



International Student Handbook

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Introduction

This Student Handbook is designed to provide you with information about the services provided by INT Nurse Training. The booklet also explains our approach to providing you a safe, fair and supported environment to participate in our international training program.

For specific information about the qualification you are interested in please refer to the Course Prospectus supplied separately with this handbook.

About INT Nurse Training

INT Nurse Training is a Registered Training Organisation (RTO No: 45232) approved by the Australian Skills Quality Authority (ASQA). We provide high quality training to International Students, in the fields of Aged Care, Disability, Home and Community Care and Nursing.

You can view our registration record on the National Training Register at <https://training.gov.au/Organisation/Details/45232>. We operate in accordance with the Australian VET Quality Framework and the National Vocational Education and Training Regulator Act 2011. INT Nurse Training Pty Ltd trading as INT Nurse Training is located at:

5/40 Phillip St, St Marys, NSW, Australia, 2760

Our face-to-face training sessions for our courses will occur at the following locations. Please confirm which address that your selected course will be conducted at:

- 5/40 Phillip St, St Marys, NSW, Australia, 2760
- 4/12 Blueridge Drive Dubbo 2830
- Dalgety Square Property Services; shop c10/372-428 Wattle St, Ultimo NSW 2007

INT Nurse Training is responsible under its registration with the Australian Skills Quality Authority for the quality of the training and assessment being delivered on your chosen course and is also responsible for the issuance of any AQF certificate that may result based on your achievement of the course requirements.

Our mission

INT Nurse Training's mission is to deliver quality training assessment that meets the needs of learners and the industry you may be employed in.

Our objectives

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
- **Safety & equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity & ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.

- **Learner Focused.** We thrive on providing training and assessment that is learner focused and which supports lifelong learning. We respect our learners and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

Our expectation of you

INT Nurse Training expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of INT Nurse Training.
- To be honest and respectful. Do not plagiarise work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and INT Nurse Training publications with respect.
- To respect other students and INT Nurse Training staff members and their right to privacy and confidentiality.
- To follow your trainer's instructions and attend all classes and be punctual.
- To complete all of the assigned workbooks and assignments.
- Work safely and promote a safe training environment.
- To be familiar and comply with Australian laws
- To be free from (not under the influence of) prohibited drugs and/or substances including alcohol during attendance at the institute
- To not trespass or knowingly entering any place within the premises of the institute that is out of bounds to students.

Introduction to Australian Vocational Education and Training

What is VET?

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students' undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

National recognition

The qualifications and Statements of Attainment issued by INT Nurse Training must be automatically recognised by all RTOs across Australia. In turn, INT Nurse Training recognises the qualifications issued by RTOs in all other states and territories. This allows people to move around Australia from different employers and being confident that their qualification will be equally recognised.

What is competency-based training?

Competency based training is training that develops the required skills, knowledge and attitudes to meet the competency standards that are set out in national Training Packages. Competence is the concept of performing workplace tasks to a specified standard of skills and knowledge.

Training Packages

Training Packages represent the national industry benchmarks for VET training. They set out the competencies to be achieved but do not state how the training should be delivered or the length of time taken.

This means that participants may complete their qualification in different amounts of time depending for example, on the amount of related workplace experience. Your assessor will make judgments of your competency after reviewing all the different types of assessment evidence you provide. The qualifications offered by INT Nurse Training are listed on our website. These qualifications are contained within Australian Training Package. This training package contains all current Australian vocational level qualifications.

The Training Package can be downloaded from the National Training Register at the following link: <http://training.gov.au/>

Results and certificates

On completing the training program with INT Nurse Training, you will receive a nationally recognised qualification. This qualification is recognised within the [Australian Qualifications Framework](#). Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by INT Nurse Training will be accompanied by a transcript which will detail the units of competence issued within the qualification.

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations within Australia.

A statement of results will be available to you upon request throughout your training. This will provide you information of your progress.

Legislative and Regulatory Responsibilities

INT Nurse Training is required to operate in accordance with the laws of Australia. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that INT Nurse Training has recognised it has compliance responsibilities.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation (Acts of Parliament) that may impact on you.

While INT Nurse Training has an obligation to meet certain requirements of these Acts, you also should make yourself fully aware of the legislation that affects you.

Copies of State and Federal legislation can be found on the Internet at www.comlaw.gov.au.

Following is a summary of the legislation that will generally apply to your day-to-day work and training.

Work Health and Safety (WHS) Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces by protecting workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers most workers in Australia are protected by nationally uniform work health and safety laws. This includes employees, contractors, sub- contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Duties of other persons at the workplace (section 29). Any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of

others who may be affected by their actions or omissions. They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

An organisation must not collect personal information unless the information is necessary for one or more of its functions or activities.

An organisation must not use or disclose personal information about an individual for a purpose (the secondary purpose) other than the primary purpose of collection unless both of the following apply:

- the secondary purpose is related to the primary purpose of collection and, if the personal information is sensitive information, directly related to the primary purpose of collection;
- the individual would reasonably expect the organisation to use or disclose the information for the secondary purpose; or
- the individual has consented to the use or disclosure.

Anti-Discrimination Act 1991 (Commonwealth)

Sect 6 -Act's anti-discrimination purpose and how it is to be achieved.

The main purpose of the Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation. Anti- Discrimination applies to a person's race, religion, colour, sex, physical and/or mental capacity.

Disability Discrimination Act 1992

Sect 5 - Disability Discrimination

For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

Sect 3 – Objects The objects of this Act are:

- (a) to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- (b) to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- (c) to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- (d) to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- (e) to promote recognition and acceptance within the community of the principle of the equality of men and women.

Copyright Act 1968 (C'Vealth)

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter.

