



**STRATHFIELD
COLLEGE**

A large, stylized graphic in the background of the cover page. It features two human figures, one in teal and one in orange, positioned behind a blue, fan-like shape that resembles an open book or a graduation cap. The figures are semi-transparent, allowing the blue shape to be seen through them.

Student Pre-Enrolment Handbook

(INTERNATIONAL)

**A MEMBER OF AUSTRALIAN VOCATIONAL INSTITUTE GROUP PTY LTD
CRICOS Provider Code: 02736K
NTIS Code: 91223
ABN 53 099 820 381**

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Welcome to Strathfield College

We are an innovative college focusing on the delivery of quality training for our students. We have tried hard to get everything right and trust that you enjoy your time with us.

This book contains important information about the college. If you do not understand anything, please talk to your trainer or a member of staff.

Strathfield College is located in a heritage building in the centre of Sydney, close to the CBD, China town and Central Railway Station.

The college has modern air-conditioned classrooms, ensuring that training is enjoyable and effective.

You will study with us for an agreed period of time. During your course you must attend class and achieve a satisfactory outcome in your assessments. Your qualification meets the national competency standards as well as considering your specific learning needs. If your English level is not good enough for a vocational course, the college offers NEAS accredited English courses to help you reach a suitable standard.

We look forward to meeting you and wish you every success with your studies.

Strathfield College Staff

Abbreviations used in this handbook:

DIAC	Department of Immigration and Citizenship
DEEWR	Department of Education, Employment and Workplace Relations (Federal Government)
DET	Department of Education and Training (NSW Government)
VETAB	Vocational Education Training Accreditation Board
ESOS	Education Services for Overseas Students Act 2000
NEAS	National ELICOS Accreditation Scheme
AQF	Australian Quality Framework
AQTF	Australian Quality Training Framework
VET	Vocational Education and Training Act
OSHC	Overseas Student Health Cover
LLN	Language Literacy and Numeracy
RTO	Registered Training Organisation
OSTAS	Overseas Student Tuition Assurance Scheme
RPL	Recognition of Prior Learning
eCoE	Electronic Confirmation of Enrolment
EEO	Equal Employment Opportunities
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students

Introduction

Strathfield College is the trading name for Australian Vocational Institute Group Pty Ltd.

Australian Business Number: 53 099 820 381

National Provider Number: 91223

CRICOS Provider Number: 02736K

Strathfield College (SC) is registered by the New South Wales Government Vocational Education and Training Accreditation Board (VETAB) to deliver the following vocational courses to International or local students under the Australian Quality Training Framework (AQTF). In addition, SC is registered through the National ELICOS Accreditation Scheme (NEAS) to deliver English programs.

CRICOS Code	National Code	Course Name	Duration (including breaks)
VETAB ACCREDITED COURSES			
067193K	BSB50207	Diploma of Business Administration	52 weeks
067192M	BSB40207	Certificate IV in Business Administration	42 weeks
063567B	BSB60507	Advanced Diploma in Marketing	52 weeks
063588A	BSB41307	Certificate IV in Marketing	48 weeks
067468K	BSB51107	Diploma of Management	52 weeks
067467M	BSB40807	Certificate IV in Frontline Management	52 weeks
067466A	SIT50107	Diploma of Tourism	52 weeks
067465B	SIT30507	Certificate III in Tourism (Guiding)	26 weeks
071075D	SIT50307	Diploma of Hospitality	52 weeks
071068C	FNS50204	Diploma of Accounting	52 weeks

071073F	FNS60204	Advanced Diploma of Accounting	52 weeks
071077B	BSB60207	Advanced Diploma of Business	52 weeks
071076C	BSB60407	Advanced Diploma of Management	52 weeks
NEAS ACCREDITED COURSES			
073620A		General English (5 levels)	60 weeks
060530K		IELTS Preparation	12 weeks
060531J		English for Academic Purposes (EAP- Up Int)	12 weeks
072314G		EAP (3 levels)	10 - 30 weeks

Strathfield College offers excellent training and assessment services to all of our students. We will help you further your career and reach your goals within your chosen field. Our trainers and assessors are enthusiastic, highly qualified and have extensive experience in their relevant area of study. They are here to support you throughout your training program.

Quality statement

Strathfield College is committed to providing quality service and continuously aims to improve our services and programs. We value your suggestions as to how we can help you better.

Our business courses comply with the standards of the Australian Quality Training Framework. These standards are maintained through continual professional development, monitoring, industry liaison, internal auditing and internal and external moderation.

Our English courses are monitored and assessed by NEAS (National ELICOS Accreditation Scheme). NEAS is in charge of maintaining the standard of English language training in Australia.

Change of conditions

Strathfield College reserves the right to change its fees, conditions, course times or course commencement dates at any time without notice.

College location and contact numbers

Head Office and Campus

Level 5, Suite 503, 451 Pitt Street
 Sydney NSW 2000
 Telephone: (+61 2) 9212 7799
 Facsimile: (+61 2) 9212 7800
 Email: info@strathfieldcollege.edu.au

Facilities

College Campus

Our campus offers recently renovated and refurbished classrooms. The classrooms are equipped with whiteboards and overhead projectors. Audiovisual equipment is also readily available for classroom use.

The campus is located close to public transport, libraries, the World Square Shopping Centre, Chinatown, Paddy's Markets and cinemas. Within the campus there is a student kitchen (microwave, kettle, cutlery, plates, etc.) and computers with internet facilities.

Should the College consider relocating to new premises or acquire additional premises for the purpose of delivering VETAB accredited courses the College Management will notify in writing VETAB and the students enrolled with the College any intention to relocate at least 20 working days before the relocation.

Key contacts

Chief Executive Officer:

Xiang Luo

The Chief Executive Officer is responsible for the standard of training, assessment and safety in Strathfield College, in accordance with the relevant government legislation

Deputy Principal

Sarah Logan

The Principal is responsible for the day to day running of the College and the overall quality of the courses provided

Student Support Officers:

Seema Seday

Juliza Lindeck

Howard Bai

Tomoko Okamoto

The Student Support Officers are the first contact for you should you have any problems during your time in Australia. They are available to help you make the most of your studies here.

Si vous avez besoin d'aide et que vous ne parlez pas bien anglais, contacter Karen au dos.english@strathfieldcollege.edu.au, (02) 9212 7799, 0406 351 763

한국인 담당자와 한국어로 상담을 원하시면 파트리샤를 찾으세요.

이메일: patricia.touma@strathfieldcollege.edu.au or 대표전화: 9212 7799 Ext 101

Si usted necesita hablar con alguien en español, puede contactarse con José Tomas Panatt enviando un email a jose.panatt@strathfieldcollege.edu.au o al teléfono 02 92127799 extensión 102

如果您講中文，請與 Howard Bai 聯係，電話 92127799 轉 102，電郵 howard.bai@strathfieldcollege.edu.au，手機 0418186669。

عزيزي الطالب: اذا كنت بحاجة للاستعانة بمن يتكلم العربية اتصل بتالي 9212 7799, ext. 109

Wenn Sie mit einem deutsch-sprechenden Menschen reden möchten, bitte kontaktieren Sie Karen über dos.english@strathfieldcollege.edu.au oder über Telefon (02) 9212 7799, ext. 109 oder 0406 351 763

Apabila anda memerlukan bantuan dalam bahasa Indonesia, silahkan hubungi Liza, juliza.lindeck@strathfieldcollege.edu.au, tel. 9212 7799 ext. 104, atau 0420

日本語でお話されたい方は Tomoko までメール

(tomoko.okamoto@strathfieldcollege.edu.au) もしくはお電話 (02 9212 7799 ext 102, 0410813943)までご連絡ください。

Administration:

Connie Li

Administration is responsible for college administration and receives all payments from you and supports the coordination of your College activities.

