

CRICOS

Student Handbook

Mission Statement...Quality Training Solutions

*To achieve excellence as a leading Registered Training Organisation by
inspiring individuals to reach their full potential and to provide specialist
training services to the community.*

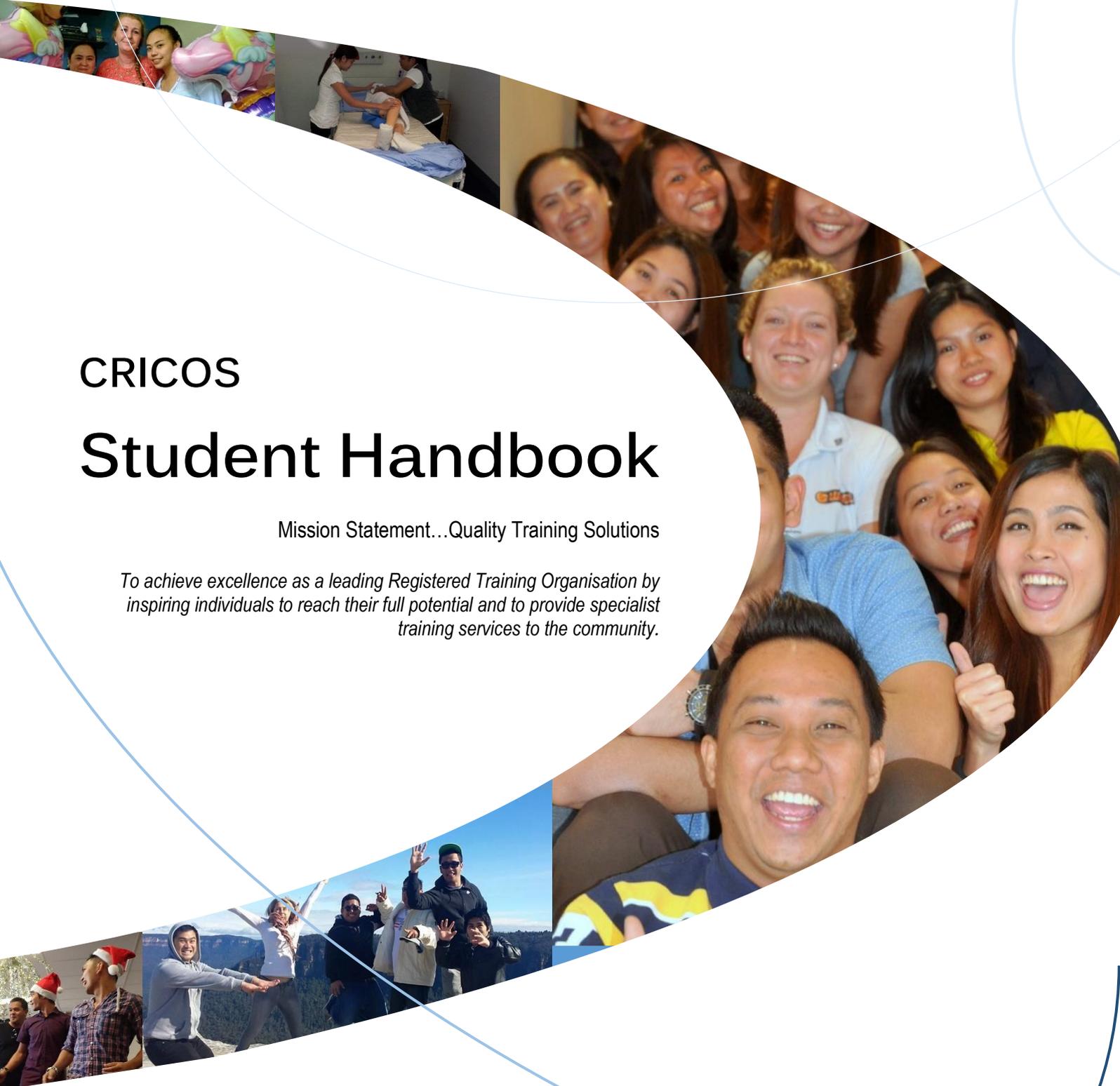


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Disclaimer

While every effort has been made to ensure that the information in this publication is correct at the time of printing, Astute Training Pty Ltd Pty Ltd reserve the right to make changes at any time in order to meet the educational requirements and standards. Any changes will be notified to the student as they occur. This Student Handbook should be read in conjunction with the Course Guide relating to the course you are enrolled in and any other publicity material applicable to your program at the time of enrolment.

Astute Training Pty Ltd Operations

Welcome to Astute Training. The management, your trainers and our administration team are here to ensure you have a pleasant and successful stay. We are proud to continue to offer our students far more than just a qualification: we offer an educational and personal experience which we hope will be amongst the most valuable and fond memories of your life.

Astute Training Pty Ltd strives to deliver the highest quality education and training in the Vocational Education and Training Sector to overseas students. We strive at all times to ensure that our students become highly competent in a wide variety of skills. We take particular pride in the outstanding success of our past students many are now working as Registered Nurses in various parts of Australia.

Astute Training Pty Ltd has a Training and Assessment System that ensures:

- All trainers and assessors hold appropriate qualifications and relevant industry experience to deliver services to students
- All trainers and assessors are comprehensively familiarised with the procedures for Training and Assessment

While general requirements are the same for all courses, each individual course may have specific requirements that your trainers will discuss with you. Please read the information in this booklet carefully, as it will answer many questions you may have.



INTRODUCTION

The purpose of this handbook is to help you as a student and to ensure that you are provided with information that will assist you through your time at Astute Training Pty Ltd. It is important that you read and understand all contents of this Handbook.

The Handbook outlines policies and procedures that govern the professional operation of Astute Training Pty Ltd. Due to the importance of this document, each new student will be asked to sign the applicable section on their Induction Checklist upon receipt of this Handbook to acknowledge you have had the conditions of enrolment explained to you and that you have also read and understand the conditions of enrolment.

Being a student of a Registered Training Organisation (RTO) in Australia, you will have to operate in compliance with The National Code 2007, the Education Services to Overseas Students (ESOS) Act 2000 and the Vocational Education and Training Act 2005. If you are unsure or need clarification about these acts, you are welcome to make an appointment via the receptionist who will direct your inquiry to the relevant staff member. Students should also refer to the ESOS framework document. To access the document use this link below.

[https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014\(2\).pdf](https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014(2).pdf)

Code of Practice

The main aim of the code is to produce a dedicated provision of service to meet all clients, community sector and staff member needs. To meet this aim Astute Training Pty Ltd has developed a quality service, which provides access and equity, ensuring an environment of fairness, ethics and integrity at all times.

Astute Training Pty Ltd's code of practice also appears in the Policy and Procedures Manual along with its Mission Statement and Code of Conduct.

Astute Training's Responsibility

The management and staff of Astute Training Pty Ltd are committed to:

- Ensuring the creation and maintenance of a friendly, safe and mutually satisfying learning environment
- Provide support services to meet students' learning requirements to fulfil students' ultimate academic goals
- Recognise and embrace diversity
- Provide an honest, fair and transparent treatment of complaints, grievances and appeals procedures
- Recognise the legal rights of students
- Provide timely, honest and constructive feedback on assessments as part of best practice in learning and teaching
- Respect student privacy and confidentiality
- Provide access to appropriate facilities, equipment, and resources to support student learning
- Constantly striving to improve business through effective management and continued learning

Astute Training Pty Ltd is committed to delivering a quality service to all students; therefore it requires students to respect the guidelines of Astute Training Pty Ltd. If you have any queries or concerns please contact our trainers or administration staff in the first instance. Astute Training Pty Ltd will ensure that at all times staff will act with integrity in dealing with students.

Astute Training Pty Ltd will ensure compliance with VET Quality Framework which comprises:

- The Standards for NVR Registered Training Organisations
- The Australian Qualifications Framework (AQF)
- The Data Provisions Requirements
- The Fit and Proper Person Requirements, and The Financial Viability Risk Assessment Requirements and
- The Education Services for Overseas Students Act (ESOS) 2000 and the National Code for Registered Authorities and Providers of Education and Training to Overseas Students

Child Protection

Although to be a CRICOS student with Astute Training Pty Ltd, you must be over 18 years of age, Astute Training Pty Ltd complies with the requirements of Child Protection Legislation. Before our staff members commence employment, Astute Training Pty Ltd checks their background to make sure they are not “prohibited”.

School Age Dependants

Students intending to come to Australia with school age dependants, will be required to pay the **full fees** for their compulsory schooling.

Cost of Living

After students have paid for accommodation and tuition fees, they will need enough money to cover the cost of food, transport, amenity bills, and entertainment and should plan to have access to or earn up to A\$19,830 a year which is estimated to A\$380 per week. Study in Australia website listed below provides useful information on cost of living, banking and health and safety, etc. <https://www.studyinaustralia.gov.au/>.

These are our...

Top Five Tips

For living on a budget in Sydney

ONE:

Groceries:

- Independent grocers: are normally well priced and have better produce than big supermarkets. They sell more than just fruit; nuts, snacks, breads, tins and jars of all sorts can be found too.
- Supermarkets: Independent grocers don't have everything though. Supermarket home brand selection is just as good as the brands for \$10 more. **IGA** and **ALDI** are the cheap stores where you can stock up for less. The bigger franchises are **Coles** and **Woolworths**. New specials go up on Wednesdays, just look out for the **Red Sale** tags to grab a bargain!!

TWO:

Transportation:

- Applying for an **Opal card** to get around is a must for public transportation. It is free to get your card then keep it topped up with money to **Tap and Go**.
- **Busses, Trains** and **Ubers** are a good cheap way to get around if you don't have a car.
- If you do have a car petrol is normally cheapest on Wednesdays. Keep an eye out for **7-Eleven, Budget Petrol** and **Metro**. 114 and below are the best prices to fill up on E-10

THREE:

Bills:

- Once pay day arrives don't wait to pay off your bills, put money aside so you have enough for this. It is always a good option to pay in advance of the due date. Late payment fees and fines can make bills cost more than they have to.

FOUR:

Cheap eats (In Penrith):

- You don't have to eat at the expensive restaurants just because Trip Advisor has rated it 5 stars. There is plenty local loves around Penrith.
- **Frangos, NPC Pizza and Pide, Happy Inn, Bai Bua, 3 Junction Thai, Talking Tables**, etc. Any **pub** or **Motel** will get you a hearty meal for less as well.

FIVE:

Activities:

- There are plenty of free activities in Sydney. Explore the Nepean River, bush walk the landscape of the Blue Mountains, take a stroll along the river at Parramatta, Walk or swim in the gushing waves at Bondi or Manly beach, and so much more to discover.
- Take a trip to see our landmarks; Sydney Harbour Bridge, Sydney Opera House, The Three Sisters and many more

Promotion of Services

Astute Training Pty Ltd will not advertise any course as accredited unless it is approved under our ASQA scope of registration. Astute Training Pty Ltd promotes all services in a clear and ethical manner.

Admissions Process

Recruitment of students is conducted in an ethical and responsible manner at all times and ensures that student selection decisions are fair and comply with equal opportunity legislation. All international students must be 18 years of age or over and meet the English language requirements of IELTS 5.5 or equivalent. Applicants will be advised of any pre requisites that apply to a course before enrolment.

Student Orientation/Induction

All students are required to attend a student induction prior to commencing their course. All relevant policies and procedures including the fire evacuation procedure will be explained in full. Enrolment forms, student agreement including terms and conditions of enrolment, disclaimers, the student handbook, code of practice, course structure, attendance requirements and assessment procedures and support services will be outlined at this session.

Location

Astute Training Pty Ltd is conveniently situated to both rail and bus links. The major attractions of **Sydney** itself include the Rocks Area, Opera House, Harbour Bridge, Taronga Park Zoo, Botanical Gardens, Hyde Park and Darling Harbour.

Penrith is close to Westfield's Shopping Centre which offers many restaurants, cafes and other eateries and parking is also in close proximity. The major attractions of the area are the White Water Rafting Centre, Nepean River, Featherdale Wildlife Park, Three Sisters at the Blue Mountains and Joan Sutherland Performing Arts Centre.



**Astute Training Pty Ltd
1/505 High Street
Penrith, NSW 2750**



Conveniently located 5 minutes' walk from Penrith Station

Student Travel

Travel on Public Transport - Opal Cards

Students wishing to travel on public transport are highly encouraged to acquire an Adult Opal card.

Where can you obtain an Opal card?

Available at:

Online (<https://www.opal.com.au/ordercard/>)

At one of 2,100 retailers (visit www.retailers.opal.com.au to find the closest retailer)

At the Transport Customer Service Centres at Central and Circular Quay and the Transport shops at Wynyard and Railway Square

At 27 selected Service NSW locations (visit www.service.nsw.gov.au/transaction/get-opal-card)

Student ID Cards

All students are required to have their photo taken on induction day so that a Student ID card can be created. This must be carried by the student at all times for identification purposes, attendance monitoring and computer and photocopying usage. If you misplace your student ID card it must be reported to reception and a replacement card will be issued at a cost of \$20.00 dollars.



Dress Standards

Astute Training Pty Ltd is an adult learning environment that prepares students for employment and/or further career related training. Dress code for students is smart casual. When you are attending work placement, business attire is essential. While at Astute Training Pty Ltd you should:

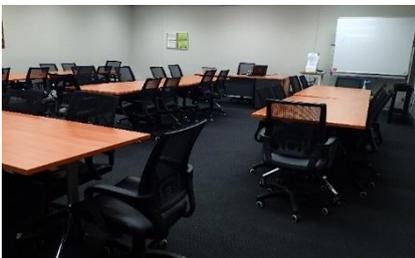
- Be adequately clothed in accordance with workplace health and safety requirements
- Not wear clothing that is likely to offend others in terms of lack of decency, modesty or cleanliness
- Not wear clothing that is likely to offend others because of slogans, cartoons, or any symbol or graphic worn to provoke, intimidate, condemn or ridicule others.

Facilities and Equipment

Astute Training Pty Ltd's venue includes all equipment and resources required to appropriately train our students in all courses offered.

The Training facilities incorporate:

- Astute Training Pty Ltd has wireless broadband internet access and an additional 30 tablets available for research or individual student use for completion of study activities
- Library of text and reference books and DVD's are available for use but must be signed out by your trainer and returned to them before leaving the building
- Dedicated student kitchen/lunchroom complete with microwave ovens, refrigerator, Café bar for tea and coffee making, biscuits provided for morning tea and essential kitchen equipment
- Personal belongings are the responsibility of the student, please do not leave your bag unattended.



International Student Visa Requirements

International students are required to remain with the same education provider with whom they originally enrolled for at least the first 6 months of your principle course.

It is the responsibility of all individuals who hold visas to understand and comply with the conditions of their visas. Students should understand their work rights and study obligations. If students have any doubts about the conditions of their student visas please consult with the **Immigration Department immediately**. Remember non-compliance with the conditions of your visa may result in its cancellation. International Students on a 572 visa are required to attend class 20 hours per week and may work for 40 hours per fortnight.

Overseas Student Health Cover (OSHC)

All international students are required to take out Overseas Student Health Cover (OSHC). Students must register with a health care provider.

To learn more refer to the link below for a fact sheet:

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

It is an Australian Government requirement for overseas students and their dependants to maintain self-funded medical and hospital cover for the duration of their study in Australia.

There are several companies that provide health cover.

Astute Training Pty Ltd use Medibank.