These rights include; the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Industrial Relations Act 1999

The main objectives of this Act are to provide a framework for industrial relations that supports economic prosperity and social justice by:

- a) Providing for rights and responsibilities that ensure economic advancement and social justice for all employees and employers
- b) Ensuring equal remuneration for men and women employees for work of equal or comparable value
- c) Ensuring wages and employment conditions provide fair standards in relation to living standards prevailing in the community
- d) Promoting and facilitating job growth, skills acquisition and vocational training through apprenticeships, traineeships and labour market programs.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promotes national economic prosperity and social inclusion for all Australians by:

- a) Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations
- b) Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders
- c) Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018

The National Code is a set of nationally consistent standard that governs the protection of overseas students and delivery of courses to those students by providers registered on CRICOS - the Commonwealth Register of Institutions and Courses for Overseas Students. Only CRICOS courses can be offered to international students studying in Australia on a student visa. The National Code is established under the *Education Services for Overseas Students (ESOS) Act 2000*. To become CRICOS-registered a provider must demonstrate that it complies with the requirements of the National Code.

The objectives of the National Code are:

- a) support the ESOS framework, including supporting the effective administration of the

- framework by the Australian Government and state and territory governments
- b) establish and safeguard Australia's international reputation as a provider of high-quality education and training by:
- ensuring that education and training for overseas students meets nationally consistent standards, and
 - ensuring the integrity of registered providers
- c) protect the interests of overseas students by:
- ensuring that appropriate consumer protection mechanisms exist
 - ensuring that student welfare and support services for overseas students meet nationally consistent standards, and
 - providing nationally consistent standards for dealing with student complaints and appeals
- d) support registered providers in monitoring student compliance with student visa conditions and in reporting any student breaches to the Australian Government.

The ESOS Framework

INT Nurse Training is committed to providing quality education and protecting your rights. The Australian Government requires overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code

Protection for Overseas Students

Overseas students on a student visa, must study with an education provider and in a course that can be 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 study is undertaken meets the high standards necessary for overseas students.

The ESOS framework protects student rights, including:

- The right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from a provider and the provider's agent
- The requirement to sign a written agreement with the provider before or as fees are

paid, setting out the services to be provided, fees payable and information about refunds of course money. A copy of the written agreement will be kept by the student and the RTO

- The right to get the education paid for. The ESOS framework includes consumer protection that will allow students to be placed in another course if the provider is unable to teach the course.
- The right to know:
 - How to use the provider's student support services
 - Who the contact officer is for overseas students
 - How to apply for course credit
 - How to apply for enrolment deferment, enrolment suspension or cancellation
 - The provider's requirements for satisfactory progress in the courses of study
 - How attendance will be monitored
 - How to use the provider's complaints and appeals process

The student responsibilities include:

- Satisfy the student visa condition.
- Maintain Overseas Student Health Cover (OSHC) for the period of the stay.
- Meet the terms of the written agreement with the provider.
- To keep a copy of this written agreement as supplied by the registered provider (INT Nurse Training), and receipts of any payments of tuition fees or non-tuition fees.
- Inform the provider of any change of address.
- Maintain satisfactory course progress.
- Follow the provider's attendance policy.

A full copy of the ESOS Framework is available at: [ESOS](#)

Commonwealth Register of Institutions and Courses for Overseas Students

The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is a database of Australian education institutions. Any education institution that recruits, enrolls or teaches overseas students, must be registered on CRICOS.

Education institutions must also register each course they offer to overseas students.

Each institution and course registered on CRICOS has an identifying CRICOS number. The institution number must be shown on all promotional material offered to overseas students. If there is no number, then the institution may not be registered to teach overseas students.

To determine if an institution or course is registered on CRICOS, please check the publicly available website at:

<http://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=03638D>

Provider Registration and International Students Management System

The Provider Registration and International Students Management System (PRISMS) is a secure computer system that is the information source for CRICOS.

Education institutions and their courses are listed on PRISMS, as is each student studying in Australia on a student visa. That is because this system interfaces with the Department of Home Affairs data

Through PRISMS education institutions notify Department of Home Affairs of each student's enrolment in a course. This should occur before the student applies for a student visa to study in Australia. The enrolment information generates an electronic Confirmation of Enrolment (eCoE) as evidence of enrolment in a registered, full- time course. This eCoE is a key requirement for Department of Home Affairs to issue a student visa.

Education providers also use PRISMS to notify Department of Home Affairs of students who may have breached the terms of their student visa - for example when the student has not been attending classes.

PRISMS has reduced visa fraud and ensured education institutions keep track of the students in their care.

Conditions of your visa

Permission to work arrangements

If you have been granted your student visa, you will receive permission to work with your visa grant. This will also apply to any family member travelling with you on your student visa. You are not allowed to work until your course has started and you can work up to 20 hours a week while your course is in session (not counting any work undertaken as a registered component of your course of study). However, you can work unlimited hours during scheduled course breaks. Your family members are not allowed to work until you begin the scheduled course. Family members are allowed to work up to 20 hours per week at alltimes after your course has commenced.

Further information about student visa conditions can be found at the Department of Home Affairs : <http://www.immi.gov.au/students/visa-conditions-students.htm>

Tax file number

You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Tax Office <http://www.ato.gov.au/>.

Living in Australia Costs

International students are required to demonstrate and/or declare that they have genuine access to sufficient funds to be granted a Student visa. This includes funds to cover travel, tuition and living expenses. Applicants may have to demonstrate sufficient funds to cover these expenses for the first one, two or three years in Australia, depending on their Assessment Level (AL).

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

From 1st February 2018, Student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

- \$20,290.00 per year for the main student
- \$7,100.00 per year for the student's partner
- \$3,040.00 per year for every child

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

For further information, go to: [CLICK HERE](#)

Notifying change of address

You must inform the Registrar of any change in contact address, phone/mobile phone, email address and other relevant circumstances **within 7 days of each change**.

- Any relevant change in your address and circumstances such as marital status and residency **MUST** be passed on to the Registrar and Department of Home Affairs. If you don't do this your visa may be **CANCELLED**.
- You are discouraged from changing your course in the first six months of your stay as an international student unless you remain with the same provider.

Satisfactory Academic Performance

Enrolled international students at INT Nurse Training must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.

