care or educational purposes and the staff member or the affiliate has the permission of the CEO/PEO in writing.

5.2. Staff members and affiliates who have permission to use social media under 4.1 must be apolitical, impartial and professional and avoid any statements that might be interpreted as advocating government policies or criticising the policies of political parties or groups.

6. Personal social media use-staff member and affiliates

6.1. Staff members and affiliates may also be held accountable for any social media use both within and outside the Institute, on the Institute-owned or private equipment, where the Institute may be recognised and its name brought into disrepute.

6.2. Staff members and affiliates are reminded that they should not have any expectation of privacy when it comes to content and information stored or posted in the social media environment. Even if staff members and affiliates intend to keep the information private, it may unintentionally enter the public domain. For example, online content may inadvertently be viewed or accessed by other staff members, affiliates, students or families of students.

6.3. When participating in social media use in a personal capacity, either at work or at home, where the staff member and affiliates can be associated with the Institute in any way, the staff member and affiliates must not:

(a)   Contravene their contract of employment or engagement with the Institute, any the Institute Policy or any legal obligations to the Institute;

(b)   Use social media to represent the Institute or make any comment about the Institute;

(c)   Post anything that is obscene, defamatory, threatening, bullying, discriminatory, hateful, abusive or unlawful;

(d)   Disparage or speak adversely about the Institute, the Institute business matters or activities, its staff or its students;

(e)   Post anything that is contrary to the best interests of the Institute or which may damage the Institute's reputation;

(f)   Use social media to communicate with current students of the Institute unless it is for education or teaching purposes and the staff member has the permission of the Principal in writing. For example, staff members must not add or accept a current student as a "friend" on Facebook. Staff members are advised to use professional discretion   before accepting ex-students or parents of current students as "friends" or "followers" on social media;

(g)   post images that include the Institute students on social media;

(h)   Identify or discuss staff members the Institute or post photographs that include the Institute staff members, unless permission is first obtained from the staff member;

(i)   Use or disclose any confidential information the Institute which is not otherwise publically available;

(j)   Use the Institute's logo or create the Institute branded accounts which could be interpreted as representing the Institute;

(k)   Be disrespectful of the Institute, or other employees, contractors, volunteers or students

of the Institute; or

    (l)   Use social media during work in a manner which detracts from their performance.

7.   Use of Social Media – Student Responsibilities

When using social media in the context of education or research training, and when making identifiable personal use of social media, students must:

a)   only disclose and discuss information about the Institute or its activities that is not confidential and is publicly available;

b)   take reasonable steps to ensure that content published is accurate and not misleading;

c)   ensure that the use, including content published, complies with all relevant rules of the Institute;

d)   when making a statement on a matter of public interest, expressly state that the views expressed are those of the student and not those of the Institute (unless they are officially authorised by the Institute);

e)   be respectful and courteous in communications;

f)   adhere to the Terms of Use of the relevant social media provider; and

g)   comply with the law, including laws about copyright, privacy, defamation, contempt of court, discrimination and harassment.

7.1. Specific Prohibitions

When using social media in the context of education or research training, and when making identifiable personal use of social media, students must not:

a)   make any comment or post material that is, or might be construed to be, racial or sexual harassment, offensive, obscene (including pornography), defamatory, discriminatory towards any person, or inciting hate;

b)   make any comment or post material that creates, or might be construed to create, a risk to the health or safety of a student, contractor, staff member or other person, including material that amounts to bullying, psychological or emotional violence, coercion, harassment, sexual harassment, aggressive or abusive comments or behaviour, and/or unreasonable demands or undue pressure;

c)   make any comment or post material that infringes copyright, is fraudulent, breaches intellectual property rights, constitutes a contempt of court, constitutes stalking, breaches a court order, or is otherwise unlawful;

d)   imply that they are authorised to speak as a representative of the Institute, or give the impression that the views they express are those of the Institute (unless they are officially authorised by the Institute);