Student Support Officers:

**Tomoko Okamoto
Seema Seday
Liza Lindeck
Howard Bai**

are responsible for giving students information about the College and answering questions about college facilities and services. They are here to help with any matter at any time.

Academic Manager English

Karen Benson

Director of Studies VET

**Deirdre D'Souza
Andrew Plunkett**

The Academic Manager English and Directors of Studies are responsible for maintaining the quality of the courses in their respective subject areas. They also deal with day to day problems related to the courses.

Trainers – Trainers plan, deliver and assess your course. Your trainers at Strathfield College perform all training and formative assessment. All vocational trainers have a Certificate IV in Assessment and Workplace Training as well as relevant qualifications and experience in their subject areas.

National Vocational Education and Training Regulator Act 2011

The National Vocational Education and Training Regulator Act 2011 (NVR) is the legislation that established a national regulator, the Australian Skills Quality Authority (ASQA), which is responsible for registering training organisations and accrediting courses.

One of the core conditions of registration is that relevant applicants and RTOs comply with the requirements set out in the new VET Quality Framework.

VET Quality Framework

The VET Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the VET sector are enforced.

The VET Quality Framework comprises:

- the Standards for NVR Registered Training Organisations
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements
- the Data Provision Requirements, and
- the Australian Qualifications Framework.

Australian Quality Training Framework

The Australian Quality Training Framework (AQTF) is the national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training system.

COAG endorsed key reforms to the Australian Quality Training Framework (AQTF) Essential Standards for Registration in December 2009 in response to issues that had been identified in relation to training provided to international students. These important changes strengthen the AQTF and ensure regulators have the tools they need to protect the interests of all students undertaking vocational education and training in Australia. The changes are reflected in:

- Essential Conditions and Standards for Initial Registration – for organisations seeking registration for the first time; and
- Essential Conditions and Standards for Continuing Registration – for existing RTOs.

The Australian Qualifications Framework (AQF)

The Australian Qualifications Framework (AQF) covers all qualifications in post-compulsory education and training. It was developed to meet the need for an overall system of qualifications to support reforms in vocational education and training. The AQF was introduced throughout Australia in January 1995.

www.dest.gov.au/sectors/training_skills/policy_issues_reviews/key_issues/nts/aqtf/default.htm

Education Services for Overseas Students (ESOS) Act 2007

The provision of education and training services to overseas students in Australia is regulated by the Department of Education, Employment and Workplace Relations (DEEWR) through the Education Services for Overseas Students Act (2000) and associated legislation.

The purpose of the legislation is to protect the interests of people coming to Australia on student visas, by providing tuition and financial protection and by ensuring a nationally consistent standard for all registered providers. Strathfield College protects students' fees through membership of the Australian Council for Private Education and Training (ACPET) www.acpet.edu.au and ensures the protection of student fees through OSTAS and the ESOS Assurance Fund.

As a CRICOS registered provider (02736K), Strathfield College must comply with the ESOS Act, associated legislation and regulations. There are penalties for failure to comply.

Under the ESOS Act, Strathfield College must report directly to DIAC, when a student breaches the visa requirements, in particular the requirements about student's maintaining satisfactory progress in their course. Should you wish to obtain further information about the ESOS Act we invite you to access the website www.deewr.gov.au.

ESOS framework

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding experience of study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the *Education Services for Overseas (ESOS) Act 2000* and the *National Code 2007*. A detailed explanation of this framework can be accessed at http://www.aei.gov.au/AEI/ESOS/EasyGuide_ESOS.htm

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.deewr.gov.au/>

CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students.

Please check carefully that the details of your course – including its location – match the information on CRICOS.

Your rights

The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money.
You should keep a copy of your written agreement.
- your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer or officers is for overseas students
- if you can apply for course credit
- when your enrolment can be deferred, suspended or cancelled
- what your provider's requirements are for satisfactory progress in the courses you study and

- what support is available if you are not progressing well
- if attendance will be monitored for your course, and
- a complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer beforehand you need your provider's permission.

If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.

AEI contact: telephone 1300 363 079 (local call costs), email: aei@dest.gov.au or visit the website: aei@dest.gov.au

Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider if you change your address, update contact information when you change it.
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider's attendance policy, and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

Contact details Who? Why? How?

Your provider	Department of Education Employment and Workplace Relations (DEEWR)	Department of Immigration and Citizenship (DIAC)
For policies and procedures that affect you • Speak with your provider. • Go to your provider's website	For your ESOS rights and responsibilities • http://aei.gov.au/AEI/ESOS/default.htm • ESOS Helpline +61 2 6240 5069 • Email esosmailbox@deewr.gov.au	For visa matters • www.immi.gov.au • Phone 131 881 in Australia • Contact the DIAC office in your country.

Student Visa requirements

General requirements

The Department of Immigration and Citizenship (DIAC) have a number of requirements for granting a student visa. Granting of a student visa depends on:

- Your country of origin.
- Whether you have enough money to support yourself during your course.
- Your English proficiency.
- Your likely compliance with the terms of your visa.
- Other matters considered relevant to assessing your application

Visas are processed through the Australian Immigration Office, High Commission, Embassy or Consulate in your home country. You will also be required to show that you meet the entry requirements for the course for which you intend to enrol. Once in Australia it is important that you keep to the terms of your visa. Australian Government Regulations state that students on a student visa must maintain a satisfactory rate of academic progress.

More information on visa matters is available from your Strathfield College Agent and the Department of Immigration and Citizenship (www.immi.gov.au)

Additional information on student visa issues is available on the Department of Immigration and Citizenship (DIAC) Internet site at www.immi.gov.au including the Country Assessment Levels.

Financial Status

Under current country assessment levels, students from Assessment Level 1 countries must sign a declaration that they have sufficient funds to cover their stay in Australia. Students from Assessment level 2-5 countries must have evidence that they have funds totaling AUD12,000 per year of study in Australia. Students accompanied by a spouse should add AUD4,200 per annum.

Students with school age dependants

You should add a further 20% to their annual budget if they have at least 1 child, plus an additional AUD\$8,000 per annum for the cost of schooling if the child is of school age. For each additional child a further 15% should be added to your budget as well as the cost of the school fees.

English entry requirements

You must be able to read, write and understand English to benefit from a vocational course. Before you start your course you will need to prove your language level as part of the enrolment process.

For admission to the Strathfield College vocational courses the English language proficiency must be demonstrated by achieving the following minimum standards:

Combined Universities Language Test (CULT)	60%
Test of English as a Foreign Language (TOEFL)	500
International English Language Testing System (IELTS)	5.5 (General Training)
Australian Second Language Proficiency Rating (ASLPR)	3+

A Certified copy of your English proficiency must be attached to your Strathfield College Application form.