Failed Units

You are usually only allowed to repeat the subject once, if you failed any subject. You will not be able to move to the next stage of the course, if you failed a pre- requisite subject.

You may then have to repeat the whole stage again with the permission of the Senior Trainer.

Schooling for dependants

In Australia children must attend school from five years of age until the completion of Year 10. Young people that have completed Year 10 must participate in full- time education, training or employment, (at least 25 hours per week) or a combination of these activities until they reach 17 years of age.

If you have school age dependents you will need to make arrangements for your children to enter school in Australia. Students from countries around the world enrol in government, independent and private schools every year. Government schools are recognised for their excellent quality education programs.

You can choose from a wide range of schools close to where you will be living.

The government schools provide:

- An excellent, world-class standard of education from the largest education provider in Australia
- The opportunity to study alongside Australian students in a friendly, safe, multicultural environment
- A wide range of subjects, sporting and creative arts programs, leadership programs
Professional, university trained teachers
- An environment that encourages students to express themselves, develop independent learning skills and to interact in the classroom and in the community
Intensive English Language support for students of non-English speaking background

To assist you to locate a school suitable for your needs, the following web-links will provide a wealth of information about schooling options: <http://www.myschool.edu.au/>

Further information about living in Australia is available at the Department of Immigration and Boarder Protection: <http://www.immi.gov.au/living-in- australia/>

The Department of Immigration and Border Protection also published The *Beginning a Life in Australia* booklet. This publication is filled with helpful information and is recommended reading. The booklet is available online at:

www.immi.gov.au/living-in-australia/settle-in-australia/beginning-life

It is recommended that you view the booklet on a computer as it contains links to many websites that provide additional information.

Overseas Student Health Cover

It is a condition of your Student visa that you maintain adequate health insurance arrangements for the duration of your visa.

All international students are required to pay the OSHC for themselves and all dependent members of their family staying with them in Australia

If you are currently studying in Australia, then you must provide a copy of your health cover membership records showing your name, membership number and date of expiry.

It is the student's responsibility to check the conditions of this health cover. Please refer to the following provider's website: <https://www.nib.com.au/overseas-students>

The current 2018 OSHC charges is approximately AUD490.00 per year for a single student. AUD2,770.00 per year for a couple and AUD4,990.00 per year for a family. Medical treatment in Australia is expensive and many of the unforeseen accident or sickness, your insurance will cover many of the expenses.

To cover you for the duration of your training you will need cover for a minimum of one year.

OSHC can you to meet the costs of medical and hospital care if needed when in Australia. OSHC will also pay limited benefits for pharmaceuticals and ambulance services.

You can obtain OSHC through your referring education agent or alternatively you can obtain it through a recommended provider through INT Nurse Training. You can also purchase OSHC online by visiting the OSHC providers' websites.

You have the right to choose your own OSHC provider even where INT Nurse Training makes a specific recommendation. It your choice!

Course entry requirements

All international students applying to enter a course with INT Nurse Training must:

- Be over the age of 18
- Demonstrate good command of written and spoken English
- Verified evidence of IELTS Level 5.5
- Have completed an equivalent secondary schooling level of a School Certificate or can demonstrate suitable work or life experience.
- Meet the following 500 Student Visa – Vocational Education and Training (Sub-class) requirements:
 - Be of good character
 - Are of sound health
 - Have acceptable health insurance through the Overseas Student Health Cover (OSHC) for yourself and members of your family unit accompanying you to Australia
 - Have no outstanding debts to the Commonwealth of Australia
 - Demonstrate the capacity to meet basic living costs requirements set by the Australian Government

International English Language Testing System (IELTS)

IELTS is the world's most recognised English language testing system. Students applying for a student visa will need to provide evidence that they meet the English language requirements set by the Australian Government and education provider. INT Nurse Training

course entry requirement is a minimum IELTS General score of 5.5. A general score of 5.5 indicates that the person will have a partial command of the language, coping with overall meaning in most situations, though is likely to make many mistakes. The person should be able to handle basic communication in their own field.

INT Nurse Training will require you to submit evidence of your IELTS proficiency (General Score of 5.5) with your enrolment form. Applications for enrolment that are not accompanied with this evidence will not be accepted. To locate an IELTS testing centre in your area, please visit the IELTS website for further information:

[IELTS Testing Centre online search](#)

Enrolment induction

All students will have an orientation on their first day at INT Nurse Training. At this time, information will be given to allow your stay to be as fruitful and successful as possible. Most of your questions will be answered at induction, however, always feel free to ask about anything you are unsure about.

All students are required to complete a declaration of understanding. This will happen as part of your induction. This declaration is a statement that:

- You have understood and accept student requirements while at the institute.
- You understand and accept all the details provided in this handbook
- You have been offered the opportunity to request learning support.

Enrolment procedure

INT Nurse Training undertakes to make training available to all persons who:

- Complete the INT Nurse Training enrolment form (available on request);
- Agree to abide by INT Nurse Training's expectation of students; and
- Make suitable payment of fees before the commencement of training.

To enrol into a course as an overseas student at INT Nurse Training, applicants must complete an International Student Enrolment Form.

The form should be completed in full and submitted by mail or fax with full payment to:

INT Nurse Training Student Services/Administration

5/40 Phillip Street, St Marys, NSW, Australia, 2760

The application for enrolment must be accompanied by:

- evidence of IELTS proficiency (General Score of 5.5)
- evidence of a School Certificate or equivalent secondary schooling outcome

When we receive your application, our Registrar will review it for completeness.

If you are already in Australia and have not yet been assessed for English language proficiency, you should locate testing centre which are available throughout Australia.

[IELTS Testing Centre online search](#)

If you require support to prepare yourself for an IELTS assessment, you may consider seeking preparatory information from <https://www.ielts.org/book-a-test/prepare-for-your-ielts-test>. You may also book an IELTS test at <https://www.ielts.org/book-a-test/how-do-i-register>.