e)   use the identity or likeness of another student, contractor, staff member or other stakeholder of the Institute;

f)   use or disclose any the Institute confidential information obtained as a student of the Institute;

g)   sell, purchase or offer to write assignments or other assessable work, or to request help with such work. Furthermore, students are required to take steps to minimise opportunities for others to cheat by, for example, not saving work to a shared network drive that is accessible by others and not sharing work on social media sites;

h)   make any comment or post material that might otherwise cause damage to the Institute's reputation or bring it into disrepute; and

i)   use the Institute's logo or name without permission, in a manner that is likely to be misleading or bring the Institute into disrepute.

7.2. Using images and video

In most cases, prior permission (i.e. a release) must be obtained to post, share or distribute images of individuals whose images are identifiable. Students should not post content that might be embarrassing to an individual or that could be construed as placing an individual in a negative or false light.

Students should not post content that might cause someone to believe that his/her name, image, likeness or other identifying aspect of his/her identity is being used, without permission, for commercial purposes.

Special care must always be taken when dealing with images of "special populations", e.g. minors, patients or research subjects. Stringent legal requirements apply. Generally speaking, such images should never be used for social media posting or distribution.

8.   Privacy collection notice

The Institute views the privacy of personal information as a very important issue.

Your name, profile name, location, comments, messages and replies are collected by the Institute for the purposes of attending to your enquiries, maintaining records of correspondences and for statistical purposes. We may use this information for coaching and development and quality control. No other personal information is collected by the Institute from social media sites.

Your personal information will generally not be given to any other person or agency by the Institute unless you have given us permission or we are required or authorised to do so by law. In limited circumstances we may disclose personal information in the ordinary course of operating our business. Any such disclosures will be on a confidential basis. However, depending upon your own social media privacy settings, by participating in the Institute social media sites, note that you may be making your personal information accessible to people or to organisations that access social media sites in Australia and overseas.

Please also refer to the appropriate social media site's (eg Facebook) privacy policy for how your personal information is stored, shared and protected. The Institute recommends you regularly review and select appropriate privacy settings.

9.   Monitoring

9.1.   The Institute may, where it considers appropriate, monitor social media use and use and disclose information obtained from social media in such manner as it considers appropriate.

10. Related Policies:

This policy should be read in conjunction with all other the Institute policies: including the Code of Conduct for All Staff and students; Acceptable Use of computers; the Privacy Policy.

APPENDIX 10: COMPASSIONATE AND COMPELLING CIRCUMSTANCES

In order for a student to establish compassionate and compelling circumstances they must provide proof of these circumstances. The evidence will be reviewed and a decision made at the discretion of the Institute

Definition
Compassionate or compelling circumstances are generally those beyond the control of the student, when they have an impact on the student's course progress or wellbeing. These could include:

- Serious medical condition or injury
- Bereavement of close family members such as parents or grandparents.
- Major political upheaval or natural disaster in the home country requiring their immediate travel

- A traumatic experience which could include but is not limited to:
    - Involvement in or witnessing of an accident or
    - A crime committed against the student or
    - The student has been a witness to a crime and this has impacted on the student.

Guidelines for Compassionate and Compelling Circumstances
- Medical certificates provided as evidence must:
    - o Be issued by a registered doctor
    - o State that the student has a 'medical condition and is unfit for class'
    - o State the length of time the student will be unfit for class
    - o Include the doctor's contact details
- Death certificates provided as evidence must be certified and translated into English.
- Evidence of a major political upheaval or natural disaster must be within reasonable proximity to the students' family and will be investigated by the Institute.
- Evidence of a traumatic experience must include a police report or psychologists' report/letter or a report/letter issued by a suitably qualified professional.
- The psychologist report/letter must:
    - o Be issued by a registered psychologist
    - o Include the psychologist's contact details