<http://www.medibank.com.au/client/staticpages/oshchome.aspx>



Medibank Essentials Overseas Student Health Cover (OSHC)

Length of student visa and OSHC	Single*	Couple**	Family***
1 Month	\$45.95	\$230.50	\$362.35
2 Months	\$91.90	\$461.00	\$724.70
3 Months	\$137.75	\$691.50	\$1,087.00
4 Months	\$183.65	\$922.00	\$1,449.30
5 Months	\$229.55	\$1,152.50	\$1,811.65
6 Months	\$275.50	\$1,383.00	\$2,174.00
7 Months	\$321.40	\$1,613.50	\$2,536.30
8 Months	\$367.30	\$1,844.00	\$2,898.65
9 Months	\$413.25	\$2,074.50	\$3,260.95
10 Months	\$459.15	\$2,305.00	\$3,623.30
11 Months	\$505.10	\$2,535.50	\$3,985.65
12 Months	\$551.00	\$2,766.00	\$4,348.00
13 Months	\$598.00	\$3,010.05	\$4,865.55
14 Months	\$645.00	\$3,254.15	\$5,383.15
15 Months	\$692.00	\$3,498.20	\$5,900.70
16 Months	\$739.00	\$3,742.30	\$6,418.30
17 Months	\$786.00	\$3,986.40	\$6,935.90
18 Months	\$833.00	\$4,230.45	\$7,453.45
19 Months	\$880.00	\$4,474.55	\$7,971.05
20 Months	\$927.00	\$4,718.60	\$8,488.60
21 Months	\$974.00	\$4,962.70	\$9,006.20
22 Months	\$1,021.00	\$5,206.80	\$9,523.80

23 Months	\$1,068.00	\$5,450.85	\$10,041.35
24 Months	\$1,115.00	\$5,695.00	\$10,559.00
25 Months	\$1,165.50	\$5,952.50	\$11,276.65
26 Months	\$1,216.00	\$6,210.00	\$11,994.30
27 Months	\$1,266.50	\$6,467.50	\$12,712.00
28 Months	\$1,317.00	\$6,725.00	\$13,429.65
29 Months	\$1,367.50	\$6,982.50	\$14,147.35
30 Months	\$1,418.00	\$7,240.00	\$14,865.00
31 Months	\$1,468.50	\$7,497.50	\$15,582.65
32 Months	\$1,519.00	\$7,755.00	\$16,300.35
33 Months	\$1,569.50	\$8,012.50	\$17,018.00
34 Months	\$1,620.00	\$8,270.00	\$17,735.70
35 Months	\$1,670.50	\$8,527.50	\$18,453.35
36 Months	\$1,721.00	\$8,785.00	\$19,171.00
37 Months	\$1,784.90	\$9,179.75	\$19,965.30
38 Months	\$1,848.80	\$9,574.50	\$20,759.65
39 Months	\$1,912.75	\$9,969.25	\$21,553.95
40 Months	\$1,976.65	\$10,364.00	\$22,348.30
41 Months	\$2,040.60	\$10,758.75	\$23,142.65
42 Months	\$2,104.50	\$11,153.50	\$23,936.95
43 Months	\$2,168.40	\$11,548.25	\$24,731.30
44 Months	\$2,232.35	\$11,943.00	\$25,525.60
45 Months	\$2,296.25	\$12,337.75	\$26,319.95
46 Months	\$2,360.20	\$12,732.50	\$27,114.30
47 Months	\$2,424.10	\$13,127.25	\$27,908.60
48 Months	\$2,488.00	\$13,522.00	\$28,703.00
49 Months	\$2,557.40	\$13,982.15	\$29,497.55
50 Months	\$2,626.80	\$14,442.30	\$30,292.15
51 Months	\$2,696.25	\$14,902.50	\$31,086.70
52 Months	\$2,765.65	\$15,362.65	\$31,881.30
53 Months	\$2,835.10	\$15,822.85	\$32,675.90
54 Months	\$2,904.50	\$16,283.00	\$33,470.45
55 Months	\$2,973.90	\$16,743.15	\$34,265.05
56 Months	\$3,043.35	\$17,203.35	\$35,059.60
57 Months	\$3,112.75	\$17,663.50	\$35,854.20
58 Months	\$3,182.20	\$18,123.70	\$36,648.80
59 Months	\$3,251.60	\$18,583.85	\$37,443.35
60 Months	\$3,321.00	\$19,044.00	\$38,238.00

English Language Requirements

In accordance with 9-13 of the National Code 2007, Astute Training Pty Ltd places students in the courses most appropriate to their level and goals.

All students are expected to have reached an acceptable level of proficiency in the English language. International students need an IELTS level of 5.5 or higher or have completed an approved English Test listed below. The IELTS provided must have been taken no more than two years before the time of the application.

From 5 November 2011, the department will accept test results from the following specified English language tests for Student visa purposes taken in any country:

- Test of English as a Foreign Language internet-Based test (TOEFL iBT)
- Pearson Test of English (PTE) Academic
- Cambridge English: Advanced (CAE) test (also known as Certificate in Advanced English).

The department will continue to accept test results from the International English Language Testing System (IELTS) test and the Occupational English Test (OET) taken in any country. The TOEFL Paper-Based Test (TOEFL PBT) is accepted in the following countries where IELTS is not available: Belarus, Ecuador, El Salvador, Guatemala, Honduras, Kyrgyzstan, Mali, Moldova, Solomon Islands, Suriname, Tajikistan, Tanzania, Uganda and Uzbekistan.

Below are the test score equivalencies:

English Language Tests for Student Visas											
TESTS	TEST SCORE BAND										
IELTS	4.0	4.5	5.0	5.5	6.0	6.5	7.0	7.5	8.0	8.5	9.0
TOEFL iBT	31	32	35	46	60	79	94	102	110	115	118
PTE Academic	29	30	36	42	50	58	65	73	79	83	86
Cambridge English: Advanced (CAE)	32	36	41	47	52	58	67	74	80	87	93
OET	A or B = PASS (This test must be taken no more than two years before you apply for your student Visa)										
TOEFL PBT	433	450	500	527	550						

Assessing English Language Proficiency

All international students must meet the minimum English entry requirements of the course they are applying for. The details are as listed below:

Students applying for course entry must complete the enrolment form, sign and date and where required supply verified evidence of qualifications, work experience (if relevant) and IELTS results or proof of an accepted equivalent. If a student does not have proof of English they may be asked to complete a short English Test.

The CEO will review the application and determine if an offer should be made on the basis of the entry requirements for the qualification and with reference to the entry requirements from DIBP which outlines year 12 equivalency in a number of countries and the IELTS requirements.

If the applying student has satisfactorily met all entry requirements, including English, an unconditional offer will be issued via letter of offer

If there are any requirements not met an offer conditional to the student satisfying the outstanding criteria will be issued instead.

Access and Equity

Astute Training Pty Ltd is committed to providing access and equity in all aspects of training. In accordance with the relevant equal employment legislation, Astute Training Pty Ltd will not discriminate unlawfully against any person in

the processes of skill development opportunities. At Astute Training Pty Ltd we understand that some students have different needs, and as a result we may be able to offer a range of different study options to cater for these various needs and extenuating circumstances.

Astute Training Pty Ltd undertakes to:

- Promote access to training for all people regardless of gender, socio economic background, disability, ethnic origin, sexual orientation , age or race
- Ensure training services are delivered in a non-discriminatory, open and respectful manner
- Train all staff members so that they are appropriately skilled in access and equity issues
- Conduct student selection in a manner that includes and reflects the diverse student population
- Actively encourage the participation of students from traditionally disadvantaged groups

To learn more please refer to the: NSW Anti – discrimination Act (1977)

All people associated with Astute Training Pty Ltd may expect the same rights: **The right to learn teach or carry out their duties**

- The right to be treated fairly and with respect
- The right to be safe in the workplace
- The right to have all reports of harassment to be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated
- The right to inform management of any harassment and management has the responsibility to take immediate and appropriate action to address it

Students have the responsibility to:

- Allow others to learn
- Make Astute Training Pty Ltd a safe place to study by not threatening, bullying, or hurting others in any way
- Make the classroom safe by obeying instructions
- Make Astute Training Pty Ltd premises safe by not bringing illegal substances or weapons onto our premises:
and
- Not steal, damage or destroy the belongings of others

It is expected that all staff will:

- When acting in the course of their employment, comply with all applicable Australian laws
- Maintain appropriate privacy and confidentiality
- Disclose, and take reasonable steps to avoid any conflict of interest in connection with their employment
- Not use status, power or authority, in order to gain, or seek to gain a benefit or advantage for the employee or for any other person.

Victimisation is unacceptable and will not be tolerated. No person making a complaint or assisting in the investigation of a complaint will be victimised.

Harassment should not be confused with legitimate comment and advice which may include feedback given appropriately by management or trainers and assessors.

If you believe you are experiencing harassment or discrimination refer the matter to the CEO immediately, in the absence of the CEO contact the Training Manager or Student Support.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives 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 their training results from all providers including all completed training units and qualifications.

The USI will be available online to all international students upon commencement and at no extra cost. This USI will stay with the student for

Exemptions from the USI

The industry and Skills Council of Ministers has determined a range of exemptions from the Unique Student Identifier (USI) Scheme and a consequential amendment to the National VET Provider Collection Data Requirements Policy. Where and exemption applies:

- Training organisations will be able to issue VET qualifications or statements of attainment to students who do not have a USI; and
- Will not be required to include a USI in respect of those students in any submissions of AVETMISS compliant data to the National VET Provider Collection.

Exemptions for Individuals

Exemptions are provided for an individual where:

- The individual is an offshore international student studying outside of Australia:
 - This means that international students who are enrolled with an Australian Training Organisation but are not in Australia undertaking their training do not require a USI in order to receive a VET qualification or statement of attainment. However, Training Organisations will still be required to submit AVETMISS compliant data in respect of their offshore international students; and
- The individual has completed the requirements of a VET qualification or statement of attainment prior to 1 January 2015:
 - This means that individuals who have completed all the requirements for a VET award by 31 December 2014, but did not receive that award in 2014, do not require a USI in order to be issued with a VET qualification or statement of attainment after 1 January 2015.

In addition, individuals who have a genuine personal objection to being assigned a student identifier will be able to apply for an exemption to the Student Identifiers Registrar.

National VET Provider Collection Data Requirements Policy – Amendment

The Industry and Skills Council of Ministers has updated Section 4 of the June 2013 National VET Provider Collection Data Requirements Policy as follows:

Exemptions for Training Organisations

Training organisations exempted by their Regulator from the need to collect and submit AVETMISS compliant data on national recognised training activities on the grounds that submission of such data:

- Would conflict with defence or national security legislation; and/or
- Could jeopardise the security or safety of defence, border protection, customs, national security or police personnel will continue to be exempted from the submission of AVETMISS compliant data and will not be required to participate in the USI scheme

Training organisations exempted by their Regulator from the need to collect and submit AVETMISS compliant data on national recognised training activities on the grounds that doing so would adversely affect their ability to continue to deliver vital community services to the Australian community are exempted as follows:

- For training delivered before 1 January 2016, in respect to all nationally recognised training activity;
- From 1 January 2016, the exemption from the USI and AVETMISS reporting will apply only in respect of training activity not delivered on a fee for service basis. Therefore, these training organisation will be required to submit AVETMISS compliant data and participate in the USI scheme in respect of all nationally recognised training delivered on a fee for service basis. This will ensure that competitive

neutrality applies to registration requirements for training organisations. To give effect to this arrangement the National VET Provider Collection Data Requirements Policy has been updated.

- For training activity before 1 January 2016, training organisations delivering single day training courses will be permitted to issue a VET qualification or a VET statement of attainment to students who have been able to provide a USI before completion of training. This transitional arrangement is intended to give training organisations specialising in this type of training activity time to develop their

business processes and will be expected to participate fully in the USI scheme from 1 January 2016. However, during 2015 these training organisations must still:

- Record and verify a USI where it is provided by the student before completion of training; and
- Submit AVETMISS compliant data in respect of all nationally recognised training delivered, including to those students who do not provide a USI

Privacy Policies and Complaints – USI

Students can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy by contacting the Office of the Student Identifiers Registrar on 13 38 73 or visiting the USI website: www.usi.gov.au

The Registrar's Privacy Policy contains information about how a student may access and seek correction of the personal information held about them and how they may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints are dealt with. Students may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- Misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs; and
- A failure by Astute Training Pty Ltd to destroy personal information collected by the student only for the purpose of applying for a USI on their behalf

Student Address Requirements

All international students are required to provide and keep Astute Training Pty Ltd updated of their Australian residential address within seven (7) days of arrival in Australia and any subsequent change of residential address must also be notified to Astute Training Pty Ltd within seven (7) days.

Note: You are required at all times to provide and keep Astute Training Pty Ltd informed of your current residential address, email and telephone number.

A student's change of address or telephone number can be updated on the **student portal via Astute Training's website** by the student. When the change has been made an email will automatically be sent to Astute Training's administration staff to confirm the change. Students are required to check their personal details on the student portal **week 1 of each term** to make sure all details are correct and update any changes if required.

Change of Address – Astute Training Pty Ltd

Astute Training Pty Ltd will give you a minimum of 20 working days' notice in writing prior to relocating premises and ASQA (Australian Skills Quality Authority) will be notified accordingly. This process will be carried out by the VET Manager in their absence the CEO.

Change of Ownership

Astute Training Pty Ltd will supply notice in writing of any change in ownership or key management to ASQA (Australian Skills Quality Authority) and all relevant authorities under Standard 15 National code. This process will be carried out by VET Manager in their absence the CEO.

Collecting Students Personal Information

From 1 January 2015 if a student is undertaking nationally recognised training, they need to have a Unique Student Identifier (USI). This includes all students who are continuing a course they started prior to 2015 and all new students.

Astute Training Pty Ltd collects personal information that is necessary for, directly related to, its functions and activities pursuant to the *Student Identifiers Act (2014)*. Astute Training Pty Ltd will only use and disclose your personal information for the purposes it was collected for and in accordance with the Privacy Act.

The type of information we collect includes, but is not limited to:

- name
- address
- age and/or date of birth
- country of birth
- passport
- telephone and mobile numbers

When collecting student's personal information, we may collect it in different ways including, but not limited to:

- from various forms such as enrolment form and letter of offer
- via telephone, online digitally, correspondence and in person
- governing agencies, educational agents
- other students or third party

Using Personal Information

Astute Training Pty Ltd collects personal information about a student so that we can perform our functions and activities and to provide the best possible quality of service.

We, collect, hold, use and disclose our student personal information to:

- process services such as verifying USI or applying for USI on behalf of a student and
- comply with any Australian law and regulations
- correctly identify the student
- apply for a police check for work placement purposes

Updating and Accessing Personal Information

Have we got the right information?

Astute Training Pty Ltd takes all reasonable steps to ensure that information we hold, use and where appropriate disclose to others about you is correct and current. The accuracy of this information depends largely upon students providing Astute Training Pty Ltd with details such as:

- Current address
- Telephone numbers
- Email Address

Students may access most of their personal information online free of charge via the student portal. In addition, students can request a copy of their personal information in hard copy. Astute Training Pty Ltd will collect an administration fee of \$25 for the cost of making these hard copies requested by the student. Students can also access information relating to course progress and attendance via the student portal.

Protecting and Disclosing Personal Information

No personal information will be released unless the law permits it or the relevant individual permission is granted. Astute Training Pty Ltd takes reasonable steps to ensure student personal information is protected from misuse and loss and from unauthorised access, modification or disclosure.

Astute Training Pty Ltd cannot guarantee:

- the information a student supplies will not be intercepted while being transmitted over the internet and /or
- any personal information or other information which an individual send to Astute Training Pty Ltd is transmitted at their own risk

Where our website contains links to other websites operated by third parties, we cannot guarantee the privacy practices of that website and we are not responsible for the privacy policies or the content of any third party website. The third party websites are responsible for informing individuals about their privacy practices. It is advisable to familiarise yourself with each websites privacy policy.

Destroying Personal Information

In accordance with Section 11 of the Student Identifiers Act (2014) Cth (SI Act), Astute Training Pty Ltd will securely destroy student's personal information which we collect from a student solely for the purpose of applying for a USI on a student's behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it. The collection, use and disclosure of your USI are protected by the SI Act.

Privacy and Personal Information Protection

When you enrol at Astute Training Pty Ltd the personal information you provide is protected under the Privacy and Personal Information Protection Act (1998). This ACT imposes obligations regarding the collection, storage, use and disclosure of your personal information.

Astute Training Pty Ltd will use your personal information for the purpose of general student administration, planning and communication. In addition, your personal information may be provided to governmental agencies that accredit this course or have a formal involvement in the Australian Training Market.

Astute Training Pty Ltd is obliged to tell you the purpose of collecting personal information, who receives this information and where it is held. We must also provide for your ongoing rights to access this information about yourself and make corrections if required. Astute Training Pty Ltd is also obliged to protect your personal and private information and not disclose it without your knowledge or approval. Information you are asked to provide will only be that which is necessary for the purpose of your course enrolment, learning and study records.