Verification of IELTS and Education Level

INT Nurse Training reserves the right to validate the IELTS proficiency assessment and the submitted evidence of School Certificate equivalence. Verification will be undertaken by:

- **IELTS proficiency.** INT Nurse Training will utilise the [IELTS Processing and Verification Service](#) to assess the validity of all evidence submitted of IELTS proficiency.
- **School Certificate equivalence.** Where evidence submitted by an applicant does not clearly demonstrate the equivalence to the Australian School Certificate, the applicant will be required to obtain a confirmation from the State Board of Study.

<http://www.boardofstudies.nsw.edu.au/>

Electronic Confirmation of Enrolment

Upon approval of your application, an electronic confirmation of enrolment (eCoE) will be generated and forwarded to Department of Home Affairs and yourself at the address provided on your application with an official receipt for the fees paid (refer payment methods below). It is the applicant's responsibility to apply for a student visa. If your application is not complete, our Registrar will contact you.

When you receive your eCoE, it should be taken to the visa section of your nearest Australian Diplomatic Mission (i.e. Consulate, High Commission or Embassy) where you can make application for a student visa. (For information, go to www.dfat.gov.au/missions). You will be unable to apply for a student visa without the eCoE.

Successful Student Visa

If your student visa application is approved, you should contact INT Nurse Training and provide evidence of approval. INT Nurse Training will contact you to confirm your timetable, start date and all other arrangements for your study with INT Nurse Training.

Unsuccessful Student Visa

If your student visa application is NOT approved, you must contact INT Nurse Training and advise us and apply in writing for a refund of student fees in accordance with our Fee Refund Policy.

Monitoring student progress

INT Nurse Training has selected to implement the Department of Education– Department of Immigration and Border Protection approved course progress policy and procedures. It is noted

that because INT Nurse Training has selected to implement the above Departmental Policy there is a reduced obligation on it to monitor the students attendance ([click](#)). Noting this, INT Nurse Training do apply a *Monitoring Attendance Policy* which is provided in the following policy in this document.

INT Nurse Training has established arrangements to monitor the progress of each students. Monitoring course progress occurs on two levels. These are:

Assessing satisfactory course progress. This is the process of formally assessing each student's progress at the end of each compulsory study period.

Identifying students at risk of not meeting course progress requirements. This is the process of continually monitoring each student's completion of assigned assessment tasks within a compulsory study period.

Assessing satisfactory course progress

INT Nurse Training will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled. This involves formally assessing each student's progress at the end of each compulsory study period. The student's progress is monitored to ensure that the student is in a position to complete the course within the expected duration as specified on the student's CoE. A study period is defined as a Term. The length of a Term can vary, but is generally 10-12 weeks of study. The duration of the Term and course requirements will be notified to all students and staff prior to the course commencing using the training and assessment strategy.

The following definitions apply:

- **Satisfactory course progress** is defined as a student successfully achieving competency in **100%** of the course requirements in a study period. So, to be clear, if there are 4 units of competency scheduled to be delivered in a study period, the student must achieve competency in all 4 of those units to be achieve satisfactory course progress.
- **Unsatisfactory course progress** is defined as a student failing to successfully complete and achieve competency in **100%** of the course requirements in that study period. So, to be clear, if there are 4 units of competency scheduled to be delivered in a study period, the student will be deemed to have unsatisfactory course progress unless they have achieved all 4 of those units of competency in the study period.

Scenario: There are 4 units of competency scheduled to be delivered in a study period. At the end of the study period, the student has only achieved competency in 3 units of competency. To achieve **100%** of the course requirement, the student would have needed to achieved competency in all 4 units of competency. Therefore, the student with only three units is assessed to have unsatisfactory course progress.

The students course progress is monitored by reviewing the competency record of each student

on the student management system. This is achieved by running a competency achieved report at the end of the Term and comparing the units of competency each student has achieved with the course progress requirements specified in the training and assessment strategy. If a student is identified as not meeting satisfactory course progress, the course progress intervention strategy is implemented.

Identifying students at risk of not meeting course progress requirements.

In addition to the process of assessing satisfactory course progress, INT Nurse Training will also monitor a student completion of assessment events during a study period. This enables the identification of students at risk of not meeting course progress requirements. Unlike the arrangements for assessing satisfactory course progress, monitoring throughout the Term enables the course progress intervention strategy to be implemented early if the student is identified as needing additional support. This early action will in many cases prevent the student from failing to successfully achieve competency in at least 50% of the course requirements. This is a preventative measure that attempts to keep the student on-track.

A student is to be identified as "at risk" of not meeting the course progress requirements if the student:

- Fails to submit an assessment assignment on time on two consecutive occasions
- Receives an unsatisfactory assessment result for the same assessment tasks on more than two occasions
- Receiving repeated feedback from trainers about a lack of class participation or falling to sleep during scheduled class time.

Note. If a trainer or any other staff member feels that there are other extenuating circumstances that would warrant the implementation of the course progress intervention strategy for a student then this request should be made to the RTO Academic Manager who will consider such a request.

The student may also request the establishment of a course progress intervention strategy for themselves.

Course Progress Intervention Strategy

As outline above, the course progress intervention strategy will be implemented where the student is assessed to have unsatisfactory course progress as defined above within the section "Assessing satisfactory course progress" or is identified as "at risk" of not meeting the course progress requirements.

The Course Progress Intervention Strategy is simply a mechanism to put formal support and monitoring arrangements in- place for a student. Its aim is to provide the student the support and monitoring framework to ensure they are meeting the minimum course progress requirements.

The following steps are to be taken to initiate the Course Progress Intervention Strategy: The student is to be contacted by phone or email and requested attend INT Nurse Training to meet with the RTO Academic Manager to discuss their course progress.

The RTO Academic Manager is to gather all of the relevant details about the student progress including any assessment results, record of course progression, notes from trainers, etc.

The RTO Academic Manager is to meet with the student to discuss their course progress and explain the reporting process and obligations the RTO must comply with in respect to making a report to the Secretary of the Department of Education through PRISMS

The RTO Academic Manager is to consider the need to make a referral for the student to any support service such as the Counselling and Professional Development Officer. These referrals should form part of the documented intervention strategy.