List of External Counselling Services and Assistance

Problem	Website	Phone no.
Alcoholism	www.aa.org.au	938 777 88
Anxiety (including phobias & Obsessive-Compulsive Disorder)	www.ada.mentalhealth.asn.au	9879 5351
Anxiety	www.serenitynsw.com.au/	9740 9539
Asthma	www.asthmansw.org.au/	1800 645 130
Consumer credit and debt	www.cclcnsw.org.au/	1800 808 488
Crimestoppers (report crime anonymously)		1800 333 000
Crisis counselling (Wesley Mission)	www.lifelinesydney.org/	9951 5522 13 11 14

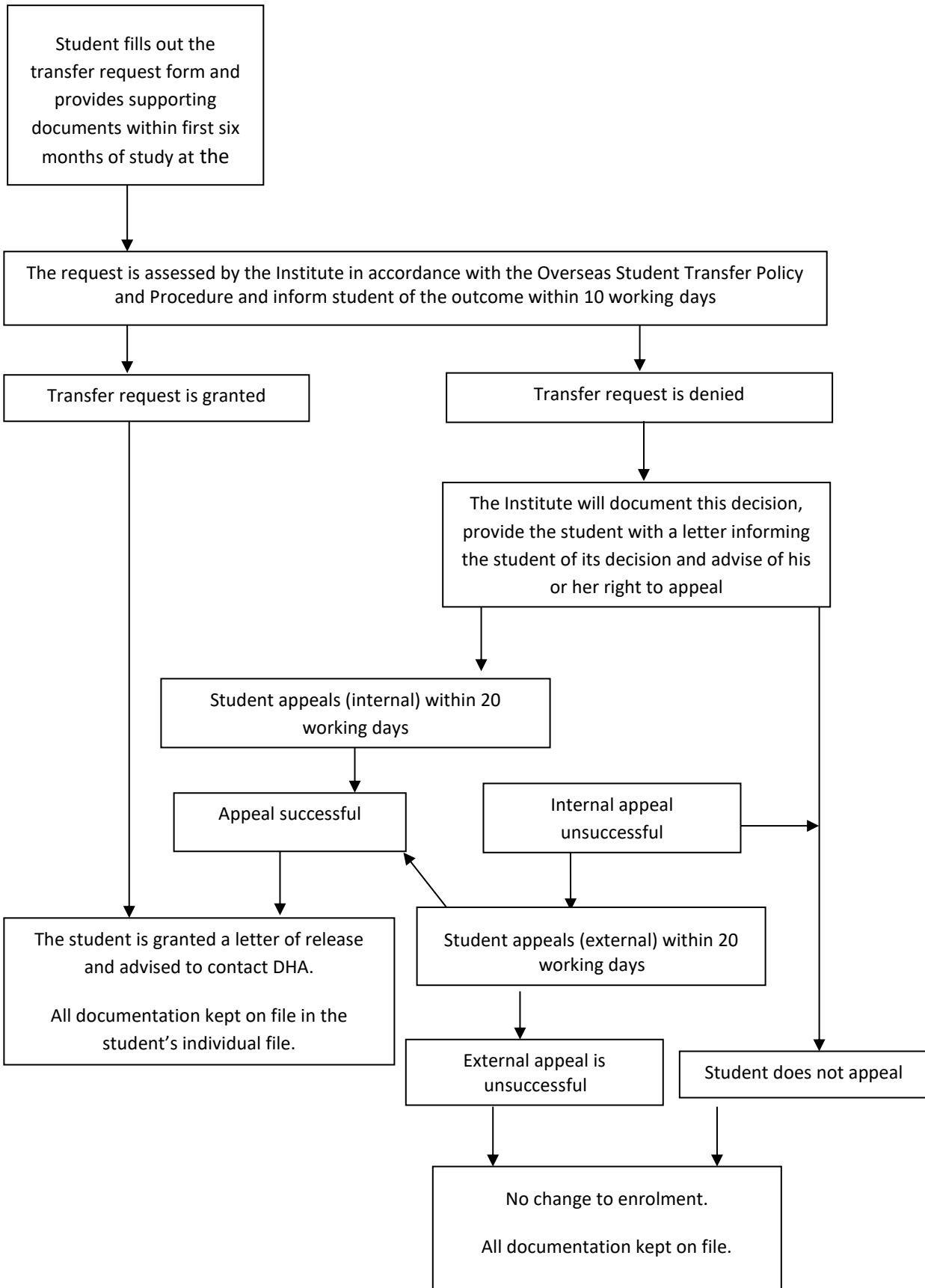| Depression	www.depressiondoctor.com/	
Depression (National Initiative)	http://www.beyondblue.org.au/	1300 22 4636
Disbialities	www.ideas.org.au/	1800 029 904
Domestic violence		8745 6999
Domestic violence		1800 656 463
Drug addiction: Narcotics Anonymous	www.na.org.au	1300 652 820
Drug addiction (Christian help)	www.naranon.com.au/	9418 8728
Drugs and mental health	www.thewaysidechapel.com/	9358 6577
Families & friends with mental illness	www.arafmi.org/	9805 1883
Eating disorders	www.edf.org.au/	9412 4499
Eczema	www.eczema.org.au/	1300 300 182
Emergency services (police, fire, ambulance)		000
Epilepsy	www.epilepsy.org.au/	9856 7090
Family planning information	www.fpahealth.org.au/	1300 658 886
Gambling Counselling (Wesley)	www.wesleymission.org.au	9951 5566
G-Line (gambling)		1800 633 635
Gay & lesbian counselling line	www.glccs.org.au/	8564 9596
Grief support		9489 6644
Grief support	www.solace.org.au/	9519 2820
Hepatitis C	www.hepatitisc.org.au/	9332 1599
HIV/AIDS	www.sesiahs.health.nsw.gov.au/	9332 9700
Telephone Interpreter Service		131 450
Legal information and advice	www.lawaccess.nsw.gov.au/	1300 888 529
Mental health advice	www.mentalhealth.asn.au/	9816 5688
Overseas Student Ombudsman	http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page	1300362 072
Poison Information Centre		131 126
Police Assistance Line (non-emergency)		131 444
Pregnancy counseling	www.pregnancysupport.com.au/	1300 737 732