Strathfield College has a range of NEAS accredited English courses to help you achieve the required English level.

Change of address/ contact information

Upon arriving in Australia you are required to advise us of your residential address, email address for contacting you in the case of emergencies of College policies and your mobile telephone number.

If you move house or change your email address it is **extremely important** that you give us your new address or contact information within seven days of the change. This will ensure you receive important information about your course, fees receipts and any other important information. The college will only contact you by email for written notices or letters.

Overseas Student Health Cover (OSHC)

Australia has an efficient health care system which is subsidised by the Australian Government. Overseas Student Health Cover (OSHC) provides insurance cover that permits you to use this system. Your health Cover covers a portion of the costs for any medical or hospital care you need while studying in Australia. It also provides part payment for most prescription drugs and emergency ambulance transport.

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health fund – before applying for your visa. You will also need to maintain OSHC throughout your stay in Australia.

You can find out more about the conditions of health coverage and about purchasing Overseas Student Health Cover at the website <http://studyinaustralia.gov.au/Sia/en/StudyCosts/OSHC.htm>

Unsatisfactory attendance

Strathfield College states that there is a direct relationship between the successful completion of assessment event, subsequent competency achievement with attendance and active class participation. Therefore the College will monitor class attendance and keep records of unexplained absences. Strathfield College maintains a rule of 80% attendance. Students are required to undertake all in-class tasks in a group situation.

In accordance with the guidelines of Standard 11 of the National Code Strathfield College will report students to DIAC when they fail to meet satisfactory attendance requirements. If a student's attendance is less than 80 per cent, or if a student is absent for more than five consecutive days, Strathfield College may choose to not report a breach if:

- the student's attendance is at least 70 per cent;
- the student is maintaining satisfactory academic performance;
- there are compassionate and compelling reasons or circumstances; and
- this is consistent with the provider's documented attendance policies and procedures.

Strathfield College will also monitor academic performance of each student and will intervene where that performance is not satisfactory across two consecutive units.

Trainers will monitor and assess students' attendance and academic progress on a daily, weekly basis and then again at term end. The College will monitor, record and assess students' attendance each fortnight and across each study term period, which is usually two units depending on the course and approximately two months. Where a student does not maintain satisfactory attendance of 80% across a study term period of their course, or where an absence of more than five consecutive days without prior approval occurs, an intervention program begins.

The student will be first contacted by email when their attendance falls to 85% or when they are absent for more than five consecutive days. They will receive a letter by email informing them of the situation and the implications of a falling attendance rate.

The College will next contact the student by email when the attendance falls to 75% through an Intervention Counseling letter. The VET DOS will meet with the student to inform them that their attendance is unsatisfactory. The VET DOS will check the academic progress of the student and where the academic progress is also not satisfactory, a plan to improve will be decided.

Where attendance falls below 70% (69%) a student will be issued, via email, with a Notification of Intention to Report letter from Strathfield College outlining the school's intention to report to DEEWR for failure to maintain satisfactory attendance.

At that time the student will have 20 working days to appeal. If no appeal is made or if the appeal is not upheld, the student will be reported to DEEWR-DIAC for unsatisfactory attendance.

For more information see Appeals, page 22.

Working while studying

Full time students may apply for a student visa with permission to work (157P). This entitles you to work a maximum of 20 hours per week. Your course does not include any work as part of your study.

Do not work more than the allowed 20 hours per week. DIAC conduct checks to ensure you are not breaching your Visa condition with respect to work. In addition, if you work for over 20 hours a week your employer can be fined heavily under immigration law. Check with the Principal or Student Support Officers if you are unsure.

Breaches - Warning and Reporting

Students registered under CRICOS are subject to DEEWR-DIAC attendance, academic and financial warning and reporting requirements. If you have been absent for 5 consecutive days without approval, have not been consistently attending your course or your fee payment schedule is not up to date you will be contacted by the Principal, Customer Service Officer or VET DOS to arrange an interview to discuss these matters. A record of this discussion will be kept in your student file.

You will be reported to DEEWR- DIAC if:

- Your attendance is not satisfactory
- You withdraw from a course;
- You have not paid your fees.

You will be advised in writing and required to attend a meeting with a DEEWR-DIAC official within 28 days after the day specified in the letter. You must continue to attend the college until requested by DEEWR-DIAC to attend a meeting.

Deferral or Suspension of course

Students enrolled at Strathfield College are only allowed to defer their course in the following circumstances:

- illness (documented by a doctor's certificate)
- bereavement
- other exceptional circumstances beyond the control of the student.

If a student defers or suspends their studies Strathfield College is required to notify DEEWR-DIAC via PRISMS. One of the conditions of a student visa is that you may only change to a different college under exceptional circumstances within the first six months of your course.

Education agents

Strathfield College is responsible for the actions of education agents representing the College. All Strathfield College agents have signed an agreement with the College. Strathfield College reviews the activities of agents continuously. If you believe your agent is misleading you or misrepresenting the College, please contact us immediately.

You should not be asked for additional fee payments by agents once you have been accepted by Strathfield College. Should you be asked for additional fees please speak to the College Registrar.

A Strathfield College Education Agent must provide you with information on the following before you make an application to study:

- Facilities, equipment and learning resources;
- Course content, course duration and the qualification gained on completion.
- Teaching and assessment methods;
- Details of any arrangements with other providers for recognition or completion of the course.
- Tuition fees, refund conditions and other expenses;
- Information about living in Australia, the College campus and location, accommodation availability, and costs of living;
- The minimum level of English language proficiency, educational qualifications and work experience required for acceptance into a course;
- Student visa requirements.
- The conditions imposed on student visas including satisfactory academic performance, attendance requirements and working.
- The requirement that Strathfield College must report students who fail to meet their visa conditions to DIAC
- Withdrawal arrangements;
- Admission procedures, credit transfers and the recognition of prior learning (RPL) policies at the College;
- Internal and external complaint and appeals procedures
- The non-academic student support services of special relevance to international students.

Access and equity

Access refers to the ability of students to enter training. Equity is a term used to cover issues relating to the student participation in the College and achievement of outcomes in their chosen area of training. Strathfield College will meet the needs of individuals and the community through the integration of access and equity guidelines. Strathfield College will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality without discrimination.

Strathfield College will increase opportunities for people to participate in the vocational education and training system and in associated decisions, which affect their lives. This College prohibits discrimination towards any individual or group in any form, including:

- Gender;
- Pregnancy;
- Race, colour, nationality, culture, ethnic or ethno-religious background;
- Marital status;
- Homosexuality (male or female, actual or presumed);
- Disabilities; and
- Indigenous Australians.