The RTO Academic Manager may consider the following types of interventions in order to support the student's course progress:

- English language support for technical assignments and comprehension
- Assistance with academic skills such as writing essays and report writing
- Student counselling advice if there are personal matters such as work, accommodation or lifestyle issues affecting study
- Attending a study group
- Attending a 'make up' session
- Additional practical workshops to hone practical skills
- Referral to external support agencies
- Review of course selection and possible transfer if appropriate
- The opportunity to repeat the unit in the next term
- Teacher reporting on assessment outcomes and attendance
- Regular scheduled meetings with the student to monitor their progress

Note. The RTO Academic Manager may use a combination of strategies to meet the needs of the student. Strategies will be determined on a case-by-case basis and will take into account the student's current and previous results, attendance records and any previous implemented intervention/counselling strategies.

The RTO Academic Manager with the Student will identify and document the planned intervention strategy. This must clearly identify the strategies to be applied, the start and end dates and the agreed milestones the student must achieve and how these will be monitored. The strategy must also communicate the opportunities and services the student has available to them, the risk of not making satisfactory course progress.

Student work is assessed by the trainer who then forwards a summary of the outcomes to the RTO Academic Manager. The outcome for each unit is entered into the student management system. The student management system provides a cumulative student record for each unit. A progress report can be run at any time but will be run at the end of each Term. This will identify any student who is failing to successfully complete any unit requirements as specified in the course timetable. The RTO Academic Manager will speak with the trainer and the student to identify if the student is in danger of not achieving satisfactory progress.

The RTO Academic Manager must ensure that records of the advice and assistance provided to the student who have been assisted under the intervention strategy are kept.

The RTO Academic Manager will implement and monitor the intervention and the students' progress and attend further meeting as needed.

A summary of the support/ intervention action to be implemented will be recorded on the Student Support Intervention record and placed in the Student file. Notes on any meetings that occur will also be noted in the student management system and kept on the student's file.

A student will not be reported for unsatisfactory progress until after the support/ intervention strategy has been implemented and enough time has been allowed for the strategy to run its course.

Reporting unsatisfactory progress

There are a number of steps to follow in the process of making an unsatisfactory course progress report about a student to the Department of Education.

The student will be assessed as making unsatisfactory course progress (see definition above) over **a compulsory study period** and a course progress intervention strategy is to be implemented (see above guidance).

If the student is identified as not making satisfactory course progress **in a second consecutive compulsory study period** in a course, the provider must notify the student in writing of the intention to report the student to the Department of Education and Department of Home Affairs for unsatisfactory progress and advise the student they have 20 working days to access INT Nurse Training appeals process prior to being reported. Letters of the intention to report the student to the Department of Education and Department of Home Affairs are to be issued by the CEO. During any such period the student's enrolment is kept current.

The written notice (of intention to report the student for unsatisfactory progress) must inform the student that he or she is able to access the complaints and appeals process. The student may appeal on the following grounds:

- INT Nurse Training's failure to record or calculate a student's marks accurately,
- compassionate or compelling circumstances, or

INT Nurse Training has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

Appeals will be handled in accordance with the Appeals Policy.

Where the student's appeal is successful, due to INT Nurse Training not implementing its intervention strategy and other policies according to its documented policies and procedures, INT Nurse Training does not report the student, and there is no requirement for intervention. Where the student's appeal is successful, due to an error in the course progress calculation, and the student actually made satisfactory course progress, INT Nurse Training does not report

the student, and there is no requirement for intervention.

Where the student's appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through INT Nurse Training's intervention strategy, and does not report the student.

Where the student has chosen not to access the complaints and appeals processes within the 20-working day period, the student withdraws from the process, or the process is completed or the student's appeal was unsuccessful, INT Nurse Training must report the student to the Department of Education and Department of Home Affairs for unsatisfactory progress. A student will not be reported until the outcome of any appeal has been finalised and the appeal has been unsuccessful or the student does not access the appeals process during the 20-day period.

Where a student is assessed as having made unsatisfactory progress for two consecutive study periods even after implementation of the support/intervention strategy INT Nurse Training will report the student to the Secretary of the Department of Education and the student's Confirmation of Enrolment (CoE) will be cancelled. This may also result in the cancellation of the student visa. The Student Services Administration Manager is responsible for all transactions on PRISMS as directed by the CEO.

Monitoring student attendance

INT Nurse Training has selected to implement the Department of Education– Department of Immigration and Border Protection approved course progress policy and procedures. Noting this, INT Nurse Training apply the following policy in order to monitor student attendance.

INT Nurse Training monitors the attendance of all students in all courses. Attendance is calculated as the percentage of the course scheduled contact hours for which a student is present and recorded as present in the attendance roll. The face-to-face contact hours for attendance for each week at INT Nurse Training is 21 hours. This ensures that students meet their mandatory attendance requirements of 20 hours a week.

Method of monitoring and recording attendance

The trainer of each class will record the attendance of each student on the Attendance register within 15 minutes of class commencing. Students will sign in and the trainer will counter sign the attendance register.

Trainers will enter the attendance data into the student management system 30 minutes after class commencement. This will allow the Student Services Officer to contact absent students within the next 90 minutes to confirm their welfare and if they are simply running late.

Identifying students at risk of unsatisfactory attendance

At the end of each fortnight, attendance reports will be run through the student management system by the Student Services Administration Manager, to identify any student who fails to attend for five consecutive days without approval or who has been marked absent for 15% or

more of the scheduled contact hours for the course. Student who exceed these benchmarks are contacted to arrange a time to attend counselling. These students are identified at risk of not meeting satisfactory attendance requirements. The 15% monitoring threshold is intended to identify the student and establish corrective arrangements before mandatory report obligation are required.