Information is collected during your enrolment in order to meet our obligations under the ESOS Act (2000) and the National Code 2007; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas

Students Act 2000, the Education Services for Overseas Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Department of Education and Training is also a government department to which the College is obliged to disclose certain information. Information collected about you can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme. In other instances information collected can be disclosed without your consent where authorised or required by law.

To learn more please refer to the *Privacy Act and National Privacy Principles (2001)*

USI Privacy Notice – Astute Training Pty Ltd

The term "personal information" has the meaning given to it in the Privacy Act. In general terms, it is any information that can be used to identify an individual whether or not the information is true. If the information we collect identifies a student, or their identity can be reasonably ascertained from it, the information will be considered personal information. Astute Training Pty Ltd recognises the importance of protecting individual's privacy and personal information.

Astute Training Pty Ltd is bound by the *Australian Privacy Principles (APPs)* in the *Privacy Act 1988, Student Identifiers Act 2014*. These ACTS regulate how we collect, use, disclose and store personal information, including sensitive information, and how individuals may access and correct records containing their personal information.

We respect student rights to privacy under the Privacy Act and we comply with all the Privacy Act's requirements in respect of the collection and management of your personal information.

TRAINING + ASSESSMENT

Recognition of Prior Learning (RPL)

If you consider you are already competent in specific units of competency you may be granted an exemption from undertaking the assessment, if your prior learning is relevant to the unit:

- Proof of subject relevant formal training (conducted by industry or educational institutions in Australia), or work experience undertaken in the last 2 years
- Submission of authenticated documents or samples of work demonstrating sufficient relevance and currency; and
- Participation in an interview to ascertain current skills and knowledge

Conditions Governing RPL for International Students

Overseas students are able to apply for RPL with the following conditions:

- The student **must** still attend fulltime study: Approved RPL does not necessarily shorten the length of a course or the hours of study. Students may be required to complete additional projects, holistic assessment and activities at Astute Training Pty Ltd so that their overall attendance remains at the minimum requirement of 80% for the duration of the course.
- If sufficient RPL is granted to the student prior to having their VISA granted, so that the duration of the overall course is reduced, this will be indicated on the Confirmation of Enrolment (CoE)
- If RPL is granted to the student after having their visa granted Astute Training must report the variation in course length if applicable via PRISMS.

How to apply for RPL

Step 1. Obtain *Recognition of Prior Learning Form* from Reception at Astute Training Pty Ltd

Step 2. Discuss your *RPL Application* with a Trainer or Student Support if required

Step 3. Submit your completed *RPL Application* to the Receptionist who will pass it on to the applicable person for review

What are the possible outcomes of an RPL Application?

- Application successful
- A reduction in the duration of the course
- Application suspended pending student providing further information/evidence
- Application rejected. The student may appeal and the application may be re-assessed. If required, a final decision will be made by the CEO in consultation with the student

A non-refundable administration fee of \$250.00 for each unit will be charged for assessing your portfolio for RPL

Credit Transfer

Credit transfer is granting of credit for units already competent in partial or full completion of a qualification.

Astute Training Pty Ltd recognises Qualifications and /or Statements of Attainment issued by another Registered Training Organisation (RTO), however Astute Training Pty Ltd reserves the right to verify any qualifications submitted for authenticity. All requests for credit transfer must be submitted on the applicable form within 14 days of course commencement.

Articulation

Courses delivered at Astute Training Pty Ltd include Units of Competency from the National Qualifications Framework that may enable you to gain credit in other tertiary courses.

Work Placement

All students who undertake work placement will be covered by the Accident Only Insurance Policy of Astute Training Pty Ltd whilst engaged in 3 weeks unpaid work placement. Shifts commence between 6.00am and 7.00am (morning shift) depending on the facility, work placement will commence on a Monday and finish on a Friday.

Students will be monitored by a work place representative and /or a trainer/assessor from Astute Training Pty Ltd and observed in the workplace performing tasks to industry standard and will be deemed **Satisfactory or Not Satisfactory**. Students will be issued a **Work Placement Skills Booklet** that will explain in full, the details of Work Placement and the student's responsibilities.

The workplace supervisor will be informed of student visa requirements and will sign attendance daily. Students are required to return the completed Work Placement Skills Booklet to Reception.

Work placement dates can be found on the noticeboard in both student kitchens, please become familiar with these dates so you can advise your employer.

PLEASE NOTE: All students enrolled in a course that requires work placement are required to complete a National Police Criminal Record Check before work placement can be arranged

Astute Training Pty Ltd can process the Criminal Record Check onsite through Fit 2 Work once the required ID has been provided to reception and verified. The cost is \$30. The check is usually available within 24 hours. The original is issued to the student and a copy scanned to the students file.



You can also find here: travel information, important information, term dates, payment details, useful contact numbers and much more.

**Once work placement has been arranged and confirmed no changes will be made except for exceptional circumstances.
No leave will be approved during this period.**

Competency Based Training

The Australian Qualifications Framework (AQF) provides a National Framework for all education and training qualifications in Australia. The AQF aims to provide consistency of qualifications nationally across Australia. Competency based training is outcome oriented training where students are expected to demonstrate the skills, knowledge, attitude and application required to perform effectively in the workplace.

Qualifications are made up of Units of Competency (UOC) or subjects. The Units of Competency are made up of the skills and knowledge needed to perform a particular job or task. This information comes from the national training package for each particular qualification.

The grading of your assessments will be Competent (C) which means that students have met the standard criteria or Not Yet Competent (NYC) which means a student needs some improvement. If a student is graded NYC the student will be given the opportunity to re do the assessment and achieve competence.

Certificates and Statements of Attainment

Astute Training Pty Ltd will issue AQF Qualifications for vocational programs after a student has completed the course and has been assessed as Competent for every unit required for the qualification, a student will receive a Certificate and a Statement of Results from Astute Training Pty Ltd. When a student does not complete the full course the student will be issued with a Statement of Attainment for the Units in which competence has been achieved.

If you wish to apply for a course to commence after your current enrolled course/or once you have finished your previous course you can fill out another enrolment form located at reception or the accessible forms found in certain classrooms and shared student kitchens.

Astute Training Pty Ltd will ensure all Qualifications and Statements of Attainment that are issued by Astute Training Pty Ltd are within its scope of registration and meet the requirements as stipulated in the relevant nationally endorsed training packages, qualifications, competency standards or units specified in accredited courses.

AQF certification documentation is issued to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the student owes have been paid.

If a student requires additional copies of Certificates or Transcripts administration fees will apply.

Assessment

Assessment is the method by which students are judged to have, or not have, demonstrated competence.

All assessment records are stored electronically for 6 months after course completion. A copy of the qualification and transcript issued is kept electronically for 30 years. Access to your records is available upon request.

Type of assessment you will need to undertake

Each unit of competency will require you to undertake one or more assessment tasks. Your assessment tasks may be practical tasks, written questions, presentations or role plays, observations of your performance, projects or other tasks appropriate to determine your competence in the unit. You must complete all assessment tasks by the due date. Your trainer/assessor can grant an extension of time to submit the assessment if deemed necessary.

If you are unable to complete an assessment due to a valid reason, you may request an alternative assessment date with your trainer/assessor.

Principles of Assessment

Assessments undertaken by Astute Training Pty Ltd will be valid, reliable, fair and flexible and directly relate to the assessment requirements specified in the Training Package.

Validity

Any assessment decision of the RTO is justified based on the evidence of performance of the individual learner.

Validity requires:

- Assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
- Assessment of knowledge and skills is integrated with their practical application;
- Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and
- Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements

Reliability

- Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment

Fairness

- The individual learners needs are considered in the assessment process
- Where appropriate reasonable adjustments are applied by Astute Training Pty Ltd to take into account the individual learners need
- Astute Training Pty Ltd informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary

Flexibility

Assessment is flexible to the individual learner by:

- Reflecting the learners needs;
- Assessing competencies held by the learner no matter how or where they have been acquired; and

- Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

Rules of Evidence

Assessment requirements conform to the rules of evidence if sufficiency, validity, authenticity and currency as listed below:

- **Sufficiency**- the assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of the learners competency
- **Validity** – the assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements
- **Currency**- the assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past
- **Authenticity**- the assessor is assured that the evidence presented for assessment is the learners own work

It is the quality of all evidence collected (including any third party evidence) that is important to making a sound judgement about competence – rather than the quantity, type and form of evidence, where it was collected or who collected it.

The role of an assessor is to objectively assess and judge a student's evidence against a set of standards. Assessors at Astute Training Pty Ltd all have sound industry knowledge and hold an appropriate TAA40104 Certificate IV in Training and Assessment or TAE40110 Certificate in Training and Education.

Astute Training Pty Ltd Assessors will:

- Use their expertise to make fair and objective judgements
- Ensure the evidence meets the standards
- Ensure that evidence is valid, authentic, current and sufficient

Grading

The course in which students are enrolled is competency based.

The grading of your assessment will be:

C=Competent

Competent means that a student has satisfied all of the learning outcomes in the specified subject, to the required standard.

An assessor will review and evaluate this evidence and, if the evidence is satisfactory, the assessment result will be 'Competent' and this will be reflected in the 'record of assessment' when it is returned to the student.

NYC=Not Yet Competent

Not Yet Competent means that either the evidence submitted was of an unsatisfactory standard, or that it was of satisfactory standard but not all the evidence was submitted. If a student is NYC they will be given the opportunity to redo the task and achieve competence

Assessment Appeal

If a student does not agree with an assessment outcome they should first discuss the matter with the trainer/assessor concerned and if the complaint cannot be resolved at this point then the student can lodge an Assessment Appeal Form.

The appeal will follow the same process as a complaint and will be investigated by the CEO.

The following procedure should be followed:

- Discussion with the course trainer/assessor to outline the areas of concern
- An assessment appeal form to be completed. The assessment will be reviewed by the assessor. The student will be advised of the outcome in writing by the Chief Executive Officer (CEO)
- If a solution is not agreed upon, the College will arrange for an independent assessor to be consulted to reassess
- The assessment task will be reviewed and the student will be advised of the outcome in writing. If a resolution is not reached at this point the appeal will be handed over to the CEO who will advise the student of their right to seek further advice from external bodies

Grounds for Appeal

An application for appeal will be considered where:

- A student claims a disadvantage because the trainer did not provide a subject outline
- A student claims disadvantage because the trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline
- A student claims disadvantage because assessment requirements specified by the trainer were unreasonably or prejudicially applied to him or her
- A student is of the view that a clerical error has occurred in the documenting of the assessment outcome
- A student claims that there is a discrepancy between the practical observation and the formal assessment.

If the appeal for re-assessment is proven, Astute Training Pty Ltd will appoint an alternative assessor who will make all necessary arrangements to conduct the re-assessment of the student at a time that is mutually convenient for all parties concerned.

How to make a complaint or appeal

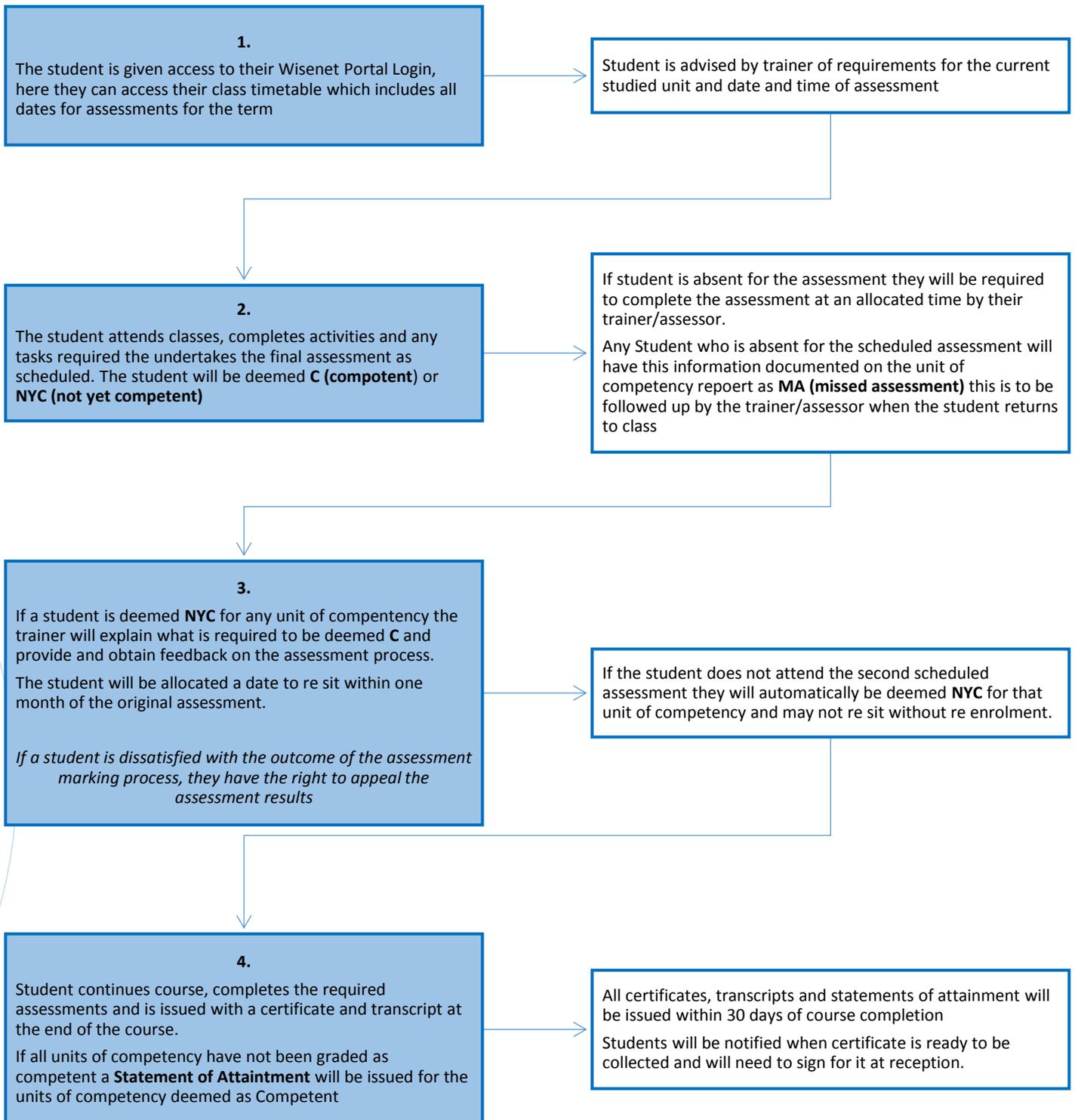
1. Initial complaint or appeal should be discussed informally with the applicable staff involved.
2. If the complaint or appeal is not resolved informally, the student may choose to lodge a formal complaint or appeal.
3. The complaint or appeal is recorded and the CEO will make contact within 10 working days to arrange a meeting
4. A meeting will take place to negotiate between all parties in an attempt to find a resolution agreeable to all parties. All appealed assessments will be re assessed by an alternative trainer/assessor.
5. Written documentation on the outcome and resolution is provided to all parties and actions are immediately implemented.
6. If a student is not satisfied with the outcome they will be referred to an external body where the matter can be dealt with independently
7. The complaint or appeal will be passed to the Continuous Improvement Committee for discussion

Alternatively the complainant may wish to lodge a complaint or seek further advice by contacting the National Training Complaints Hotline on: 1800 000 674

Student Feedback

To assist with continuous improvement processes, students are given the opportunities to provide feedback during the course and after assessments. Students are given an evaluation form to be completed at the end of each course. Analysis of this data is used to improve training and assessment and to ensure client services meet client needs and are continuously improved to ensure management systems meet the requirements of the National Skills Standards Council (NSSC).

Assessment Procedure Flow Chart – CRICOS Student



Study Tips



Time Management:

Time management is essential when organising study. To gain maximum benefits from a course, students are expected to set aside time outside scheduled class hours for study, a minimum of 4 hours per week is suggested, make sure that your space of time is uncluttered and free from any distractions.

When you have family, school and work commitments your schedule can get pretty full very quickly, the key is to ensure your schedule is balanced so you can fit in commitments and also enjoy life. If a student needs help with planning their time, ask your course trainer.

- Prioritise subjects that are challenging for you and allocate more time on these.
- Try to study with other people in the same course, their viewpoints will give you a fresh perspective when studying. You can benefit each other by discussing the difficulties you each may have with the course.