All Strathfield College employees are committed to ensuring that the College selection criterion is non-discriminatory, providing fair access to training for all people through:

- Being responsive to your needs and suggestions on a day to day basis. If a member of staff believes that a student is experiencing difficulties, then it is their responsibility to refer the matter to the Student Support Officer.
- Upholding the values and integrity of Strathfield College by complying with policies, procedures and legislative requirements, and incorporating access and equity principles into all functions and activities within Strathfield College, as well as the operation and culture of Strathfield College;
- Providing training and assessment and learning resource materials of the highest quality that take into account cultural and linguistic needs and will be used in an ethical manner;
- Participating in staff development programs to assist in developing training and assessment methods and practices, as well as skills in relating appropriately to a diverse student population;
- Being responsive to the needs and suggestions of Strathfield College students by ensuring that training and assessment procedures are flexible;
- Being alert to the facts some training programs offered may have limited number of places available and these will be filled as per the requirements detailed with the client selection information;
- Ensuring our enrolment procedures will be free of discrimination, and if an individual does not meet the entry requirements, all attempts will be made to assist them to identify all alternative courses of action.

Should you feel, that you have any issues related to access and equity, you should contact the Registrar. If you are not happy with the response you can contact the Chief Executive Officer. All discussions will be treated confidentially. All our staff are expected to follow our Code of Practice. This handbook sets out your rights and responsibilities as a student.

Language, Literacy and Numeracy Support (LLN)

If you have problems with language, literacy or numeracy, we will discuss the best way to help you in private. If necessary we will offer counseling about your particular problem and how it may affect your progress in our course. Recommendations will be made but it is your final decision on whether you act on them.

If the assessment identifies that you need further development in a specific area, the Director of Studies-English, will discuss with you the options. Additional language support may attract a fee.

Student selection

Strathfield College have the following selection criteria in recruiting students for our programs. These include relevant skills, experience and career plans.

To study in a VET program at Strathfield College you must be 18 years old. You must have completed Year 12 or its equivalent. However, if you are a mature age entrant, you may use your work experience as evidence of your ability to successfully complete the course. You must also have an IELTS score of 5.5 or equivalent to enter a Vocational Course. If you have a score less than this, Strathfield College will ask you to do an English Course to help you meet the entry requirement.

To study in an English course you must be over 16 years old. The amount of English study you will need depends on your current level of English. In addition, various training programs may require a different or specific type of selection criteria. The most common selection criteria are:

- ability to complete the training program;
- the reason why you wish to take the training program and how the program will help you with your career plans;
- any other criteria relevant to National Training Package pre-requisites.

Offers of course placement will be based on the assessment of the Director of Studies who will take your qualifications and proficiencies into account.

Guidelines for admission

Introductory Information

To study in Australia you must:

- be enrolled in a course which is registered by the Australian Government;
- attend the course **full time**. That is for at least 20 contact hours per week;
- have an **Australian Student Visa**.

The following information will help you to apply to study in Australia at Strathfield College. This information is a guide only and you will find more information about visa requirements, student selection, course information and fees:

- in this Strathfield College Student Handbook
- on the Strathfield College website (www.strathfieldcollege.edu.au);
- in Strathfield College brochures;
- on Australian Government websites listed below
- or by contacting the College.

Applying for an Australian Student Visa

To apply for a visa you need to contact a representative of the Australian Government at an Australian High Commission, Embassy or Consulate. You can also obtain information about Australian Student Visas on the following Australian Government websites: www.studyinaustralia.gov.au www.immi.gov.au

These websites provide you with official details about:

- Entry requirements for a Student Visa;
- Your responsibilities after you receive your Student Visa;
- Documents you are required to submit with your Student Visa application.

Please Remember: Depending on the country in which you live and the application process, **your visa may take weeks or even months to be approved**. Please remember this when you choose your start date with Strathfield College.

Certified Documents

When you apply to enrol in a Strathfield College course you will be asked to supply Certified Documents. Certified Documents are copies of original documents, which have been certified as being a true copy of the original document.

The copies can only be certified by an authorised person, such as:

- The institution which issued the original documents;
- An officer in the admissions department of Strathfield College;
- An appointed agent of Strathfield College;
- An officer in the records or admissions department of a tertiary institution;
- A Justice of the Peace (Australia only);
- A Notary Public (People's Republic of China only).

The copies must:

- State – **“I certify this to be a true copy of the original”**;
- Be signed and dated by the authorised person;
- Contain the clearly written name, occupation and contact details of the authorised person. In the case of a tertiary institution the official stamp of the institution should be used.

Certified copies of documents can be accepted in hard copy by mail for the application process or by fax or email from Strathfield College agents. Certified documents submitted to Strathfield College become the property of the college and will not be returned.

Original documents, which are in a language other than English, must be translated by an official translator registered with a government body or by agents who have been designated as translators. These translated documents must include the date, the name and signature of the translator and the translator's official stamp.

Recognition of qualifications and statements of attainment

All AQF qualifications and statements of attainment will be fully recognised and credit transfer is available to students enrolling in any of our courses.

Any student wishing to apply for recognition of existing qualifications or statement of attainment should apply to the Registrar for a recognition of prior learning information kit (Form 24) and application (Form 27) or visit the website www.strathfieldcollege.edu.au.

Recognition of Prior Learning (RPL)

Students, potential or actual, of SC's VET training programs are provided with full recognition of their current skills and knowledge. SC promotes the acknowledgment of 'non-traditional' forms of learning as valid pathways for recognition of competency achievement during the RPL assessment process.

The RPL process conducted is an assessment process, which provides acknowledgement of all skills and knowledge gained through life experiences, work experience, previous training and formal education. A student may elect to have their qualifications and/or Statements of Attainment recognised by completing the RPL Application form before coming to Australia or during the first three weeks after enrolling in a course at Strathfield College. RPL will not be considered after that time.

Where RPL is granted before an International Student has a visa issued, then the period of the course will be adjusted appropriately when the Electronic Confirmation of Enrolment (eCoE) is issued. If RPL is agreed after visa issue the College will report the change of course duration via PRISMS as required under s19 of the ESOS Act 2000. If such a case occurs the student will maintain a full time study load. In either case the student will not be allowed to study less than a minimum full time load per week (20 hours).

DIAC through PRISMS is to be advised of the student's RPL. The student's details are adjusted to reflect the College decision.

There is a fee schedule for when a student applies for recognition of their skills. This schedule consists of an application fee (AUD 100) plus a fee per unit of competence for which they are seeking credit (price on application.) These fees must be paid when making the application and are not refundable. The fee per unit of competence may vary for each course. Please enquire prior to making an RPL application.

If a student is unsuccessful the total amount paid less the RPL application will be deducted from the course tuition fees. If a student gains credit through the RPL process for units of their course, their overall course time will effectively be reduced. Therefore, a pro rata adjustment to the course fees will apply. Any adjustment of time will comply with National Code standards 12 and 13.

Application to study at Strathfield College

You must complete an application form before you begin studying at SC. This application form contains all necessary data, which may be accessed by state and federal government registering bodies.

All information is entered onto the Strathfield College student management database and the original enrolment form will be filed in your individual student file. You can get a copy of this information if you wish.

The Strathfield College application form can be:

- downloaded from the Strathfield College website, or
- obtained from your education agent.

How to apply for enrolment at Strathfield College

1. Complete your Strathfield College application form

Send your completed form, and your non-refundable Application Fee of AUD 100, to Strathfield College. You must attach certified copies of all documents that are requested on the Application Form. For information about certified copies please refer to the Guidelines for Admission.