As an example, over a two-week period of scheduled contact hours (40 hours), 15% is equal to 6 hours. This is calculated by simply calculating as the percentage of the course scheduled contact hours the student's hours attended. In the example above, if the student was absent 6 or more hours over the two weeks, this will trigger the counselling process. The student will be contacted in writing via a formal letter (Unsatisfactory Attendance Warning) asking the student to contact the RTO Academic Manager and to attend a counselling session aimed at improving the student's attendance. This session is to discuss the possible reasons for non-attendance and to work out what support is required to assist the students to improve their attendance pattern.

During the counselling session, the RTO Academic Manager is to:

- Enquire about the cause of the low attendance
- Enquire about the student's general welfare arrangements
- Enquire about the student's current work commitments, if any establish strategies to improve the student's attendance. These may include:
 - Addressing individual student needs that emerge during counselling
 - Seeking the student to engage in employment on alternate days, if applicable
 - Establishing a "buddy" arrangement for the student
 - Establishing carpooling or shared travel arrangements
 - Implementing an alarm clock at the student's home
 - Providing the student with counselling about establishing good sleep / Work / Rest pattern
 - Enrolling the student in a study support skills program

Strategies to improve the student's attendance are to be recorded within the Student Intervention Strategy Agreement. This is to be signed by the student and the RTO Academic Manager and retained on the students file.

Identifying unsatisfactory attendance

Students are identified as having unsatisfactory attendance where the student's attendance falls below 80% attendance of the scheduled course contact hours.

A student who has missed more than 20% of the scheduled course contact hours will be issued an Intention to Report for Unsatisfactory Attendance Letter advising them that they have missed more than 20% of the scheduled course contact hours and notifying them of INT Nurse

Training's intention to report them to the Department of Education for unsatisfactory attendance. This letter will also inform them they have 20 working days in which to access INT Nurse Training's appeals process should they wish to appeal any decision to be made.

A student will not be reported until the outcome of any appeal has been finalised and the appeal judged unsuccessful. The student will maintain their enrolment throughout the appeals process.

Reporting unsatisfactory attendance

There are a number of steps to follow in the process of making an unsatisfactory attendance report about a student to the Department of Education.

The student will be assessed as making unsatisfactory attendance as outlined above.

INT Nurse Training must notify the student in writing of the intention to report the student to the Department of Education and Department of Home Affairs for Unsatisfactory Attendance and advise the student they have 20 working days to access INT Nurse Training appeals process prior to being reported. Letters of the intention to report the student to the Department of Education and Department of Home Affairs are to be issued by the CEO. During any such period the student's enrolment is kept current.

The written notice (of Intention to Report for Unsatisfactory Attendance) must inform the student that he or she is able to access the complaints and appeals process. The student may appeal on the following grounds:

- INT Nurse Training's failure to record or calculate a student's attendance accurately,
- compassionate or compelling circumstances.

Appeals will be handled in accordance with the Appeals Policy.

Where the student's appeal is successful, due to an error in the attendance calculation, and the student actually made satisfactory course attendance, INT Nurse Training does not report the student.

Where the student's appeals process shows that the student has not made satisfactory course attendance, but there are compassionate or compelling reasons for the lack of attendance, ongoing support must be provided to the student through INT Nurse Training's intervention strategy and does not report the student.

Where the student has chosen not to access the complaints and appeals processes within the 20-working day period, the student withdraws from the process, or the process is completed or the student's appeal was unsuccessful, INT Nurse Training must report the student to the Department of Education and Department of Home Affairs for unsatisfactory attendance. A student will not be reported until the outcome of any appeal has been finalised and the appeal has been unsuccessful or the student does not access the appeals process during the 20-day period.

Where a student is assessed as having made unsatisfactory course attendance, INT Nurse Training will report the student to the Department of Education via PRISMS within 5 days of

the 20-day period for appeals being lodged or lapsing. The Student Services Administration Manager is responsible for all transactions on PRISMS as directed by the CEO. Reporting in PRISMS must be completed as soon as practicable.

Student deferral or suspension

Students, unable to attend for a period of time, may lodge an Application to Defer Studies for approval by the Chief Executive Officer. Deferment is granted once only and for a period no longer than six (6) months. The return date will be at the discretion of the institute. A re-entry fee will be charged. Students will be advised of such at the deferment interview. An Application to recommence studies must be completed and approved by the Chief Executive Officer.

A students' enrolment may only be deferred or suspended where compelling or compassionate circumstances exist

INT Nurse Training appreciates that students experiencing difficult circumstances may need to temporarily take leave from their studies. Student visa holders are entitled to request a temporary deferment or suspension from their education provider where they have compassionate or compelling reasons to do so.

Compassionate or compelling circumstances are generally those that are beyond the control of the student, and which may affect their well-being or their progress such as a serious injury, illness, traumatic experience or the death of a close family member. It may also include when a student does not receive their visa in time, major political upheaval or a natural disaster in the student's home country.

In these situations, the student is generally allowed to remain on a student visa, provided they are still enrolled in their course of study and intend to resume their studies.

INT Nurse Training may also cancel or suspend the enrolment of a student for inappropriate behaviour. Where this occurs, the student will be notified in writing and be informed of their right to access the complaints and appeals processes.

Change of education provider

Under the National Code 2018 of the ESOS Act 2000, international students are restricted from transferring between education providers prior to completing six months of their principal course of study, unless they are given a letter of release or can demonstrate exceptional circumstances. INT Nurse Training will only consider issuing a letter of release to a student who has a valid enrolment offer from another registered education provider. Students must also complete an Application to Transfer between Registered Providers form and refer to the Fee Refunds Policy. If granted, a letter of release will be issued at no cost to the student. Where a letter of release is not granted, the student will be provided with written reasons for refusing the request, and be informed of their right to lodge an appeal.

For students that request a release after successfully completing 6 months of their principal course of study, the student must provide a 'letter of Offer' by another education provider or a "Change of Visa" documentation.