Rape Crisis Centre	www.nswrapecrisis.com.au/	1800 424 017
Relationship counselling	www.interrelate.org.au/	9745 5544
Schizophrenia	www.sfnsw.org.au/	9879 2600
Serious illness (sufferers & families)	www.can-survive.org/	1300 364 673
Smoking - Quitline		13 18 48
Suicide Prevention	www.suicideprevention.com.au/	1300 360 980
Victims of crime support		9374 3000
Women's refuge referral service		9560 1605

info@times.edu.au

www.**times**.edu.au

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APPENDIX 11: STUDENT TRANSFER REQUEST FLOWCHART

Student fills out the transfer request form and provides supporting documents within first six months of study at the

The request is assessed by the Institute in accordance with the Overseas Student Transfer Policy and Procedure and inform student of the outcome within 10 working days

Transfer request is granted

Transfer request is denied

The Institute will document this decision, provide the student with a letter informing the student of its decision and advise of his or her right to appeal

Student appeals (internal) within 20 working days

Appeal successful

Internal appeal unsuccessful

The student is granted a letter of release and advised to contact DHA.

All documentation kept on file in the student's individual file.

Student appeals (external) within 20 working days

External appeal is unsuccessful

Student does not appeal

No change to enrolment.

All documentation kept on file.

DECLARATION

I have read, understood and agree to comply with all the information outlined in the Student Handbook of Times Academy.

I consent to the collection, use and disclosure of my personal information in accordance with the Privacy notice and I understand that my personal information may be made available to Commonwealth and State Agencies and the Tuition Protection Service.

Student name: ……………………………………………

Student signature: ……………………………………………

Date: …………………….………

Please complete this page then detach it and return it to our Administration Manager.