Practice healthy habits and lifestyle:

You need to give your body the right sustenance it needs to stay fit and healthy. You should rest when it is time to rest. As you sleep, your brain is busy converting all the information you gathered for the day into long term memory.



Reading and Comprehension:

Skim – start by clarifying your purpose when reading a material. This will ‘set the tone’ for your reading. Skim the title, summary and main points of the chapter. The headings and subheadings will high-light the key ideas in the text.

Question – you might devise questions as you progress through your reading. This will help you concentrate and test assumptions you might have on the topic.

Read – budget your time over how many minutes you will devote to each chapter. Recite or Visualise. Take time from reading to visualise the key points or ideas that you remember. For practical skills, visualise a person performing the task or job correctly.

Review – Read summary sections of the material where available or note your own summaries (study notes) these will be helpful for review in the future.



Note Taking:

When note taking, write down only the most important points or key words, and elaborate them in your own words for better understanding. However, be careful to retain technical words, jar-gon or acronyms as they are given.

Use different colours, sub-headings, highlighting, organising your notes get better help you solve a problem quicker.



Ask for help:

If you are having trouble with understanding a concept or do not know how a module is explaining something, it is more than okay to seek assistance. You can ask a friend, your trainer, or your family to help you. Instead of wasting time trying to figure it out clarification from someone else is better.



Thinking Techniques:

Mnemonics: this type of thinking is when you associate information or topics you are trying to remember with letters of the alphabet, songs, movies, acronyms or names.

Interpretation Skills: teaching or explaining a concept of a subject you have learnt to another person can help you understand the basics. This is a great way to revise. You can even ask someone to ask you questions of the topic in order to make you think and remember.

Brainstorming: Writing down as many ideas as possible to solve a problem is a great way to boost your minds creativity.

Copyright

Astute Training Pty Ltd adheres to copyright requirements placed on Educational Institutions under the Copyright Act 1968. Students must respect the copyrights of others. Will not be accepted and may lead to suspension. If you did not write it you cannot copy it without giving recognition to the original writer. Copying, including the taking of electronic photos is also expressly prohibited.

To learn more refer to the Copyright Act (1968)

Academic Misconduct – Cheating, Plagiarism and Collusion

Academic misconduct is a very serious offence. Assessment is considered an important demonstration of a student's development throughout their course and any form of plagiarism or cheating in an assessment will be considered as serious breach. The penalties for academic misconduct include but are not limited to:

- Failing the assessment. A student may, at the discretion of Astute Training Pty Ltd, be given the opportunity to complete a supplementary assessment. Supplementary assessment will be treated as a resubmitted assessment
- Failing the competency
- Students accused more than once of Academic Misconduct may be suspended or expelled at the discretion of the CEO.

Academic misconduct includes but is not limited to cheating, plagiarism, collusion, and falsifying documentation or results. The following actions are considered to be examples of academic misconduct:

- Giving or receiving assistance during an examination or assessment that has not been agreed to by the trainer
- Obtaining information about an examination or assessment before it is held, except for information provided to all the class by the trainer
- Copying from another person
- Stealing, buying or obtaining in any other way, all, or part, of an examination or assessment before it is administered
- Substituting for another person to take an examination or complete an assessment
- Allowing another person to substitute for you in taking an examination or assessment
- Giving your password to another person to enable that person to log on and undertake an academic activity, including assessment on your behalf
- Using another person's password in order to log on as that person and engage in any academic undertaking including an assessment on their behalf
- Bribery in any form. This includes offering or giving Astute Training Pty Ltd staff members money or any other benefit as a means of influencing them or their decisions
- Handing in someone else's work as your own. This includes anything that a student may have obtained from the internet or from books without referencing this material
- Copying published or unpublished material without proper acknowledgement
- Using the work of other students (with or without their permission) and claiming it as your own

Completion within the expected duration of study and meeting course requirements

Standard 9 of the National Code requires Astute Training Pty Ltd to ensure that, at all times, Student Visa holders are in a position to complete their studies within the duration specified in their CoE, unless certain circumstances apply. If a Student Visa holder does not complete within the expected duration of their course, Astute Training Pty Ltd can only issue them another CoE if:

- Astute Training Pty Ltd agrees that there are compassionate or compelling circumstances;
- Student Support has previously agreed to a reduced study load as part of Astute Training Pty Ltd's Intervention Strategy; or
- A student did not complete as the result of an approved deferment or suspension of study.

Astute Training Pty Ltd issues a transcript listing the units of competency that the student has completed at the commencement of each term, this allows Astute Training to monitor a student's progress and ensure completion within the expected duration of study.

If a Student Visa holder completes their course early, Astute Training Pty Ltd must report this to the Department of Immigration and Border Protection (DIBP) and the duration of the student's visa may be reduced. **Information is to be updated in the student management system.**

All student visa holders are required to meet course requirements. For persons granted a student visa on or after 1 July 2007 all overseas students are required to achieve satisfactory progress each term/semester. Any student who does not reach at least competence in 50% of their course requirements for two consecutive terms will be automatically reported to DIBP and this will usually result in the cancellation of their student visa.

FSAT (Foundation Skills Assessment Tool)

Each student is required to complete a set of Foundation Skills during their course. Students will be granted access to their FSAT account at Induction and will be able to complete it at their own pace unless instructed by a trainer to complete set assessments in a specific time frame.

The Foundation Skills Assessment Tool (FSAT) is a comprehensive set of assessments that have been written explicitly to assess against the two national foundation skills frameworks: the Australian Core Skills Framework (ACSF) and the Core Skills for Work Developmental Framework (CSfW).

FSAT offers a mixture of offline and online delivered assessments. FSAT incorporates common online question types such as multiple choice, complex multiple choice and short text or numeric entry, but also other types of questions that are touch screen compatible and that have been developed for tablets and iPads. It should be noted, however, that it is NOT recommended that FSAT be undertaken on mobiles or smart phones as the screen size is much too small to be able to read the material and the texts and instructions or to be able to respond adequately.



ATTENDANCE

Academic Calendar and Intakes:

The academic year at Astute Training Pty Ltd is 40 weeks divided into 4 terms. Intakes commence on the 3rd Monday of every month for students enrolling into a course

2017 Intakes are:

January 16th March 20th May 15th July 17th September 15th November 20th
February 20th April 17th June 19th August 21st October 16th December 18th

 <p>TERM 1 11 weeks Jan 16th – Mar 31st 4 weeks break</p>	 <p>TERM 2 9 weeks Apr 24th – Jun 23rd 3 weeks break</p>	 <p>TERM 3 9 weeks Jul 17th – Sep 15th 3 weeks break</p>	 <p>TERM 4 11 weeks Oct 9th – Dec 22nd 4 weeks break</p>
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2018 Intakes are:

January 15th March 19th May 21st July 16th September 17th November 19th
February 19th April 16th June 18th August 20th October 15th December 17th

 <p>TERM 1 12 weeks Jan 15th – April 6th 3 weeks break</p>	 <p>TERM 2 9 weeks Apr 30th – Jun 29th 3 weeks break</p>	 <p>TERM 3 9 weeks Jul 23rd – Sep 21st 3 weeks break</p>	 <p>TERM 4 10 weeks Oct 15th – Dec 21st 4 weeks break</p>
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Daily attendance process

- Students sign the attendance record each class
- Attendance is entered into the student management system WiseNet weekly
- Absent students are expected to call or text to advise reception
- Attendance sign in sheets are collected at 11am; any absent students who have not advised reception will be contacted.

Note: It is the students responsibility to contact Astute Training Pty Ltd if they need to be absent from class or are sick.

Attendance Policy – Recording, monitoring and reporting

Purpose

The purpose of this policy is to outline the principles and processes used to monitor the attendance of international students studying VET courses. This policy is in accordance with Standard 11 of the National Code 2007 which requires registered providers to:

- Systematically monitor students compliance with visa conditions relating to attendance
- Be proactive in notifying and counselling students who are at risk of failing to meet attendance requirements: and
- Report students (under section 19 of the Education Services for Overseas Student Act 2000 (ESOS) who have breached attendance requirements)

Scope

The policy applies to all international students who hold a current student visa and who enrol with Astute Training Pty Ltd in a CRCOS approved VET course. All staff with responsibilities for teaching and supporting student enrolled at Astute Training Pty Ltd.

Procedure

International students enrolled in VET courses at Astute Training Pty Ltd must maintain a minimum attendance rate of 80% for each term in which they are enrolled but encourages 100% attendance by all students for all classes.

Satisfactory Attendance

Students studying VET courses in Australia on a student visa must achieve satisfactory attendance as set out in this policy in order to satisfy the requirements of their student's visa. Astute Training Pty Ltd defines satisfactory attendance as 80% of course contact hours. If at any point it becomes impossible for the student to meet the 80% attendance requirement the students attendance will be deemed unsatisfactory. It is the student's responsibility to arrive at class on time and stay until the class is completed.

Monitoring Attendance – Process

International students studying on a student visa will have their attendance recorded for each class they are scheduled to attend. This data is stored electronically (WiseNet) and used to calculate the students attendance for every week of the term and to calculate the students overall attendance percentage for the entire course. Where only part of a class is attended this will be recorded as a partial attendance and reflect in the students overall attendance percentage.

Astute Training Pty Ltd reviews attendance records weekly and charts all absenteeism by class and the VET Manager is notified of any student identified as being at risk of unsatisfactory attendance.

Point of notification to VET Manager

1. Each term an attendance monitoring spreadsheet for every course and class group is set up with the scheduled days the student is required to attend and based on the number of weeks in the term a calculation is entered to indicate the number of hours a student would have to miss in the term in order to fall below the required 80% attendance.
2. Any student who has not attended class for 5 or more consecutive days without approval will be referred to the VET Manager for follow up. The contact appointment will include review of the individual's situation and counselling if required. This would result in a first written warning.

- For example:

In an 11 week term the contact hours would be 15 hours x 11 weeks = **165 hours**

80% x 165 hours = **132 hours** of attendance is required

The maximum hours attended by a student is **165 hours** which would be **100% attendance**

Maximum hours 165 – 132 = **33 hours absent will still maintain 80% attendance** anything greater than this will cause the student to fall below the required percentage. 33 hours absent equates to **4.4 days** in the specified term which has a duration of 11 weeks.

The VET Manager is notified throughout the term by administration when the student has reached **24.75 hours** in absence which represents **85%** of scheduled contact hours and the VET Manager will talk with the student informally to let them know that additional absences will put the student at risk of falling below **80%** attendance for the term.

Attendance reports are run at the end of each term and any student's attendance that has fallen below **80%** will be issued with a first written warning.

Trigger Points for attendance:

At Risk – informal counselling

Students are identified for informal counselling during the term when the level of attendance is identified at 85% or below. The student will be reminded of Astute Trainings attendance policy and informed that they are at risk of falling below the required 80% attendance requirement.

First written warning letter

The **first written warning** (issued when student attendance is below 80%) will remind the student of Astute Training Pty Ltd.'s attendance requirements and the need to maintain 80% attendance at all times. These students are considered at risk of having unsatisfactory attendance and are offered time and counselling to manage their attendance issues.

Second written warning letter

The **second written warning** (issued when student attendance remains below 80% after first warning letter has been issued) will remind the student of the Colleges attendance requirements and request the student meet with the VET Manager to discuss their individual situation. Students are identified for an intervention strategy at this level.

The VET Manager will meet with the student and decide on the course of action required including the requirement of the student to attend make up classes to bring their attendance percentage to the required level. At this meeting the student will be required to sign an intervention Strategy agreeing to the plan to bring their attendance % to the required level and to confirm that they understand that, if at any time they do not adhere to the intervention and it becomes impossible for them to achieve the required attendance rate of 80% for the entire course, Astute Training Pty Ltd.'s final course of action is to notify the student of its intention to report him or her to the Department of Immigration and Border Protection (DIBP) through the Provider Registration and International Students Management System (PRISMS) for unsatisfactory attendance.

Intention to report letter

The student will be issued with the **intention to report letter** for unsatisfactory attendance only after receiving an informal counselling and warning letter 1 and 2 which includes an intervention strategy. The intention to report letter will inform the student of a right to appeal, and provide details of how to access Astute Trainings appeal process as per Standard 8 and that the student has 20 working days from the date of the notification to appeal against Astute Training Pty Ltd.'s intent to report for unsatisfactory attendance. (The intention to report letter will indicate the date on which the 20 working days will commence and will be sent by express post)

Exception to 80% attendance rule

Astute Training Pty Ltd may choose not to report a student breaching attendance requirements if:

- The student is attending at least 70% of the scheduled course contact hours
- The student is maintaining satisfactory course progress (this can be confirmed with the students transcripts that are issued each term)

The decision to implement this rule is required to be authorised by the CEO.

Appeals

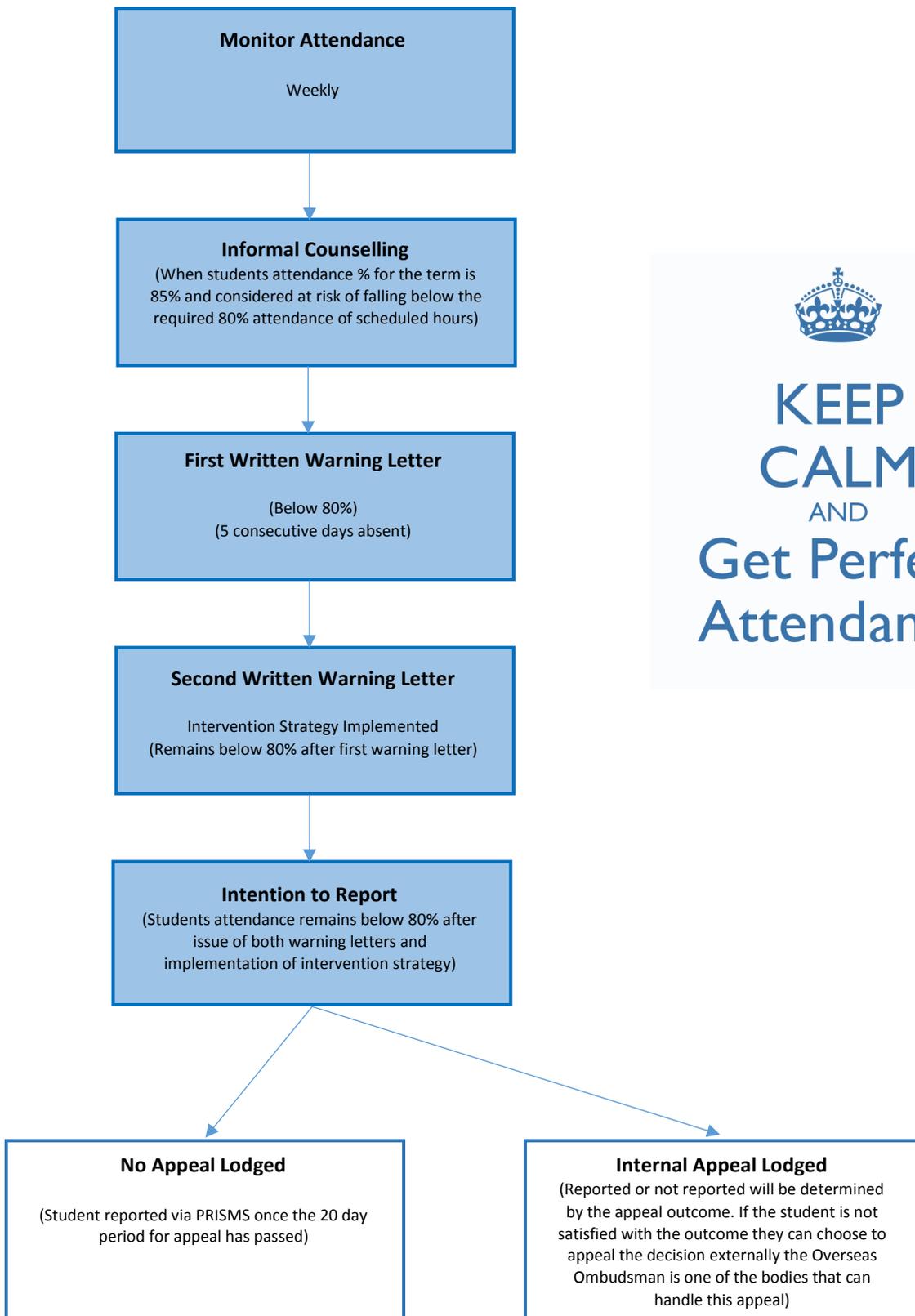
A student may appeal Astute Training Pty Ltd's decision to report on the following grounds:

- Astute Training failure to record or calculate a student's attendance accurately
- Compassionate or compelling circumstances, or
- An intervention strategy was not implemented according to this policy and procedure document

If the appeal shows that there was an error in calculation, and the student actually made satisfactory attendance, the student will not be reported, and there is no requirement for intervention.