Application checklist to assist you to complete your application form – Have you:

1. Completed all sections of the application form?
2. Read and signed the declaration?
3. Enclosed certified copies of your passport and visa?
4. Enclosed certified copies of qualifications?
5. Enclosed certified copies of English language proficiency?
6. Enclosed any other certified documents requested in the application form?
7. Enclosed AUD100 for the (non refundable) application fee?

2. A “Letter of Offer”

Strathfield College will assess your application and if you are accepted you will be sent a “Letter of Offer”.

3. Accepting an offer and payment of fees

If you wish to accept the offer you are required to pay:

- the full fee for English courses or the first instalment (equal to 6 months tuition fee) for other courses;
- PLUS Overseas Student Health Cover and any other fees as detailed in the letter of offer.

Further tuition fee instalments are to be paid 6-monthly, in advance. A fee schedule will be forwarded to you.

4. eCoE

Once you have paid your fees then Strathfield College will issue an eCoE. The eCoE will be sent to you, or your agent, by mail, email or fax.

You must then submit the eCoE to the Department of Immigration and Citizenship (DIAC) to apply:

- For your student visa (Assessment Levels 1 and 2); or
- To finalise your student visa (Assessment Levels 3 and 4)

5. Submit your Australian Student Visa application

Depending on the Country Assessment Level as indicated by DIAC, you may need your “Letter of Offer” to apply for pre-visa assessment (PVA) before you apply for your visa.

For more information please contact your nearest High Commission, Australian Embassy or Consulate or visit the DIAC website: www.immi.gov.au.

Overdue Fee Collection Policy and Process

Step 1 – Notice 1: Fees Reminder and Invoice

You will be posted a fees reminder and an Invoice four weeks before your tuition fee is due. It will also be emailed to your agent.

This invoice will be the First Notice and you are required to pay by the due date. The following are some of the payment options accepted at the college.

CREDIT

CASH

DEPOSIT

EFTPOS

For more information ask the Marketing Department for the Student Payment Options and Remittance document.

Step 2 – Final Reminder: Intention to Report

If your fees become overdue by 7 working days immediate payment is required and a final reminder, an Intention to Report notice, will be posted to you. A copy will be emailed to your agent. (This step will be recorded on your personal records at Strathfield College.)

Step 3 - Appeal or Payment

You will have **20 working days** to appeal in writing or to contact the college regarding payment.

Step 4 - Reporting to DIAC

If payment in full, or a legitimate written request for appeal, is not received from you the College will report you to the Department of Immigration and Citizenship (DIAC) for failure to pay fees. Your **CoE will be terminated** and your visa may be cancelled.

Step 5 - Student Exclusion

If your CoE is cancelled you will not be able to attend classes until the situation is resolved and your account settled.

Orientation on arrival

Orientation is conducted on your first day at College. It is designed to inform you about college life and to introduce you to your course. In addition, you will meet your trainer and other college staff, have a tour of the College and be informed of College policies and procedures.

Academic Honesty Policy

Strathfield College is committed to the academic right that students receive credit for the work submitted by them for assessment. Part of this right is that it is clearly unfair for students to submit work for assessment that appears to be their own but is copied from others with or without acknowledging the source. This kind of activity represents a form of academic fraud.

Strathfield College is committed to developing research and literacy skills that will enable students to avoid plagiarism or any other form of academic dishonesty including collusion, cheating, claiming credit for group work without actively participating, and recycling.

Plagiarism is using the words or ideas of others without acknowledging the source. It can be deliberate cheating or simply failing to acknowledge copied work. Plagiarism includes

- using other people's ideas and presenting them in your own words
- downloading an essay or other material from the Internet and submitting it as your own work.
- purchasing an assignment and submitting it as your own work.
- using a friend's work to submit for assessment
- using the words from a book or website without referencing it
- using other people's words
- presenting large amounts of quoted work with little of your own input

Students who are found to have plagiarised will receive a fail grade in an assessment. A repeat offense may lead to the student being asked to leave the College. Students are advised to seek assistance to develop appropriate research and writing skills in order to avoid any form of academic dishonesty.

Cheating in all forms including copying from another student or the use of phones and other electronic devices in examinations and assessments will be regarded as a breach of this policy. Proven dishonesty or cheating will result in failure in an assessment. A repeat offense may lead to the student being asked to leave the College.

Course outcomes

The outcome of the training package offered is a national accreditation listed on the website www.ntis.gov.au/Default.aspx?/trainingpackage/all. All course outcomes are based upon you being able to demonstrate competence in the skills and knowledge listed. They all involve attendance at classroom sessions.

At various times through your course, you must undergo an assessment or a test to demonstrate that you are competent in the skills and knowledge taught. To pass the course you must prove you are competent in all the tasks given. You may be asked for a written assignment and/or to demonstrate a skill. On successful completion of the course you will be issued a certificate.

Re-assessment

Students who are marked as NYC or do not submit assignments by the unit end due date may request a reassessment of their work before the end of the term.

Where a student does not complete a unit due to leave being granted, the student accepts the responsibility for all assignments within the duration of the CoE. If assignments are not completed within the duration of the CoE students must re-enrol.

Reassessment is allowed only once per term. Assignments must be submitted to the trainer by the agreed date. Students who do not submit by the agreed date will only be eligible for a Statement of Attainment.

Students may also Appeal their assessment by a Trainer through the Assessment Appeals form or a Feedback and Complaint form.

Preparing you for the workplace

Our Business and Marketing courses endeavour to acquaint students with industry best practice through your learning and assessments. This is achieved by drawing on industry experts to present you with real industry scenarios.

Flexible delivery and meeting student delivery needs

All units of competence follow the guidelines of the relevant training package. Strathfield College trainers establish your training needs at the start of each unit of competence. This may result in your trainers applying a number of different strategies to meet the group's learning needs.

The different strategies your trainer may use to develop the skills and knowledge of each student include presentations, role-play, case studies, demonstrations, guest lectures, group work, calculations, exercises, tutorials, audiovisuals and simulations the requirements of the particular unit of competence.

The trainer will negotiate flexibility with you to determine the most suitable type of assessment that will allow you to demonstrate competence in individual units.

In modeling the nature of the assessment, the trainer will take into account, EEO anti-discrimination principles, flexible delivery methodology used, along with your particular needs. The nature of such assessments in seeking explicit evidence of competence could include an interview, role-play, case study, demonstration, group work, calculation, exercise, tutorial, project, workplace observation, and/or simulation.

In establishing an appropriate assessment model the trainer will consider currency, authenticity, validity, reliability and relevance to the performance criteria of the particular unit of competence.

Cancellation and Refund Policy

Student Cancellation / Default

Refunds are only available under certain conditions. Should you wish to cancel your course and seek a refund the following conditions apply.