Student amenities

INT Nurse Training has extensive amenities available for students' including:

- Close to public transport being only a 2-minute walk from St Marys Train and Bus Stations and the local taxi rank. Trains leave every 30minutes for the city to the East and every 30 minutes for Penrith to the West.
- Toilet facilities for male and female (including ambulatory toilets) within the campus and a public toilet block in the outside car park.
- Break out area and seating for lunch and eating, fridges and microwaves and food preparation area.
- If you are looking to purchase food or drinks, the main street, Queen Street is only metres away and has a large number of eateries, restaurants, take away shops and cafes.
- Disabled access including disabled parking directly in front of the campus door and a wheelchair ramp.
- Adjacent car park for up to 500 vehicles which is free of charge.
- Photocopying facilities.
- Telephones.
- Quiet study areas.
- Computers for student use.
- Counselling and referral facilities.

Accommodation

INT Nurse Training can help and provide assistance to overseas students in arranging suitable accommodation by confirming your status as a student and assisting with negotiations with landlords. We suggest you also use the links ahead to start your own search for accommodation as early as possible. Australia has many options for students including home stay, shared accommodation, serviced apartments and private leasing. Many of these accommodation options are close to INT Nurse Training.

Some accommodation options include:

- **Shared Accommodation:** This involves sharing the apartment with one or more adults, you'll have your own bedroom but will share household responsibilities (like cleaning and laundry). You may or may not have your own bathroom. You provide your own linen and food and usually pay extra for services such as electricity, telephone and internet, or the costs may be shared. <https://flatmates.com.au/>
- **Rental Accommodation:** By signing a legal contract with a landlord or real estate agency, you can rent an apartment or house - choosing from furnished or unfurnished (although unfurnished is more usual). You will be solely responsible for the cost of electricity, gas, water, telephone and groceries. Most real estate agencies require a bond equivalent to 4 weeks rent in addition to 2 weeks rent paid in advance and a letting fee which usually equates to 1 weeks rent. <http://www.rent.com.au/>
- **Homestay:** Homestay is where students choose to live with an Australian family. You are provided with a bedroom and can use the family's home at leisure. However, there are a number of rules that you will need to familiarise yourself with and more information about this can be provided upon request. <https://www.sydneyhomestay.org/>

Student resources

INT Nurse Training provides students with access to a range of written, video, audio texts and resources. These materials may be borrowed for study use. Trainers will arrange for loans on request. Students are reminded to return the borrowed material by due dates and observe copyright laws when using resources. Students will be required to pay for loss or damage to resources at market cost.

Where INT Nurse Training is unable to provide library resources of its own, students are able to access resources under agreement with the Penrith City Council Library Service. All branches can be found by going to [Library Branches](#).

The closest branch to the campus is in St Marys at: 207 - 209 Queen Street, St Marys

Telephone: Circulation Desk (02) 4732 7455

Telephone: Reference (02) 4732 7456

Opening hours are:

Monday to Saturday: 9.00am to 5.00pm

A “Student Support Services Directory” is available for students, noting a cross selection of support services that a student may need during their course period. The Directory is accessible to both staff and students. Staff will assist students to find and contact the appropriate service in cases of assistance being required.

1. The CEO or the assigned RTO Manager will be the main contacts for students requiring support.
2. They will arrange for a staff member, or act upon it themselves to assist the student to access the required support services.
 - a. This service by the RTO will be free of charge.
 - b. Note: The service provider may charge the student for their services.

Student counselling

It is important that students have access to a range of support mechanisms during their study. If students require assistance or counselling related to study or personal difficulties, they should speak initially with their trainer or RTO Manager for referral to our Counselling and Professional Development Officer.

The Counselling and Professional Development Officer can suggest access to specialised support for those who may need further external help. All discussions regarding this are in the strictest of confidence. There is no cost involved for the student to access Counselling services.

Continuous improvement

INT Nurse Training is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Continuous Improvement Committee. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or student. The Continuous Improvement Report template is available at reception. You are encouraged to provide feedback to INT Nurse Training so we can improve our services in the future.

Your language, literacy and numeracy skills

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach INT Nurse Training will:

- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to students about the detail of the language, literacy and numeracy assistance available;
- Refer students to external language, literacy and numeracy support services that are beyond the support available within INT Nurse Training and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

Your safety

INT Nurse Training has a responsibility to meet its duty of care to staff, students and visitors by providing facilities and a safe and healthy learning environment in accordance with the Work Health and Safety Act 2011.

Living away from home in Australia and in a different environment can sometimes cause problems that may affect your personal safety and wellbeing.

The following are some of those situations that may cause problems and some advice on how to avoid them.

Unsafe locations

World-wide, every city has some areas that may not be so safe. In your home city, you probably know of these areas and know how to avoid them. If you are not familiar of which areas to be careful of you can check with a trainer or Senior Trainer.

The City of Sydney provides a very useful website which contains information and safety tips to observe while you are out and exploring the city. Have a look at [Safety City of Sydney](#)

Drugs and alcohol

In Australia, alcohol is readily available and legal for those over 18 years of age. Other substances such as marijuana, ecstasy, cocaine, etc are not allowed by Australian law and you run the risk of legal and visa problems as well as health issues if you become involved in their use / dealing.

If you have any questions or concerns about these things, please check with your Senior Trainer.

INT Nurse Training is committed to providing you a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans. Evacuation procedures are covered during student induction.
- No smoking within the INT Nurse Training building. A designated smoking point is provided at the rear of the building.
- Report all potential hazards, accidents and near misses to the INT Nurse Training staff
- No consumption of alcohol on INT Nurse Training premises or during contact hours
- Keep training and assessment areas neat and tidy at all times
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area
- Observe hygiene standards particularly in eating and bathroom areas.
- Report safety concerns to an INT Nurse Training staff member immediately.

Electrical equipment

Within the training environment, you will be using a wide range of electrical equipment. The following guidelines are to be applied:

- Electrical equipment that is not working should be reported to INT Nurse Training staff immediately.
- Electrical work should only be performed by appropriately licensed electricians. Students are not to undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

Fire safety

INT Nurse Training will communicate the procedures involved in evacuation and the location of fire equipment to students during student induction.

Students are to be familiar with the location of all EXITS and fire extinguishers.