If the appeals process shows that the student has not maintained satisfactory attendance, but there are compassionate or compelling reasons for the lack of attendance, ongoing support must be provided to the student through the intervention strategy, and Astute Training Pty Ltd will not report the student to DIBP unless the student reaches an unsatisfactory attendance level of 70% or below (absence percentage of 30% or above).

Attendance Flow Chart



LEAVE, DEFERENCE AND TRANSFER

Compassionate or Compelling Circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capability and /or ability to progress through a course. These could include:

- Serious illness or injury, where a medical certificate states that the student was unable to attend class
- Bereavement of close family members such as parents, siblings, or grandparents
- Major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted their studies
- A traumatic experience which could include but is not limited to:
 - Involvement in or witnessing a serious accident
 - A serious crime was committed against the student
 - The student has been witness to a serious crime

These cases may be supported by police, qualified counsellor or psychologists' reports and copies of these documents should be kept in the students file. The CEO may consult the student's trainer or the Student Support when considering compassionate or compelling circumstances in relation to attendance.

Policy for Deferring/ Suspending a Student Enrolment

What does suspension/deferment mean?

This means that a student stops studying for a week or more while the course is in progress. A student can ask to suspend/defer studies or Astute Training Pty Ltd can suspend/defer a student (usually a student discipline matter). The Department of Immigration and Border Protection (DIBP) must be informed if a student is suspended.

When can a student request a suspension?

A suspension of studies may be approved by Astute Training Pty Ltd in *compelling* or *compassionate circumstances*. These circumstances might include medical reasons or extreme personal circumstances.

The DIBP guidelines on what can be accepted as a valid reason for suspension of studies say:

Compassionate and compelling circumstances are usually not under the control of the student and may have an impact on the student's course enrolment. For example:

- Serious illness or injury – a medical certificate must state clearly that the student was unable to attend classes
- Bereavement – the death of close family members such as parents or grandparents. Evidence may need to be requested
- Major political upheaval or natural disaster in the home country which requires the student to return (emergency travel) and this has impacted on studies
- Traumatic experience – for example, being involved in or witnessing an accident or witnessing an accident or a crime and this had had a negative impact on studies (in these cases Police or Psychologist's reports are required)
- Misbehaviour by the student – in this circumstance the student has the right to appeal. The student must be informed of the intention to defer their enrolment and notified that they have 20 working days to access the internal complaints and appeals process. If the student accesses the appeals process, the Student's enrolment cannot be deferred until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply
- The decision to grant a deferment is at the discretion of the CEO or in their absence by the Training Manager on the basis of information provided
- Deferment is for a maximum of 12 months (with no extensions possible) from the date of a student's departure and allows the student to carry over any fees already paid at the time when deferment is agreed
- A student must have paid all fees due at the time of requesting deferment for deferment to be considered.
- Inability to begin studying on the course commencement date due to a delay in receiving a student visa
- Compassionate or compelling circumstance as deemed by the CEO once all evidence has been submitted

How does a student request a suspension?

- Students are required to write to the CEO requesting deferment. The required form is a letter to the CEO. The letter needs to set out the grounds for seeking deferment including (where possible) supporting medical certificates and/or letters and the approximate time of re-commencement of studies
- The decision on whether deferment has been granted will be communicated to the student in writing within 14 days of receiving a letter of request
- The student will be informed that deferring his or her enrolment may affect his or her student visa.
- All documentation relevant to the application will be filed in the students file

What if Astute Training Pty Ltd suspends a student?

Astute Training Pty Ltd reserves the right to suspend or expel a student for breaches in relation to discipline issues. Incidents may include but are not limited to cheating, theft, wilful damage to college property, possession of illegal drugs on Astute Training Pty Ltd premises, inappropriate behaviour or threats to the safety of other students. If the period of suspension exceeds 28 days DIBP requires students to return to their home countries (unless exceptional circumstances can be proved). The student has 20 working days in which to lodge an appeal through the internal complaints procedure. Refer

Astute Training Pty Ltd's complaints procedure.

Note: Astute Training Pty Ltd is required under section 9 of the ESOS Act 2000, to advise DIBP about changes to overseas student's enrolment; and any breach by the student regarding their student visa.

Leave of Absence

If a student needs to take leave of absence during the term, it is the student's responsibility to complete an Approved Leave Form, and hand in to reception. Please allow 5 working days for processing. Each case will be considered individually. Compassionate circumstances such as an illness in the family or a death in the family may be considered as valid reasons for granting leave. In line with Department of Immigration and Border Protection (DIBP) requirements, Astute Training Pty Ltd does not consider holidays as valid grounds for leave of absence or deferral. Evidence should be attached to the Leave form if available and DIBP will be advised accordingly if applicable

Students must plan all holidays, weddings and engagements in the scheduled term breaks as these occasions are not considered to meet the requirements under a compassionate or compelling circumstance.

Cessation of study by a student

It will be assumed that a student has abandoned their course if they are absent from class without **contacting** Astute Training Pty Ltd for **5 days or more**.

If a student does not respond to Astute Training Pty Ltd's notification letters and request to attend appointments at Astute Training Pty Ltd to discuss absence, it will also be assumed that the student has abandoned their course and therefore will be deemed to have notified Astute Training Pty Ltd of their cessation of studies and the students cessation will be reported via PRISMS which may result in their visa being cancelled.

Student transfer - internally

Students need to apply in writing. Students will be informed of the decision in writing. New enrolment details and any other changes are recorded in WiseNet by administrative staff. Students must be aware that no change of class, shift or course is permitted during the term, except for exceptional circumstances. For international/overseas students who have transferred to a different course, records will be updated and DIBP will be notified via PRISMS. Please note that this may affect the length of the student visa.

Transfer between Registered Providers

Astute Training Pty Ltd may not enrol transferring students prior to the student completing 6 months of their principal course. Students who have studied longer than this period can apply as normal and no letters of release need to be sighted or produced.

The policy of Astute Training Pty Ltd is to ensure that it does not enrol any transferring international/overseas student prior to the 6 months of their principal course being completed unless the student has a valid letter of release agreeing to such a transfer from their current provider.

Our broad policy is to agree to all transfer requests unless there is some particular factors that needs to be taken into consideration. The students requesting a transfer still owe Astute Training Pty Ltd course fees or that is suspected that they are seeking transfer only to avoid being reported. Letters of release would always be provided when or if:

- Astute Training Pty Ltd's registration has been revoked
- Sanctions imposed on Astute Training Pty Ltd by the Australian government prevent the student from continuing in the course

Procedure for assessing students wishing to transfer in to Astute Training Pty Ltd qualifications

- Astute Training Pty Ltd receives an application from a student who is on shore and who has indicated that they are currently studying at another institution
- The CEO uses PRISMS to decide if the student has completed 6 months of their principle course. If they have the required information, the application process proceeds. If they have not, they are asked to provide an appropriate letter of release in support of their application. They can be provided with a "conditional offer", which clearly states that an offer of a place is contingent on their obtaining a letter of release.
- If such a letter of release is received and the student has no outstanding fees to be paid to the prior institution or other outstanding matters of concern, the application proceeds
- If no satisfactory letter of release is obtained from such students, the application process is halted and the student informed that they are unable to transfer at this time. They are welcome to re activate their application when the 6 month period has passed.

Note: In the very rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution which do not allow the student to continue with the course no letter of release is required.

Procedure for assessing transfer applications from students wishing to transfer out of Astute Training Pty Ltd

- Students make a written request (e-mail is satisfactory) to transfer to another provider
- The student may be asked to provide a valid offer of enrolment from the new institution
- When these documents have been sighted the CEO will assess the transfer request considering the following questions:
 1. Does the student have any outstanding fees payable (if they do these must be paid before a letter of release can be provided)
 2. Is the student fully aware of the study issues involved in a transfer
 3. Is the student simply trying to avoid being reported? If the answers to the above are satisfactory and in accordance with policy, the letter of release will be granted at no charge to the student. The student will also be advised of the need to contact DIBP and obtain a new visa if the course they transfer to is not a Higher Education/VET course
- The CEO reports student's termination of studies through PRISMS
- The student will be notified in writing the outcome and the student may access the student appeal process as detailed in the Student Handbook if they seek a review of the decision.
- The approval of transfer of a student to another institution does not indicate the agreement to provide any refund.
Refunds are governed by the refund policy independent of this policy.

FEES + CHARGES AND REFUND POLICIES

Fees and Charges

Enrolment Fee – Non-refundable	A\$200.00
Application fee for Recognition of Prior Learning	A\$250.00 per unit
New assessment (re-sit)	A\$100.00 (each)
Repeating individual unit	A\$100.00 (per week)
Processing fee for transfer to a different course and new CoE	A\$200.00
Re issue of Student ID card	A\$20.00
Administration fee for refunds	A\$250.00
Late payment fee on outstanding fees paid after the due date	A\$50.00 (may be charged on all fees paid after the due date or instalment date arranged)

The following guidelines apply in relation to tuition fees:

- Students are required to pay in advance one terms tuition fees and overseas students health cover if applicable
- If a student repeats a subject and this falls into another term after the course completion date the student will be charged part of the tuition fees for that term
- If a student has outstanding fees at the end of the term or at the end of the course the student's results and qualification will be withheld until all fees have been paid in full.
- If Astute Training Pty Ltd grants the student RPL and the course duration is reduced, Astute Training Pty Ltd will issue an offer letter with the pro-rata fees only for the units the student will study at Astute Training Pty Ltd

Fee procedure after initial tuition payment

1. Astute Training Pty Ltd will provide students with a letter for outstanding fees one month prior to their tuition fees falling due. All fees are to be paid 3 months in advance.
2. If students are unable to pay their fees they should make an appointment with the **CEO Di Groves** or **Director Karen Webster** to determine a payment plan. If the student is satisfied with the proposed plan he/she will be required to sign a document to that affect.
3. If students are more than one week late with their fee payment, a first reminder letter will be sent and a \$50.00 late payment fee may be charged
4. If fees are more than one month late a second reminder letter will be sent requesting payment and advising the student that if fees are not paid immediately their enrolment may be suspended.
5. If fees remain unpaid and the student has not made any genuine efforts to discuss the circumstances with anyone and the student has not lodged an appeal then Astute Training Pty Ltd will contact the Department of Immigration and Border Protection (DIBP) with regards to non-compliance through PRISMS. In this case the student's enrolment with Astute Training Pty Ltd will be cancelled for non-payment of fees

Protection of Tuition Fees Paid

Astute Training Pty Ltd is a CRICOS provider delivering courses to overseas students. Our condition of enrolments, collecting fees in advance, refunding fees and financial management comply with the conditions outlined in the Tuition Protection Service (TPS) Act for CRICOS providers.

For more information please visit the TPS website: www.tps.gov.au

Methods of payment:

Fees can be directly deposited into Astute Training Pty Ltd.'s account by the following payment methods

- Cash
- Direct deposit or EFT
- Bank cheque or postal order
- Credit Card are accepted with a 1.2% surcharge



Banking Details for Direct Deposit Commonwealth Bank BSB: 062 589 ACC: 106 128 48
Include your Name and Student Number in Transaction

How fees can be paid

All students must complete a payment plan form upon commencement nominating the preferred payment option. A student can elect to pay fees either in **full** each term or in **monthly** instalments.

Both methods are listed below:

Example:

Student commences the course 20 January 2014 and completes 20 January 2015.

*Course cost is **\$6000.00***

Deposit paid when CoE is issued is for the first 3 months tuition = \$1500.00

Balance owing = \$4500.00

Method 1

Payment 1 due 20/04/2014 for \$1500.00

Payment 2 due 20/07/2014 for \$1500.00

Payment 3 due 20/10/2014 for \$1500.00

Course paid in full 20/10/2014 3 months prior to course completion

Method 2

Deposit paid when CoE is issued for the first 3 months tuition

= \$1500.00 Payment due:

February 20/02/2014 = \$500.00

March 20/03/2014 = \$500.00

April 20/04/2014 = \$500.00

\$1500.00 paid by due date of 20/04/2014

May 20/05/2014 = \$500.00

June 20/06/2014 = \$500.00

July 20/07/2014 = \$500.00

\$1500.00 paid by due date of 20/07/2014

August 20/08/2014 = \$500.00

September 20/09/2014 = \$500.00

October 20/10/2014 = \$500.00

\$1500.00 paid by due date of 20/09/2014

Course paid in full 20/10/2014 3 months prior to course

completion Please Note:

If for any reason a student is unable to pay their fees on the due date the student should contact either Di Groves or Karen Webster to discuss. Students should make contact before the due date.

A late payment fee of \$50.00 may be charged on outstanding fees paid after the due date or arranged payment instalment date.

Refund Policy

Students requesting a refund must complete the Refund Application Form and include a copy of the Visa refusal letter with the application to the email address on the form. Where a refund is approved, Astute Training Pty Ltd will make payment to the nominated bank account within 28 working days of receipt of the completed Refund Application Form including the supporting documents. No refunds will be paid to a third party unless it is indicated on Refund Application Form.

Visa Refusal	Tuition Fees (the fee for the delivery of training) are refunded in full if a visa application is rejected; however the Enrolment Fee is non-refundable and there is an administration charge of \$250 which is charged for the processing of all refunds. The visa refusal letter must be attached to the refund application. *
Enrolment Fee	Non-refundable **
Visa Renewal Refusal	Refund of unused tuition fee
Overseas Health Cover	Refer to the OSHC Provider Policy
Withdrawal after the commencement date	Non refundable
Withdrawal less than 30 days prior to the commencement date	Non refundable
Withdrawal 30 days prior to the commencement date	80% refund of the tuition fees
Withdrawal by existing student	If a student cancels their course after starting but does not give 30 days' notice in writing then a payment of 4 weeks tuition fees will apply.

Refund Conditions:

*A request for refund must be made in writing and the decision record from DIBP must be received by Astute Training Pty Ltd within 90 days of the decision being made from the DIBP. Tuition fee is non-refundable for a non-genuine information case.

** Enrolment fees are non-refundable. A \$ 250 processing fee applies to all refunds

Tuition fee refund in full in the case of provider default:

- the course has not started on the agreed start date – the refund will be paid within 7 days from the day you are advised of the course cancellation
- Provider has had a sanction imposed

Section 46A of the ESOS Act 2000

In the case of provider default, in accordance with section 46A of the ESOS ACT 2000, the course fee refund will be processed as per the TPS procedure. <https://tps.gov.au/StaticContent/Get/ProviderInformation>

Tuition Fees will not be refunded under the following circumstances:

- When a student fails to comply with the conditions of enrolment at Astute Training Pty Ltd
- when a student enrolment is terminated for failure to comply with the requirements of their student visa by DIBP.
- a student does not commence their course(i.e. does not arrive or has not arranged with Astute Training Pty Ltd for a later start date)
- A student terminates a course during the term.

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.

ELECTRONICS AND STUDENT PORTAL

Use of computing and electronic resources Student responsibilities

Astute Training Pty Ltd recognises that computing and electronic resources are a valuable source of learning and information relevant to education programs therefore you are encouraged to make use of these resources for purposes relating to study being undertaken through Astute Training Pty Ltd. The lap top computers and internet access are not to be used for purposes other than for program requirements unless otherwise stated.

These guidelines provide information about the acceptable use of computing and electronic resources which include Internet, e-mail, web browsing, website publication, chat and newsgroups. It is your responsibility to adhere to the guidelines for appropriate use of computing and electronic resources.

Astute Training Pty Ltd Responsibilities Astute Training Pty Ltd reserves the right to:

- Moderate access to Internet services, including the filtering of websites
- Monitor and record all usage of its computer networks

Consequences of inappropriate use

Where it is alleged that a student is inappropriately using facilities Astute Training Pty Ltd will provide the student with written notice of the alleged inappropriate use. The student has the right to provide an explanation to Astute Training Pty Ltd prior to any disciplinary action being taken. Disciplinary action against a student, who inappropriately uses computing or electronic resources or who breach any of the terms and conditions of Astute Training Pty Ltd, may include but are not limited to:

- Suspended access to the computing and network facilities of Astute Training Pty Ltd either indefinitely or for a specified period of time determined by Astute Training Pty Ltd or
- Legal action – for illegal acts will be referred to the appropriate legal authority.