1. The request must be made in writing on a Refund Application Form which can be obtained from the College Registrar. The completed form should be forwarded to the Registrar, Strathfield College, Suite 503, Level 5, 451 Pitt Street, Sydney NSW 2000, Australia.
To assist the College you must clearly state the reasons for the refund request and supporting documentation must be supplied where applicable.
2. Strathfield College policy is that tuition fees, material fees, airport pick up and accommodation charges paid in advance are refunded in full within 28 days when:
(a) the Student Visa Application is rejected in writing by the Australian Embassy / High Commission.
3. Where Strathfield College is advised of your cancellation in writing 30 days or more prior to your course commencement date, the tuition, materials and other fees paid to the college are refunded in full within 28 days less \$330.00 administration charge.
4. Where Strathfield College is advised of your cancellation in writing less than 30 days prior to your course commencement date, the tuition, materials and other fees are refunded in full within 28 days less \$550.00 administration charge.
5. If you fail to commence a course within one week after the course commencement date your agent will be notified, your CoE will be cancelled and materials and other fees paid to the College will be refunded in full within 14 days less \$550.00 administration charge.
6. Where there are exceptional circumstances beyond your control such as illness or bereavement, application for an exceptional circumstances refund for illness or bereavement must be supported by Certified Documents such as a Doctor's certificate and/or other relevant documents verifying the situation. Decisions regarding exceptional circumstances refunds are at the discretion of the Chief Executive Officer.
Please note that this does not apply where the Australian Government has cancelled a visa as a result of a breach of visa conditions or rejected a renewal of a visa.

7. Please note, the Accommodation Placement Fee (AUD200) and the non-refundable Deposit (AUD100) for issuing a provisional electronic Confirmation of Enrolment (CoE) are non-refundable under any circumstances.
8. Please see the Fees and Charges on our website on the Fees page.
9. Your notice of cancellation is not effective until Strathfield College, through the Registrar, receives a completed Strathfield College Refund Application Form with supporting evidence.
10. Course and other Fees are not transferable to another student or institution but may be transferred to another course within Strathfield College at the discretion of the Chief Executive Officer.
11. All approved refunds are made payable to and sent to the student in Australian dollars. A refund calculation explanation as to how the refund was calculated will accompany the student refund payment.
12. Bank charges may be deducted for refunds made by bank draft or electronic transfer.

Strathfield College Default

In the event of a default by Strathfield College, students are entitled to a refund under the provision of the ESOS Act 2000 and ESOS Regulations 2001 in the following circumstances:

Strathfield College

- (a) does not offer a course on the advertised start date;
- (b) terminates a course after the course start date and before the course completion date; or
- (c) does not provide a course as advertised, due to sanctions or circumstances beyond its control.

Strathfield College will pay a refund to the student within 14 days after the default date. This refund will be 100% of the tuition fee. A written explanation as to how the refund was calculated will accompany the student refund payment

Refund appeals

Students not satisfied with the calculated refund may refer to the Strathfield College student complaint procedure which involves an independent third party to adjudicate.

Students may lodge an external appeal or complain about a decision through the Overseas Students Ombudsman within 10 working days of the end of the internal appeal process or decision.

The conditions for Refund and Cancellation and the appeals process do not remove the student's right to take action under Australia's consumer protection laws.

Issues, concerns or complaints

Strathfield College adheres to the National Code of Practice for responding to complaints about VET and/or ELICOS quality at all times.

All issues, concerns and complaints within Strathfield College are handled the same way and as a matter of process be called a complaint. The complaints process must start within ten days of the complaint being lodged and will be at no cost to the complainant. The complainant will have their enrolment maintained during the complaints process.

Where verbal complaints are heard, they can be discussed with staff and preferably resolved. If there is a need to formalise the issue or to define the outcome, then the complaint can be documented on either the Edupoint system, Feedback and Complaints Form or a Continuous Improvement Request, either by the person initiating the complaint or by a relevant member of staff. All reasonable measures will be taken to finalise the process as soon as practicable.

All complainants must be identified. They cannot be anonymous because this is considered unfair and ongoing discussion cannot take place to resolve the issue. Information submitted to a staff member will be treated with respect and is to be taken in a positive way.

Any written issue, concern or complaint, irrespective of the nature will be forwarded to the Chief Executive Officer who must control the process and moderate the outcome for the benefit of the students. Any issue, concern or complaint made by a student must ultimately be recorded on a Continuous Improvement Request and submitted to the Chief Executive Officer for registration and close out.

Any issue, concern or complaint will be considered and investigated fairly and objectively respecting student and/or staff rights. Students have the right to attend the investigation to present their case as well have a support person or request that an independent person or panel hear it.

Where the solution requires a documented change to procedures, The Chief Executive Officer will notify the Compliance Officer of the change to ensure that the documents are appropriately updated.

The final result of the issue, concern or complaint investigation must be given in writing to the complainant stating the outcomes and reasons for the decisions made, the actions to be taken and a record of the documentation is to be placed on your student file.

Appeals following Warning or Intention to Report letter, concern or complaint decision

Strathfield College maintains a supportive and fair environment, which allows you to appeal an outcome provided this is done within one week of the decision date.

The appeal should be resolved as amicably as possible using this formal appeal process. The appellant will have their enrolment maintained during the appeal process. The appeals process must start within ten days. There will be no cost of the appeals process to the appellant.

In the first instance, the appellant must discuss the matter with the staff member who informed them of the decision, verbally or in writing. If this does not resolve the matter then the student should formally approach the Chief Executive Officer in writing using the Feedback and Complaints form. This form can be obtained from any member of staff. The Chief Executive Officer will then immediately raise a Continuous Improvement form. All reasonable measures will be taken to finalise the process as soon as practicable.

The Compliance Officer, will then record the complainant's appeal in the Continuous Improvement Register and include the written notification on the student's file. The Compliance Officer should assemble information or documents, which will assist in the process, these could include:

- A summary of the issue, event or incident;
- Relevant college records;
- Complainant's witness documents;
- Any other supporting documents.

Students may lodge an external appeal or complain about a decision through the Overseas Students Ombudsman within 10 working days of the end of the internal appeal process or decision. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information. The complainant may have a support person present when meeting with the independent party.

The Chief Executive Officer will then enact the recommendations of the Overseas Students Ombudsman. No appeal process exists beyond this point in the appeals process.

The recommendation and the final outcome of the appeal must be recorded and communicated to all parties in writing. The communication must contain the outcome of the appeal and the reasons for the decisions made, including actions to be taken and a copy of the communication placed on the student's file.

Where Strathfield College issues an Intention to Report letter to report them to DEEWR-DIAC for unsatisfactory attendance, the student may appeal the decision on the following grounds:

- a. Strathfield College fails to record or calculate a student's marks accurately,
- b. There are compassionate or compelling circumstances, or
- c. Strathfield College has not implemented its intervention strategy or other policies according to its documented policies and procedures that have been made available to the student.

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

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
- or
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; and
 - witnessing or being the victim of a serious crime

and this has impacted on the student (these cases should be supported by police or psychologists' reports)

- or
- where the registered provider was unable to offer a pre-requisite unit.

If a student's appeal is successful the result will vary. For example:

- If the appeal shows that there was an error in calculation, and the student actually met a satisfactory attendance rate or made satisfactory academic progress (successfully completed more than 50% of the course requirements for that study period), Strathfield College will take no action.
- If the appeals process shows that the student has not met a satisfactory attendance or made satisfactory academic progress, but there are compassionate or compelling reasons for the lack of progress, on-going support will be provided to the student and the report will not be made.

Again, students may lodge an external appeal or complain about a decision through the Overseas Students Ombudsman within 10 working days of the end of the internal appeal process or decision.