Criminal offences

Commonwealth and State laws relating to written communications apply equally to e-mail messages and the Internet. These include laws relating to:

- Downloading, uploading, copying, storing or distributing child pornography
- Downloading, uploading, copying, storing or distributing software applications or other material with content that is illegal
- Breach of copyright such as unlicensed copying of a computer program
- Intercepting, attempting to steal or alter data (hacking), unlawfully accessing, altering, or falsifying electronic documents or programs and
- Use of communication and information devices for defamation, illegal gambling, fraudulent misrepresentation and unauthorised recording.

Unlawful Use – Violations of State or Federal Law

- Unauthorised use, or reproduction of documentation that would normally require payment of a fee for use
- Accessing or downloading website materials or files or transmitting material that is defamatory
- Accessing, displaying, disseminating and storing obscene or offensive material including abusive, pornographic, profane or sexually oriented material
- Internet technologies must not be used to access or disseminate: use of illegal drugs, dangerous materials or other illegal activity: or material that promotes hatred or
- Discrimination based on age, race, religion, gender or sexual preference. Threatening letters or unsolicited advertising, false or defamatory statements must not be posted or published on the internet.

Inappropriate Use

You should not use the computing and electronic resources provided by Astute Training Pty Ltd for purposes not directly related to the study being undertaken. The following are examples of inappropriate use of Astute Training Pty Ltd's computing and electronic resources:

- Conducting private business for personal gain or profit, including fee based or subscription services
- Unauthorised downloading of storage of files and records, which are not for study purposes. Downloading of Software (licensed, shareware, freeware, evaluation or otherwise) including system, application or data files may only occur when approved by Astute Training Pty Ltd.
- Accessing of communication and information devices and services such as Internet relay chat, for non-study purposes. All transactions should be conducted in a manner that does not create congestion on the network. For this reason accessing of Internet chat sites is prohibited. Audio files, movie files and games are not to be played, installed onto computers or downloaded
- Gaining or attempting to gain access to another user's account or masquerade as another user
- Giving and unauthorised person either intentionally or negligently passwords associated with access to the computing and networking facilities
- Attempting to by-pass system restrictions or security mechanisms
- Intentionally damaging or destroying any computer system or data or developing or using programs for this purpose
- Using the computing and electronic resources to intimidate, harass, annoy or stalk another person.

Website

Astute Training Pty Ltd website can be found at www.astutetraining.com.au

You will find information regarding the delivery of our vocational education and training and our policies and procedures. If you require further information regarding our services, please do not hesitate to contact your trainer or ask the receptionist who is the best person to direct your query to the relevant member of staff.

Facebook Page

Our Facebook page can be found when searching for "Astute Training", we update our social network weekly with any important information. We also upload photos from Group Trips, Birthday Morning Teas, Practicals and many other experiences we get our students involved in. This way you can save the photos of you and the new friends you have made here at Astute Training Pty Ltd and share them with your family back home.

Please like and follow us to keep informed of changes and posts. Share our page to other friends or relatives back home that you think might want to join you at Astute Training here in Australia.



Student Portal Information

Logging in to Student Portal:

Follow the instructions below:

Step 1. In your internet browser search www.astutetraining.com.au



Step 2. Click on the 'Student Login' button located on the home screen



Step 3. Type in your username/email in the space provided
(Your personal email address provided to Astute Training)

Step 4. Then type in your Password underneath.
(This password will be sent to your email address prior to you logging in)

Astute Training Pty Ltd

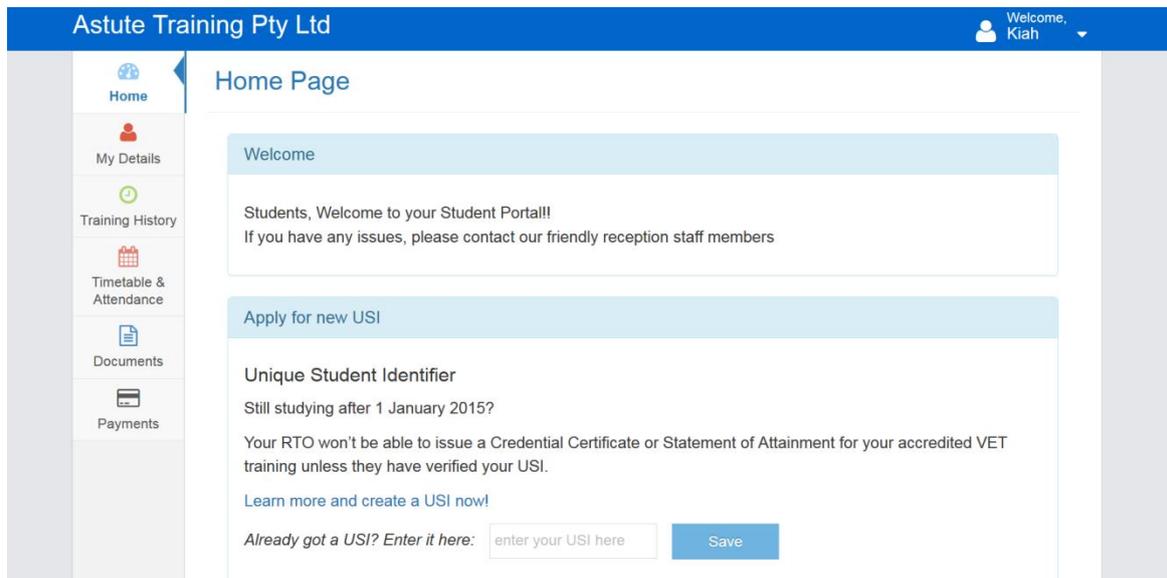
Log in

Username

Password

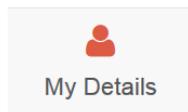
[Forgot Password?](#)

Step 5. Once you have logged in you can then see the home page of your Student Portal. From this page you are able to navigate to a variety of areas of interest.



Updating Contact and Personal Details:

Step 1. Click on 'My Details' located on the left side bar of the home page.



Step 2. This is the ONLY screen you can edit. By clicking the 'Edit' button you are able to update your contact details immediately if they change.



The screenshot shows the 'Basic - My Details' page. The left sidebar contains navigation options: Home, My Details (selected), Training History, Timetable & Attendance, Documents, and Payments. The main content area has tabs for 'Basic', 'Personal', and 'Next Of Kin'. An 'Edit' button is visible. The 'Personal Details' section shows: Title, First Name (Kiah), Middle Name (Jade), Last Name (LAWSON), Preferred Name, Suffix, Previous Name, Gender (Female), and DOB (31/03/1998). The 'What is your usual residential address?' section shows: Country (Australia), Address (35 Shirlow Avenue), Extra Address Line, Town/City/Locality (Faulconbridge), Post Code (2776), and State (NSW). A section for 'Where will you be living whilst training?' is partially visible at the bottom.

Step 3. Press 'Save' on the bottom of the page after making any changes to your details.



The screenshot shows the address editing form. The top header is "Astute Training Pty Ltd" with a user greeting "Welcome, Kiah". The form fields are: Street Name (Shirlow Avenue), Number, Extra Address Line, Town/City/Locality (Faulconbridge), Post Code (2776), and State (NSW). At the bottom, there are "Save" and "Cancel" buttons.

Accessing your Training History (Units and Course outcomes):

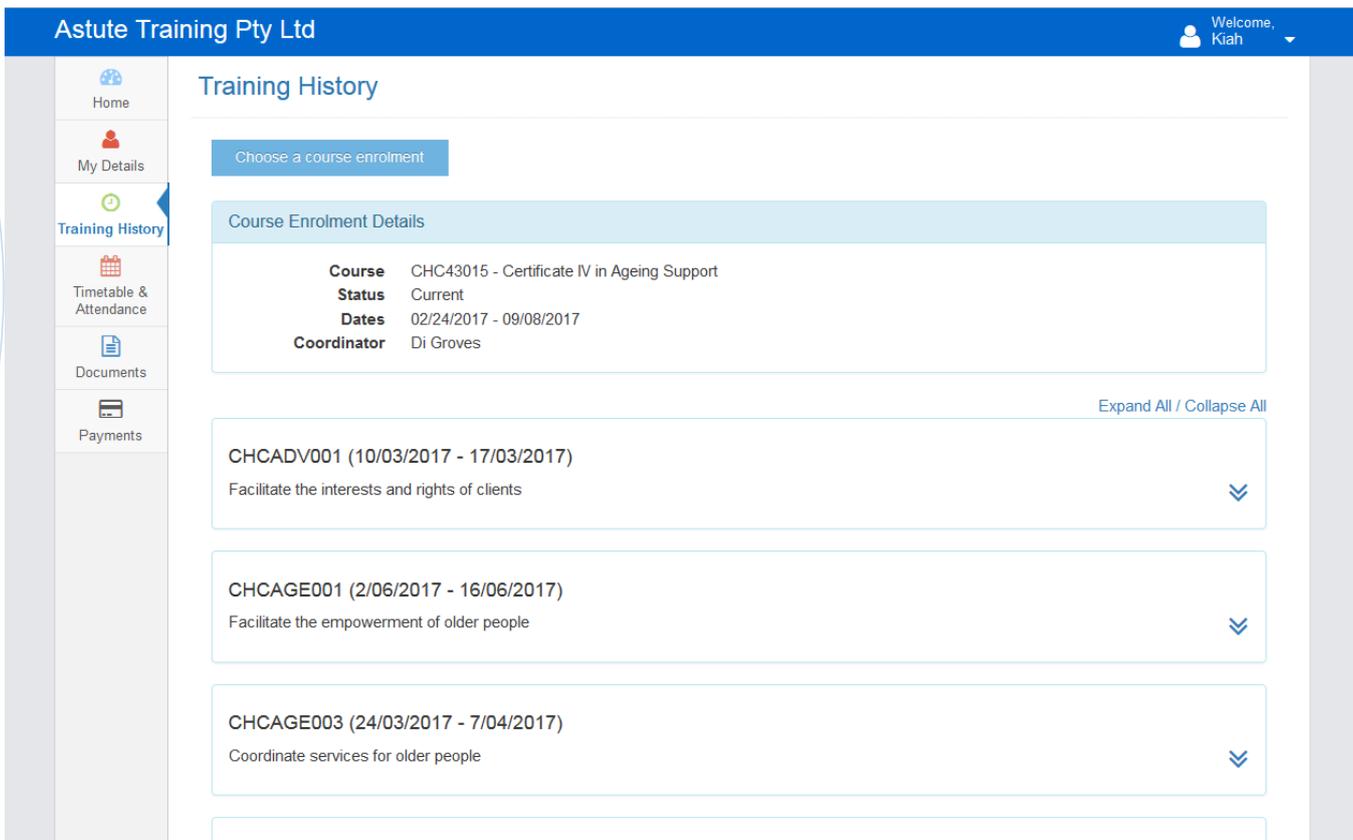
Step 1. Click on 'Training History' on the left side bar of the home page.



Step 2. Select course enrolment.



This will display the units in the course and the outcomes you have achieved to date.



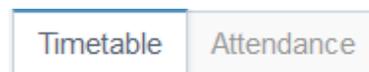
Accessing your Timetable and Attendance:

Step 1. Select 'Timetable & Attendance' located on the left side bar of the home page.



Step 2. Then click on the Timetable access tab

On this screen you can view your timetable for the entire course



Astute Training Pty Ltd Welcome, Kiah

Timetable

Timetable Attendance

Apr 2017 TodayEvents Apr 7, 2017 Day Week Month

S	M	T	W	T	F	S
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

Fri, 07-04

GMT+11:0

9am

10am

11am

12pm

9:30AM - 3:30PM
 Registration Status: Accepted
 Class Code: 2017SAS AS IV - PenrithC9267
 Name: Certificate IV in Ageing Support - Penrith Class 9267
 Venue:
 Trainer: Debbie Langley
 Timetable Code: 2017SAS AS IV - Penrith

Step 3. If you click on the Attendance access tab, you can track you attendance on a daily basis.

Astute Training Pty Ltd Welcome, Kiah

Attendance

Timetable Attendance

Choose a timetable

Timetable Details

Name 2017SAS AS IV - Penrith
Status Confirmed
Dates 24/02/2017 - 31/08/2017
Coordinator Di Groves

Attendance Summary for this Timetable

Attendance So Far **100%**
 Attendance Max Possible **0%**

Attendance Detail

Class Code	Class Name	Date	Start Time - End Time	Attendance
2017SAS AS IV - PenrithC9267	Certificate IV in Ageing Support - Penrith Class 9267	Fri 07/04/2017	09:30AM - 03:30PM	0%
2017SAS AS IV - PenrithC9284	Certificate IV in Ageing Support - Penrith Class 9284	Fri 14/07/2017	09:30AM - 03:30PM	0%

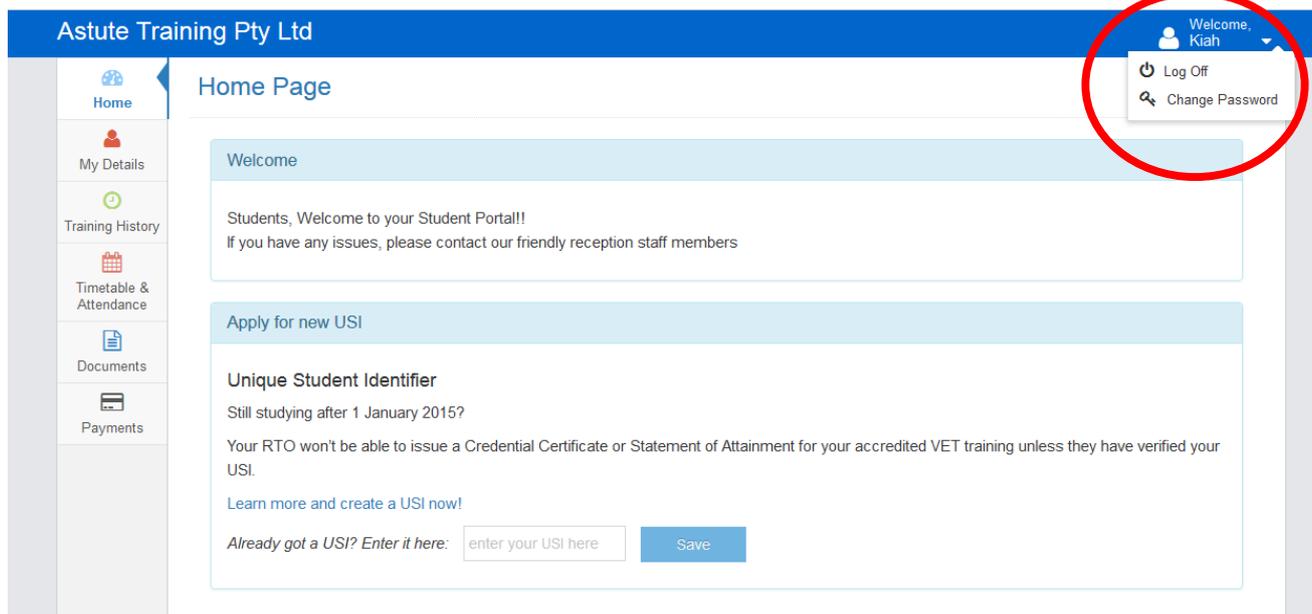
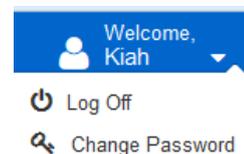
Resetting your password:

Please use these instructions to change your password to one you will remember.

DO NOT GIVE YOUR PASSWORD TO ANY OTHER STUDENT

Astute Training will not be liable for compromised passwords. This is your responsibility only.

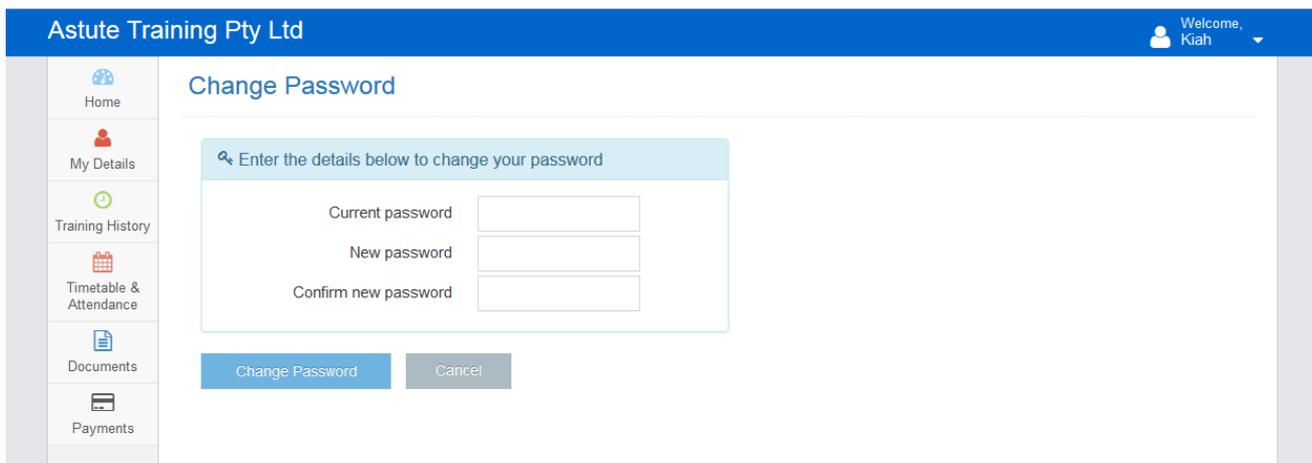
Step 1. Click on the 'Welcome (Your Name)' and select 'Change Password'



Step 2. Type in your current password, received in email sent from Astute Training.

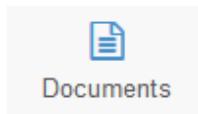
Step 3. Type in a new password for your Student Login

Step 4. Confirm new password by writing it again in the next box. Then select 'Change Password'

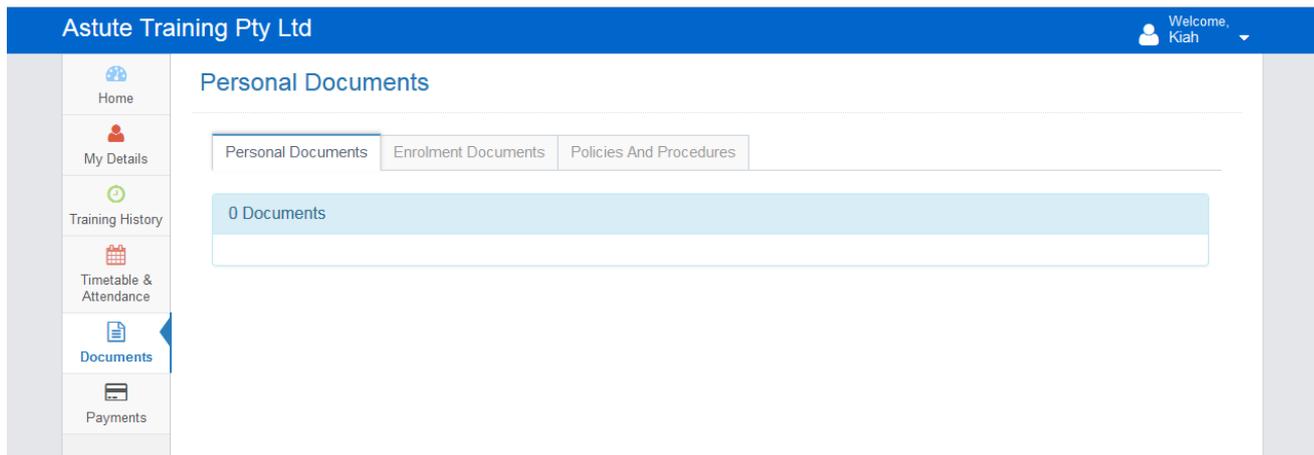


Accessing Documents and Payment Records:

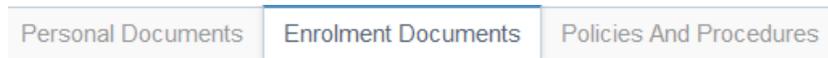
Step 1. Select 'Documents' located on the left side bar tab on the home page



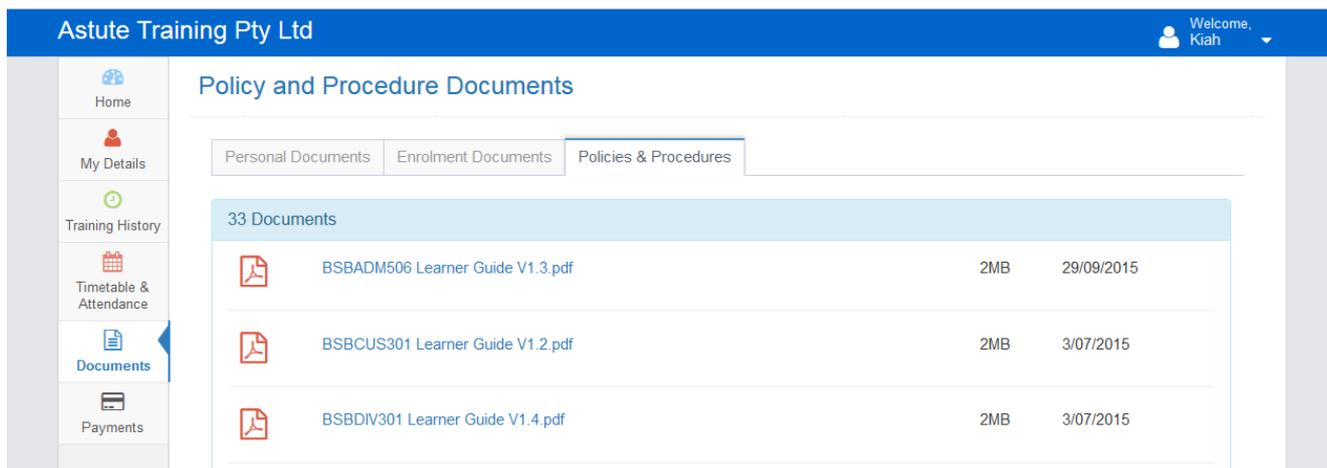
This will bring up the personal documents you have provided to Astute training;
This could be copies of your OSHC, IELTS, and Student ID's: Passport, Drivers Licence



Step 2. You can access your enrolment documents by clicking on the 'Enrolment Documents' tab. These are documents such as: Enrolment Form, Induction Checklist and CoE



Step 3. You can access Astute Training course unit learning guides by selecting the 'Policies and Procedures' tab.



Logging out of your Student Portal:

Step 1. Click on the 'Welcome (Your Name)' located in the top right hand corner and select 'Log Out'



Ensure you logout after every session.



POLICIES, RESTRICTIONS AND PROCEDURES

Smoking, eating, drinking and mobile phones

Students must place all rubbish in the bins provided and clean up after themselves. Smoking is not permitted inside the building or in the toilets. Mobile phones must be turned OFF or placed on silent while in class. Smoking is restricted to outside the building only.

(Please do not smoke in front of the main entry door)

Alcohol, Drugs and Weapons on Institute Premises

You are not permitted on Astute Training Pty Ltd premises or to use the facilities when under the influence of alcohol. Consumption of alcohol on the premises of Astute Training Pty Ltd is strictly prohibited.

The possession, use and sale of illegal drugs or controlled substances (including stimulants, depressants, narcotics, hallucinogens or marijuana) on Astute Training Pty Ltd premises is against the law and will be reported to the police. If you are taking prescription medication, it is your responsibility to ensure that they do not affect your safety or the safety of others.

You are not permitted to bring knives, guns or other weapons on to Astute Training Pty Ltd premises.

Inappropriate Behaviour

Students who do not behave appropriately and respect the facilities, trainers and staff and their fellow students may have their enrolment suspended or depending on the severity of the behaviour could even be expelled from Astute Training Pty Ltd. If a student's behaviour is deemed inappropriate Student Support will counsel a student and a series of warnings will be given. If this behaviour continues termination of enrolment may occur. For overseas students, DIBP will be advised via PRISMS, which could result in the cancellation of the student visa.

Sexual Harassment

A person sexually harasses another person if:

- The person makes an unwelcome sexual advance, or an unwelcome request for sexual favours, to the person harassed or
 - Engages in other unwelcome conduct of a sexual nature in relation to the person harassed
- Conduct of a sexual nature includes making a statement of a sexual nature to a person, or in the presence of a person, whether the statement is made orally or in writing. This kind of behaviour will not be tolerated
- If you believe you are experiencing harassment refer the matter to the CEO immediately, in the absence of the CEO contact the Training Manager or Student Support.

Discrimination

Discrimination is broadly defined as treating one person unfairly over another based on factors that are unrelated to their ability or potential. State and Federal legislation protects people at work and in education from discrimination on the basis of certain attributes and from being treated unfairly because they have complained about discrimination. Under the *Fair Work Act 2009*, discrimination is disadvantaging someone in the workplace or education because of their:

- race and/or colour
- gender or sexual preference
- age
- physical or mental disability
- marital status
- family or carer's responsibilities
- pregnancy
- religion
- political opinion

Student Support Services

Astute Training Pty Ltd has resources and staff available to help students if necessary. If you are facing problems of any kind, our first point of contact is Reception. The administration staff will be able to direct you to the most appropriate person or make an appointment for you to speak to Student Support. Please take advantage of the support facilities available before any problems become an issue so that you enjoy a happy and rewarding experience whilst you are studying in Australia. The Student Support Services are designed in keeping with the Education Services for Overseas Students (ESOS) Act 2002 guidelines and the National Code. Student Support Services relating to welfare and guidance are available free of charge and are confidential, the main areas addressed are:

- Counselling – general or personal, support and referrals
- Cultural adjustment
- Study assistance – additional classes or tutorials
- Setting and achieving your goals
- Managing your time
- Maximising your attendance and attention in class
- Motivation
- Ways of learning
- Coping with assessment
- Special support assistance- including language, literacy and numeracy support

Complaints and Appeals

At Astute Training we recognise the importance of a supportive learning environment where students feel safe, happy and respected. Should there be a concern at any stage through your study here we encourage you to follow this process in dealing with the issue

Trainer – In the first instance of a concern please speak to your trainer as an informal way of dealing with any issues immediately before the concern escalates.

Student Support – If your concern is not resolved or if your concern is of a more **personal nature** please ask at reception to see the Student Support Officer.

CEO – If your concern has still not been resolved please ask for an appointment with the Chief Executive Officer, this will be the final call on the concern for Astute Training Pty Ltd.

Students will be provided with a written outcome on your case including the rationale for the decision. If a student is satisfied with the resolution agreed actions will be implemented and the complaint or appeal will be closed.

External Appeals

Where no mutually acceptable resolution can be found, a student may wish to have the matter dealt with through an external resolution process:

NSW Fair Trading – If you are unsatisfied with the resolutions from Astute Training, we supply Consumer Guide brochures in all common areas of the building

Overseas Students Ombudsman (OSO)

GPO Box 442, Canberra ACT 2601

Tel : 1300 362 072 (in Australia) , +61 6276 0111 (outside Australia)

Email: ombudsman@ombudsman.gov.au Website: www.oso.gov.au

Record Keeping

A written record of all complaints handled under this procedure and their outcomes will be maintained for a period of five years. These records will remain with the students file and cannot be accessed without a written request to the CEO.

Academic support

Astute Training Pty Ltd offers academic support to students in addition to their regular scheduled classes or tutorials. Workshops can be conducted on assignment referencing and time management skills for study on an as needs basis. Students are advised to contact their respective course trainers in the first instance for any additional academic support and if a student still requires assistance should then make an appointment with Student Support.

Counselling services

The student counselling service is designed to assist international students in dealing with a wide range of problems including homesickness, managing stress, conflicts, emotional issues, improving motivation, enhancing study skills, organising study time and any other issues that may be upsetting the student. Astute Training Pty Ltd does not have professionally qualified counsellors; however staff can readily assist students as a first point of contact. Should a student require a professional counsellor Astute Training Pty Ltd can recommend or suggest a reliable and qualified professional service?

International students are also able to access an independent mediator as an additional support service to assist in problem resolution. Astute Training Pty Ltd has identified LEADR & IAMA as a possible mediator, but you may choose another mediator if you prefer. LEADR can be contacted on 1800 651 650 or at <https://www.leadriama.org/>

Freedom of Information (FOI) – Your rights to access documentation

The Freedom of Information Act gives you the right to access documents held by Astute Training Pty Ltd (as well as most government agencies). Under the Act, you are also able to ensure that records held concerning your personal affairs are not incomplete, missing, out of date or misleading.

If you want to access documents held by Astute Training Pty Ltd, you do have to explain why you want access. To request access to documents, you will need to provide a written request accompanied by identification. You can only ask to see documents which may contain the information you are seeking. You cannot ask for an answer to a specific question or ask for a document to be created specially to meet your request. To learn more refer to the Freedom of Information Act (1989)

Documents and Forms

Students can request from Reception various documents such as copies of interim transcripts, leave applications, application for release, fee payment plans etc. and these forms are also located in each training room and student kitchens or can be downloaded from the website. Students should allow 5 working days for document requests to be processed and this must be lodged in writing or on the applicable form.

ESOS ACT Requirements

The ESOS Act protects Australia's reputation for delivering quality education services and protects the interests of overseas students by setting minimum standards and providing tuition and financial assurance. More information is available <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-LegislativeFramework/ESOS-Regulations/Pages/default.aspx>

Workplace Health and Safety

Astute Training Pty Ltd is committed to providing a safe and healthy work environment for the protection of its employees and students. Astute Training Pty Ltd is committed to continual improvement of the workplace through the reduction and control of hazards, which may result in injuries to employees, students and the general public. It is a policy of the company to endorse and practice the provisions of current legislation. In pursuing this, Astute Training Pty Ltd shall provide and maintain so far as is practicable, for its employees and students, an environment that is safe and without risks to health. Astute Training Pty Ltd shall ensure:

- All workplace health and safety rules are adhered to
- Facilities and equipment that are used or may be used by students are in good condition and working order
- The working environment meets legal and community standards of acceptance, especially in regard to
- Noise control, smoke free environment and cleanliness
- Information of health and safety practices is included in training courses
- It is the responsibility of all students to co-operate with Astute Training Pty Ltd in its legislative responsibilities

First Aid

First aid kits are kept in the Trainers Staffroom and at Reception. Staff members who are accredited with a First Aid Certificate are fully conversant with the procedures necessary for safe management of work place incidents.

Please report any first aid requirements to reception and you will be seen by one of our first aid officers if necessary.

Astute Training follows the Code of Practice on first aid in the workplace which is an approved code of practice under section 274 of the Work Health and Safety Act (the WHS Act). This incorporates having the available first aid kits and qualified first aid officer.

Accident Policy

In the event of a workplace accident or injury occurring, it should be reported to a member of staff immediately. The injury shall be reported in the Notice of injury book which can be obtained from Reception. Should the injury require medical treatment, a medical practice must be advised the injury occurred in the workplace. Any medical certificates, reports or accounts should be given to Astute Training Pty Ltd at the earliest convenience.

Critical Incident Policy

In the event of a critical incident, Astute Training Pty Ltd recognises that appropriate infrastructure must be in place to ensure the provision of all necessary support services

Astute Training Pty Ltd's has the appropriate policy, support mechanisms and procedures for managing a critical incident in place. This policy will ensure the Astute Training Pty Ltd has:

- An effective approach in responding to critical incidents as they occur
- Appropriate support and counselling services available to those affected
- Appropriate training and information resources provided to staff

Definition

A critical incident is defined by the National Code (under Standard 6) as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'. Critical incidents may include, but are not limited to:

- Serious injury, illness, or death of a student or staff member
- Students or staff lost or injured during fieldwork experiences
- Severe verbal or psychological aggression, physical assault, sexual assault, drug or alcohol abuse
- Student or staff witnessing a serious accident or incidence of violence
- Natural disaster e.g. earthquake, flood, windstorm, hailstorm, or extremes of temperature, Fire, bomb threat, explosion, gas or chemical hazard

Evacuation Policy and Procedures

The purpose of this policy is to;

- Ensure the safety and well-being of the company's employees, visitors and students.
- Promote an awareness of evacuation procedures.