Appealing the assessment of your VET competence

As part of the national policy for Registered Training Organisations, you have the opportunity to appeal an assessment decision by your trainer. To appeal against a trainer's decision there is a defined procedure which your trainer will provide you with or you may obtain a copy of the procedure from an administrative staff member.

This procedure will reflect Strathfield College's supportive and fair environment, which allows participants to appeal their assessments and recognition decisions *provided this is done within seven (7) working days* of the assessment date. Appeals will be resolved as amicably as possible using this formal appeal process.

Step 1 Discuss the assessment result with your teacher/trainer and present any evidence to support your appeal.

Step 2 If this does not resolve the matter, or if the trainer does not agree with the basis of the appeal, then you should appeal to the Director of Studies using the Assessment Appeals form. The appeal should be made within seven working days of the original assessment decision being advised.

Step 3 The teacher/trainer will submit details of the student's assessment to the Director of Studies using the Continuous Improvement form within seven working days of the original assessment decision being made.

Step 4 The Director of Studies will assemble the following information or documents:

- Past Student record;
- Attendance registers;
- Assessment tools and assessment data;
- Any other supporting documents.

The Director of Studies will review all the documentation and discuss the appeal with the student and the teacher/trainer within 5 working days.

Step 5 If the Director of Studies is unable to resolve the appeal then the matter is to be referred to an independent assessor to whom the student may present their case.

Step 6 The Director of Studies will then act on the recommendations of the independent assessor and communicate the finding to the student and the trainer.

Step 7 If the dispute cannot be resolved to the satisfaction of the parties, then the student may seek a formal review by the Overseas Students Ombudsman within 10 working days of end of the internal appeal process or decision.

Step 8 The Chief Executive Officer will then enact the recommendations of the Overseas Students Ombudsman. No appeal mechanism exists beyond this point in the appeals process.

Step 9 The submission and the final outcome of the appeal must be recorded and communicated to all parties in writing and a copy retained on the student's file. The communication must contain the outcome of the appeal and the reasons for the decisions made.

Conduct

To ensure you gain the maximum benefit from your time with Strathfield College, College Management reserves the right to remove any person(s) who displays dysfunctional or disruptive behaviour.

Examples of when **Disciplinary Action** may be required to be taken include when a student:

- fails to attend the required minimum number of classes for any course without reasonable explanation;
- brings onto, or consumes on SC premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner);
- brings onto or consumes on our premises any alcohol;
- exhibits any form of behaviour that is adversely affected by the influence of drugs or alcohol;
- damages or removes any property/ resource of SC or any training venue hired by SC;
- assaults (physically or verbally) any person or persons on SC premises or any training venue hired by SC;
- fails to comply with any instructions given by a member of staff relating to the safety of any person or persons on our premises;
- exhibits any form of conduct whilst on our premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present;
- enters any part of our premises or any other place to which students have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave these premises.

Disciplinary procedure for non-compliance with College rules

Strathfield College will make all attempts to provide its training and assessment services in a spirit of co-operation and mutual respect. There are times however when a disciplinary action must be taken to ensure the safety and well being of all students and staff.

If there is an issue or behaviour that involves you the Student Support Officer (SSO) will contact you to discuss the problem and come to a solution. The actions arising from this discussion will be documented and signed by the SSO. You will be provided with a copy and the SSO will retain a copy until the timelines of the action have passed.

If your behaviour continues or the issue is unresolved, you will be invited for a personal interview with your Student Support Officer or the Principal to discuss this issue further and to make you aware of our complaints procedure that is available to you. This meeting and its outcomes will be documented, signed by all parties and included on your personal file.

Should the issue or behaviour continue, you will be provided with a final warning in writing & a time frame in which to rectify the issue or behaviour. A copy of this letter will be added to your personal College file.

While we hope that these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution.

At all stages of the discipline process Strathfield College recommends that a support person of your choice accompanies you.

Taking leave when ill

If you are ill we recommend that you see a doctor. In Australia, you do not go to a hospital unless it is an emergency. You should go to a doctor who has a surgery in your area. Surgery hours usually start from 9:00 am and the surgery may be open all day. When you arrive, the receptionist will ask you for your OSHC membership card or book. Don't

forget to take your OSHC membership card when you go to the doctor's surgery. If you cannot leave the house, you can ring the Doctor's receptionist and ask if the Doctor will visit you at your home. This will be more expensive.

If you cannot come to College, you should ask the doctor to give you a medical certificate that describes what is wrong with you and says how many days you may stay at home. Don't forget to give your medical certificate to the college Reception or DoS when you return to class. You keep the original certificate and SC will place a copy on your file.

In Australia, if you seek medical assistance from a doctor or hospital you may be required to pay an additional service charge that is not covered by your health insurance. When you get a bill or receipt for medical service, you can apply for a refund from your health insurance provider. Students who take sick leave must bring a doctor's certificate to the College on their return.

Approved leave

DIAC will only permit colleges to approve leave to students for major illness, accident or other exceptional compassionate circumstances i.e. death in the family. DIAC does not accept weddings, pregnancy, child birth, cultural and religious activities as acceptable reasons for leave. Further the length of Approved Leave is to be strictly controlled in keeping with the reason for the leave. Students must apply for approved leave in writing and submit supporting documentation ie medical certificate from a registered medical practitioner, death certificate and return air tickets. If leave is requested beyond 2 weeks, students will be required to defer their studies for the duration of the leave and reapply for their visa once the leave is over. Strathfield College will notify DIAC via PRISMS.

Privacy and confidentiality

Strathfield College is committed to protecting the privacy of your personal information.

You have the right to see and review your personal and training file at any time provide you organise it with the Registrar with two days notice. Please complete the Record Access Request Form (Form 04).

We have a Privacy Policy that sets out the way we handle personal information, including the use and disclosure of personal information and rights to access your personal information. We only collect information that is directly relevant to effective service delivery.

Strathfield College will exercise strict control over confidential information. If a third party requires student information your written consent must be presented to the Chief Executive Officer to the release of any information.

As an international student, your personal details and student records will, on request, be made available to:

- Commonwealth government agencies;
- State government agencies and;
- The fund manager of the ESOS Assurance Fund.

This is because as a college, we are required by several Australian Laws (the ESOS Act 2000 and the National Code) to inform DIAC about: changes to your enrolment and any breach by you of your student visa conditions relating to attendance or satisfactory academic performance.

Welfare and guidance services (see services below)

SC endeavours to provide welfare and guidance to all students/clients. In the first instance, you should speak with the Student Support Officer on any matter that you may be worried about. This includes:

- Support in finding accommodation;
- Learning pathways and possible RPL opportunities;
- Provision for special learning needs;
- Provision for special cultural and religious needs;
- Provision for special dietary needs;
- Any other issue.

Homestay and accommodation

If requested Strathfield College will provide details of a range of accommodation options through an agency in Sydney. If required Strathfield College will provide booking assistance. However Strathfield College is not responsible for and makes no guarantees about accommodation services or costs.

One type of accommodation is Homestay. This means that you will stay with an Australian family who will provide you with an agreed number of meals a day. If you are interested in this option you can download the accommodation form from our website.

Usually the telephone bill is not included in the homestay fees. You must have permission from your Homestay family when you wish to make a phone call. If you wish to change your Homestay, you must have an interview with our Student Support Officer. If you have any questions or any doubts during your stay, speak to your family first. Do not worry about English. Your family will try to understand you and try to help you as much as they can.

Living in Sydney

Sydney is the largest city in Australia with a population of 4.4 million people. In September 2000 Sydney gained world attention as the host of the Sydney 2000 Olympic Games. It is a cosmopolitan city, which offers a varied selection of entertainment, food, restaurants, shopping and sightseeing. Students are ideally placed to take advantage of it all.

We have collected some information to give you an idea of what it is like to live in Sydney. If you're thinking of studying in Sydney you may need to know what it will cost to support yourself. Obvious things that come to mind are accommodation, food, clothes and childcare.

We estimate that an international student requires a minimum of AUD15,000 to AUD18,000 for living expenses for each academic year. Initial establishment costs for a shared apartment, such as rental bonds for accommodation, electricity, gas and telephone, could add up to at least AUD1,500. See the list on the website search for more detailed information.

Estimates of rental accommodation

These rental averages are per week:

Boarding Houses

Boarding houses range from fairly large commercial properties to average sized houses run by private citizens. Full board, room with use of facilities, or room only, is available. You can expect to pay about AUD120 – AUD180 per week for a single or shared room in a boarding house.

Apartments/Flats

1 bedroom	AUD300 – AUD350
2 bedroom	AUD350 – AUD400

House

2/3 bedrooms	AUD400 – AUD550
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Cost of Utilities:

Please take account of the extra cost of the use of electricity, the telephone and gas on top of your rent. The initial cost of connecting these basics is as follows:

Connection of Gas	AUD120
Connection of Electricity	AUD120
Connection of Telephone	AUD60

Cost for full board accommodation

Some students select full board accommodation. Full board consists of a single room in a private home where the householder provides meals for you, and you share the life of the family. This is a good way for international students to improve their English and learn the culture fast. If five weeks notice is provided a "home stay" with an Australian family can be organised by Strathfield College. The cost on average for accommodation and three meals a day is AUD225 to AUD300 per week.

SERVICES THAT MAY ASSIST YOU

<p>In a life threatening situation or an emergency for Police, Ambulance or Fire. When making this call the operator will ask you "What Services do you want?" You will be then connected to the service that you have requested and that operator will ask "The address and nearest cross street to you?"</p> <p>If you have requested an ambulance they will ask you to stay on the phone and describe the condition of the person seeking assistance.</p>	<p>Dial 000 Speak slowly</p>
<p>For emergency help in floods or storms contact the State Emergency Service</p>	<p>Dial 132500</p>
<p>Operator Assistance Dial 1222 for International codes Dial 1255 for international assistance</p>	<p>Dial 124555</p>
<p>For general advice and support: Salvation Army Smith Family St Vincent De Paul Society</p>	<p>Dial 9331 6000 Dial 9085 7222 Dial 9560 8666</p>
<p>Doctors and Dentists: Qualified doctors and dentists operate throughout the suburbs of Sydney. Ask your Student Support Officer for their location.</p> <p>You can also call your OSHC provider: BUPA call: 131 243; 1800 888 942 toll free from within Australia AHM, Emergency Helpline, call: 1800 006 745 (have your card ready) Medibank Private: 1800 234 601(have your card ready) worldcare oshc 24 Hour Emergency Helpline 1800 814 781</p>	<p>24 hour Health advice service: 1800 022 222 Also see: http://www.healthdirect.org.au/ Student Support Officer</p>
<p>Hospitals: Royal Prince Alfred Hospital, Missenden Road, Camperdown</p>	<p>Dial 9515 6111</p>
<p>Banks: There are a number of banks that operate in Australia. All have to operate within Government guidelines and are considered financial stable. Take your passport and other forms of identification to open an account. Get an account that lets you access your account through an ATM. ATMs are located throughout Sydney so they are easy to access.</p>	<p>Student Support Officer</p>
<p>Religion: Throughout Sydney there are many religions practiced. If you wish to find a religious group so that you may continue to practice your faith ask the Student Support Officer to assist you.</p>	<p>Student Support Officer</p>
<p>Telephone Numbers: www.whitepages.com.au The code for Australia is 61 and for Sydney 02</p>	
<p>Transport: Information regarding Sydney bus services can be obtained for the internet www.sydneybuses.info. For Sydney ferry information log on to www.sydneyferries.info. For Sydney Railway information log on to www.cityrail.info. The nearest railway station is Central which is about 200 metres on the right after leaving the College.</p>	<p>Dial 131500 (the website is also easy)</p>

Department of Fair Trading: Level 21, 227 Elizabeth Street, Sydney NSW 2000 http://www.fairtrading.nsw.gov.au/default.html	Dial 133220
Taxis: ABC or RSL	ABC 132522 RSL 958 1111
Immigration, Business Visas, Student Visas, Visitor Visas	131881
Chemist Emergency	9438 3333 or 9235 0333 (24 hours)

Student release, circumstances for student release

Under the following circumstances Strathfield College would consider providing a letter of release:

- Strathfield College is unable to offer a course that meets the student's needs.
- It has become apparent that the student is unsuited to the course to which he/she was enrolled.
- It is acknowledged that it is in the student's best interest to study with another provider. (for example there are pressing reasons why the student needs to move to another city.)
- Prior to releasing a student under any of the circumstances listed above the student must have a valid Letter of Offer and/or Confirmation of Enrolment from another provider
- Prior to releasing a student to study at another College the Administrative office must authorise there is no monies owed to the College by the Student

Circumstances for non student release

Under the following circumstances Strathfield College would not consider providing a letter of release:

- The student has not given the course for which he/she was originally enrolled a reasonable period of time to see if it meets his/her needs.
- The student wishes to enrol in another course to be with family or friends.
- The student wishes to enrol with another provider because they are cheaper.
- The transfer is considered detrimental to the student's education or welfare.
- The student does not have a valid Letter of Offer and/or Confirmation of Enrolment from another provider.
- The student has an outstanding debt to the College for text, material costs or tuition fees.

Procedure for requesting a student release

- The student submits a written request to Reception or Student Support Officer, stating that he or she requests a transfer to another provider and giving the reason for the request.
- The Director of Studies, on advice from the Trainers/Teachers and the Registrar, will make a decision about the student's request within 14 days. The decision will be presented to the student in writing. The student will be advised of his/her right to appeal the decision using the existing appeal documents.
- If the College agrees to the student's request, the College will calculate the amount of fees that are owing to the student and the student will be advised of the amount.
- If the amount is agreeable to the student, it will be transferred to the student's new educational provider. It is the responsibility of the student to provide the correct bank details of the other provider.
- The money will be transferred to the new provider within 4 weeks of the student being issued a release letter.
- If the student is unhappy with the outcome, he/she may access the College's complaints and appeals procedure by completing a Complaints Form and submitting it to the Principal.

Calculating fee refund

- For a student moving to another provider, the balance of the student's fees will be transferred to the new provider. The amount transferred will take into account the length of time the student has already studied at Strathfield College.

- Strathfield College reserves the right to keep any expenses associated with enrolling the student. These expenses may include commission paid to the student's agent, the cost of OSHC, course materials and text costs and the application fee. Refer to current fees and charges.