Procedures

The company has appointed Fire Wardens and Chief Fire Warden to ensure the safety of the company's employees, visitors and students. It is the role of the Chief Warden and Fire Wardens to ensure that all employees and students are aware of the evacuation procedures. In the event of a fire, it is compulsory that all employees and students leave the premises immediately.

The Fire Wardens are responsible for sounding the evacuation hooter. When the evacuation hooter has sounded all employees and students shall exit the building in an orderly manner. All employees and students will convene at the designated evacuation point **Allen Place Car Park** behind the building.

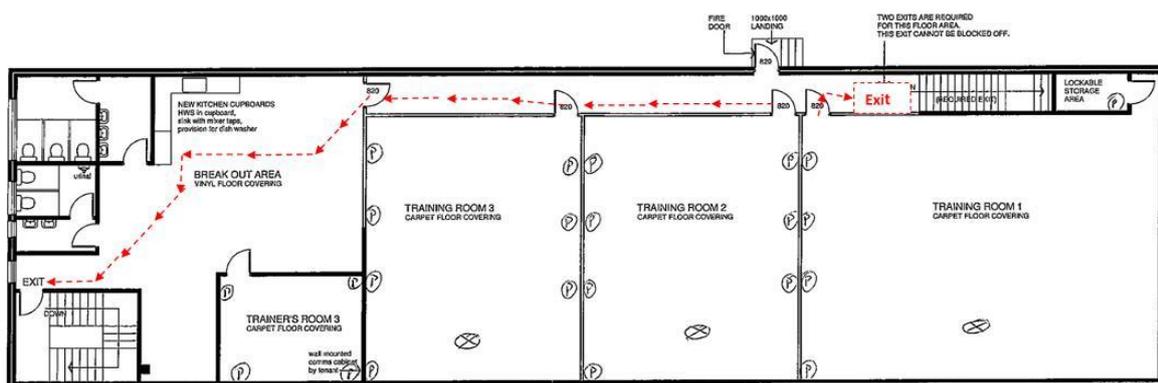
All employees and students will **remain** at the assembly point until advised by Chief Fire Warden to return. To ensure that all visitors, students and staff are accounted for it is necessary for all occupants of the building to sign in to the building on entry and sign out on exit of the building. All staff to sign the staff sign-in book, visitors to sign the visitors register, and students are to sign the daily attendance record. It is the responsibility of trainers to ensure that all students have signed-on to the attendance record before the commencement of the class. Full procedures are held by all staff and available in the procedures manual.

Students please see full map posters around the building:

Fire Evacuation Plan Class room 4 – 6.

The Fire Evacuation meeting point is **Allen Place Car Park**, at the back of the Astute Training building off Station Street.

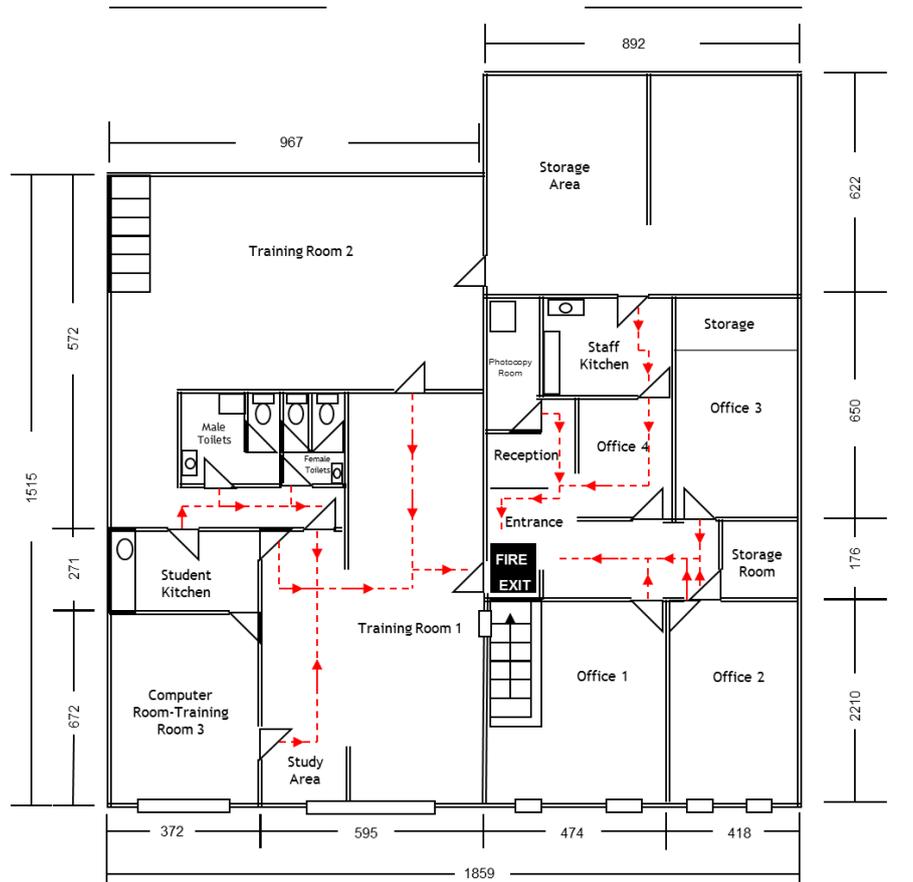
1. Use back stairs to exit
2. Cross the Road to Car Park
3. Find Astute Training Group in the Car Park
4. Ensure your name is checked off on your class list



Fire Evacuation Plan - Office and Room 1, 2, 3.

The Fire Evacuation meeting point is **Allen Place Car Park**, at the back of the Astute Training building off Station Street.

1. □ Turn right outside the front door on High Street
2. Head up toward Station Street
3. Turn right into Allen Place
4. Find Astute Training Group in the **Car Park**
5. Ensure your name is checked off on your class list



Front Door here - Start Evacuation Route to car park.

We are here to help you

What do you need to know?	Person to Contact:
<p>Absent or late to class / Lodge your Police Check processing through Fit2Work / Get a permission to work letter / Arrange a replacement Student ID Card / Transfer to another college / Get a new timetable / Complete a leave application / Complete an enrolment form / Complete a re-enrolment form / Pay your tuition fees / Submit your work placement booklet / Pick up a certificate / Advise of absence / Register for make-up classes</p>	<p>Karlee Montgomery reception@astutetraining.com.au 0484 600 889 or 47325088 at reception or Kiah Lawson kiah@astutetraining.com.au</p>
<p>Discuss a payment plan</p>	<p>Karen Webster Director karen@astutetraing.com.au</p>
<p>Speak to someone about deferrals of CoE / Speak to someone regarding a complaint or grievance / Discuss course cancellation / Discuss intervention strategies / Have the Code of Conduct explained / Discuss the Student Handbook / Arrange or discuss your Overseas Student Health Cover / Withdraw from the course / Discuss a letter of release / Speak about personal issues regarding accommodation, your welfare and any other matters of a personal nature / attendance. Discuss specific support needs. Organise your work placement / Discuss your work placement / Advise of new employment in the Aged Care industry</p>	<p>Cindy Fuller VET Manager, Student Support and Compliance cindy@astutetraining.com.au</p>
<p>Course content / Assessments / Re-assessments / Recognition of Prior Learning / Training Resources / Submit assessment materials / Discuss make up classes</p>	<p>Your Trainer</p>
<p>Apply for a Fit2Work police check / Request Overseas Student Health Cover / Request to create a new CoE / Discuss or enquire about FSAT / Request a Student ID Card</p>	<p>Kiah Lawson Student Management Officer and Administration/Reception kiah@astutetraining.com.au</p>
<p>Any complaints or personal issues or any matters of a confidential nature</p>	<p>Di Groves CEO di@astutetraining.com.au</p>

Useful Links and Contact Information for Students:

Information required on	Source	Contact details
VET Quality Framework National Code, ESOS Act	ASQA	http://www.asqa.gov.au/ Info line 1300 701 801
Permission to work Student visa conditions Applying for other visa's	Department of Immigration and Border Protection (DIBP)	http://www.immi.gov.au/ General enquiries : 131 881
Tax file number (TFN)	Australian Taxation Office (ATO)	http://www.ato.gov.au/
Overseas Health Cover (OSHC)	Worldcare	http://www.oshcworldcare.com.au/ 24 Helpline: 1800 814 781 General enquiries:13 14 84
Information on renting Real Estate Agents	NSW Office of Fair Trading Domain	http://www.fairtrading.com.au http://domain.com.au
Employment	Seek My Career	http://seek.com.au http://mycareer.com.au
Transport	City Rail Sydney Buses Westbus	http://www.cityrail.com.au http://www.sydneybuses.info/ http://www.westbus.com.au/
Reading and Writing Hotline		Telephone: 1300 655 506 http://www.literacyline.edu.au/index.html
Emergency: Police/Fire/Ambulance	NSW State Emergency Services	Dial 000 Only dial this number in case of emergency
Information on locations/street maps	Where is	http://www.wheresis.com/
General information	Yellow Pages	http://www.yellowpages.com.au/
Taxi information	Taxis combined Premier cabs	131 008 131 017
Driving license/vehicle registration	Road Traffic Authority (RTA)	http://www.rta.gov.au/

Information required on

Source

Contact details

Professional counselling services	Unifam counselling & mediation	Unifam counselling & mediation Enhancing life for individuals, couples and families Phone (02) 8830 0700 Fax (02) 9633 5610 http://www.unifamcounselling.org
	Lifeline	Life line (phone counselling) Phone: 131 114 (24 hrs 7 days a week)
	Transcultural Mental Health Centre	Counselling/Support for Ethnic/Community groups Phone: (02) 9840 3767 Toll Free: 1800 648 911 Hours: 8.30am – 5.30pm Mon-Fri
Disability services	Wesley Mission	Wesley Mission Phone: (02) 9263 5555 Fax: (02) 9264 4681
	National Disability Services NSW	National Disability Services NSW http://www.nds.org.au/nsw/ Phone: (02) 9256 3111 Fax: (02) 9256 3123
Legal Services	Legal Aid	Legal Aid Help over the phone call 1300 888 529 http://www.legalaid.nsw.gov.au/asp/index.asp
Bullying	Human Rights and Equal Opportunity Commission (HREOC)	Human Rights and Equal Opportunity Commission (HREOC) GPO BOX 5218 SYDNEY NSW 1042 Phone: (02) 9284 9600 http://www.humanrights.gov.au
Workplace Health and Safety	Work Cover NSW	Work Cover NSW Phone: 13 10 50 Hours 8.30am-5.00pm M-F http://www.workcover.nsw.gov.au/
Family and child assistance	Relationships Australia	Relationships Australia Phone: 1300 364 2777 http://www.relationships.com.au/
	Kids Help Line	Phone: 1800 551 800
Pregnancy Help	Centacare Sydney	http://www.familyrelationships.or/sydney/ Free call: 1800 063 510

Information required on	Source	Contact details
Domestic violence	Domestic violence line	Domestic violence line 24 hour telephone support and referral 1800 656 463 or 1800 671 442
	NSW Women's Refuge Resource Centre	NSW Women's Refuge Resource Centre http://www.wrrc.org.au/ Phone: (02) 9698 9777 Fax: (02) 9698 9771
Drug and Alcohol	Centre for Drug and Alcohol NSW Health	Centre for Drug and Alcohol NSW Health http://www.health.nsw.gov.au/publichealth/dpb/about.htm

Australian Government Departments

www.immi.gov.au

Department of Immigration and Border Protection

www.dfat.gov.au

Department of Foreign Affairs & Trade

www.fairtrading.nsw.gov.au

Department of Fair Trading

<http://www.asqa.gov.au/>

Australian Skills Quality Authority

Accommodation

www.flatmate.com

The Flat mate

www.sydneybackpackers.com

Sydney Backpackers

www.homestayaccommodation.au.com

Home stay Accommodation Pty Ltd

Other

www.medibank.com.au

Student Health Cover

www.healthoz.com.au

Health Services Australia

www.citysearch.com.au

Search for Australian City

www.sydneyairport.com.au

Sydney Airport site

www.whitepages.com.au

White pages Australia

Federal and State Legislation

AFFIRMATIVE ACTION (EQUAL EMPLOYMENT OPPORTUNITY FOR WOMEN) ACT 1986

http://www.austlii.edu.au/au/legis/cth/consol_act/aaeofwa1986634/

EUSTRALIAN EDUCATION NETWORK

<http://www.edna.edu.au/>

Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)

<http://cricos.dest.gov.au>

COPYRIGHT ACT 1968

http://www.austlii.edu.au/au/legis/cth/consol_act/ca1968133/

Department of Immigration & Multicultural Affairs

<http://www.immi.gov.au/students/index.htm>

EDUCATION ACT 1990

http://www.austlii.edu.au/au/legis/nsw/consol_act/ea1990104/

EDUCATION SERVICES FOR OVERSEAS STUDENTS (ASSURANCE FUND CONTRIBUTIONS) ACT 2000

http://www.austlii.edu.au/au/legis/cth/consol_act/esfosfca2000741/

EDUCATION SERVICES FOR OVERSEAS STUDENTS (CONSEQUENTIAL AND TRANSITIONAL) ACT 2000

http://www.austlii.edu.au/au/legis/cth/consol_act/esfosata2000740/

EDUCATION SERVICES FOR OVERSEAS STUDENTS (REGISTRATION CHARGES) ACT 1997

http://www.austlii.edu.au/au/legis/cth/consol_act/esfosca1997639/

EDUCATION SERVICES FOR OVERSEAS STUDENTS (REGISTRATION OF PROVIDERS AND FINANCIAL REGULATION) ACT 1991

http://www.austlii.edu.au/au/legis/cth/consol_act/esfosopafra1991909/

EDUCATION SERVICES FOR OVERSEAS STUDENTS ACT 2000

http://www.austlii.edu.au/au/legis/cth/consol_act/esfosa2000442/

EMPLOYMENT, EDUCATION AND TRAINING ACT 1988

<http://www.austlii.edu.au/au/legis/cth/bill/eeatab1999422/>

EQUAL EMPLOYMENT OPPORTUNITY (COMMONWEALTH AUTHORITIES) ACT 1987

www.austlii.edu.au/au/legis/cth/consol_act/eeoaa1987642/

FAIR TRADING ACT 1987

http://www.austlii.edu.au/au/legis/nsw/consol_act/fta1987117/

HUMAN RIGHTS (SEXUAL CONDUCT) ACT 1994

http://www.austlii.edu.au/au/legis/cth/consol_act/hrca1994297/

HUMAN RIGHTS AND EQUAL OPPORTUNITY COMMISSION ACT 1986

http://www.austlii.edu.au/au/legis/cth/consol_act/hraeoca1986512/

INDUSTRIAL RELATIONS ACT 1996

http://www.austlii.edu.au/au/legis/nsw/consol_act/ira1996242/

OVERSEAS STUDENTS (REFUNDS) ACT 1990

http://www.austlii.edu.au/au/legis/cth/consol_act/osa1990311/

OVERSEAS STUDENTS CHARGE ACT 1979

http://www.austlii.edu.au/au/legis/cth/consol_act/osca1979267/

PRIVACY ACT 1988

http://www.austlii.edu.au/au/legis/cth/consol_act/pa1988108/

RACIAL DISCRIMINATION ACT 1975

http://www.austlii.edu.au/au/legis/cth/consol_act/rda1975202/

RACIAL HATRED ACT 1995

http://www.austlii.edu.au/au/legis/cth/consol_act/rha1995109/

SEX DISCRIMINATION ACT 1984

http://www.austlii.edu.au/au/legis/cth/consol_act/sda1984209/

STUDENT ASSISTANCE ACT 1973

http://www.austlii.edu.au/au/legis/cth/consol_act/saa1973217/

VOCATIONAL EDUCATION AND TRAINING ACT 2005

<http://www.legislation.nsw.gov.au/viewtop/inforce/act%2b100%2b2005%2bfirst%2b0%2bn/>

WORKERS' COMPENSATION AMENDMENT ACT 2000. NO. 74 OF 2000

http://www.austlii.edu.au/au/legis/cth/consol_act/wcaa2000n74o2000381/

WORK HEALTH & SAFETY ACT 2011

<http://www.legislation.nsw.gov.au/maintop/view/inforce/act+10+2011+cd+0+N>

For more relevant federal and state legislations please see: <http://www.austlii.edu.au/databases.html>