Students are to attend and participate in annual fire safety sessions on fire safety procedures and the use of fire safety devices.

First aid

Provision for first aid facilities is available at reception and in each training room. All accidents must be reported to INT Nurse Training staff. The accident and any first aid provided must be recorded by staff involved.

Lifting

Never attempt to lift anything that is beyond your capacity

When lifting, always bend the knees and keep the back straight when picking up items.

If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

Work and study areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that tea room bench spaces are left clean and tidy and that all dishes are washed.
- Do not sit or climb on any desks or tables.

Fairness and equity

INT Nurse Training is committed to providing a fair and equitable environment for its students and visitors. Any discrimination or harassment of staff, students or visitors because of their sex, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, homosexuality or age will not be tolerated and is illegal under the requirements of the Anti-Discrimination Act 1977.

You are responsible for:

- ensuring non-discriminatory or harassing behaviour at all times toward other students, staff or visitors to the school.

- reporting any discriminatory behaviour or harassment to your trainer.

All INT Nurse Training staff members (including contractors) will be informed that discrimination and harassment will not be tolerated under any circumstances.

In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member or student who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from INT Nurse Training staff members and fellow students and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Students who feel that they have been discriminated against or harassed should report this information to a staff member of INT Nurse Training that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant.

Access to your student file and record

You have the right to access your student file at any time. You may want to review previous assessment results to monitor your progress and confirm areas identified for improvement.

You can access your student file just by making a request to the INT Nurse Training reception area. You will be asked to complete a Student Records Request Form. The Registrar will provide you with the records to view only. If you require copies of records the Registrar can organise a copy of documents for you. You will not be permitted to take the original student file away as this is our record of your training and assessment which we are required to retain. You are welcome to obtain copies of any document.

Your privacy

INT Nurse Training takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and National Privacy Principles.

Student information is only shared with external agencies such as registering authorities to meet compliance requirements as a Registered Training Organisation. All information shared is kept in the strictest confidence by both parties and is available on request.

In some cases, we are required by law to make student information available to others such as the National Centre for Vocational Education and Research. In all other cases INT Nurse Training will seek the written permission of the student for such disclosure.

Course fees

Fees are payable when the student has signed the student agreement to signify their acceptance of the enrolment offer made by INT Nurse Training. Fees must be paid in full within 10 days of receiving an invoice from INT Nurse Training. INT Nurse Training may discontinue training if fees are not paid as required. INT Nurse Training will charge interest for late payment. An additional AUD120 is charged within two weeks of late payment of course fees, thereafter, is AUD12 per day until outstanding payment has been made. This applies to all payments that are made throughout the duration of the course.

Students are required to pay an AUD50* Application fee and a registration fee of AUD250* on application per course and a minimum AUD1500 of total course fees on successful admission to a program. As well, a fee of AUD500 for Course Materials.

Summary of fees:

AUD300	*Application & registration fee – non-refundable
AUD500	Course Materials
AUD1500	Course fee deposit (first term)
AUD...	Course tuition fee – dependent on course selected
AUD35	(estimate) Bank Transfer fee – Fee that a student's bank will charge student
TBC	Overseas Student Health Cover (OSHC) – dependant on insurer chosen by student
AUD350	◆ Practical Training & assessment re-sit fee (includes clinical revisit) per unit
AUD300	◆ Theory Assessment re-sit fee per unit
AUD50	#Late submission of assessments/units/assignments: one week late
AUD100	#Late submission of assessments/units/assignments: two weeks late
AUD130	Fee for replacement text book
AUD150	➔ Airport Pickup Fee

The balance of fees payable for the term must be paid at least 14 days prior to the commencement of each term unless prior arrangements have been made and confirmed in writing. 12-month courses will have 3 term (3 invoices) while 18-month courses will have 5 terms (5 invoices) on top of the course deposit (first term).

* *The Application fee and the registration fees are non-refundable*

◆ *Note that a student has up to three attempts per assessment to*

satisfactorily complete each assessment. Only applies after third attempt was deemed unsatisfactory

No assessment will be accepted 3 weeks after the due date and students will be asked to re-sit those units. All late (1-2 weeks) submissions will need to be submitted to the CEO/Principal) and not the trainers/assessors. Students will be reminded one week earlier of the due date to help them submit on time. This action comes as a lot of students are not submitting on time despite continuous reminders to do so. A student can extend an assessment submission without any extra cost if requested & approved in writing or by email before the due date. If a student has any further questions, do not hesitate to contact the office via email or phone.

→ *Optional service: a student can make their own personal travel arrangements or arrange for INT Training Services to organise airport pickup for the specified fee.*

Refer to the applicable course brochure for details of the course fees. A 1.5% administration fee applies to all fees paid by credit card.

These fees are subject to variation from time to time according to CPI changes within Australia. Once enrolment has commenced there will be no change in fees payable by each individual student.

Tuition Fee Protection

INT Nurse Training are required to apply the Student Tuition Protection Scheme (TPS) through the commonwealth managed fund known as Overseas Student Assurance Fund (OSTF). The Fund was established to protect the interests of overseas students on student visas or intending overseas students, who are studying or about to study in Australia.

Information that explains your rights as a student studying in Australia under the Education Services for Overseas Students Act 2000 can be found on the Study in Australia website:

<http://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>

Student cancellation

Students who cancel their enrolment part way through a training program must notify INT Nurse Training in writing at the soonest opportunity if consideration of fee reimbursement is required. Once INT Nurse Training is notified a refund will be issued for the component of training not commenced. INT Nurse Training is entitled to retain fees for any component of the course completed up until the point of notification by the student cancellation.

Replacement of learning resources

Students who require replacement of learning resources will be liable for additional charges to cover the cost of replacement.

Refunds

Students who cancel their enrolment 61 days or more before the commencement of a training program will be entitled to a full refund of course paid tuition fees. Requests for refunds will be processed and transacted at the end of each month in which the cancellation notification was received.

Where a student cancels, INT Nurse Training will not refund monies for the text books unless a written request for a refund is received and INT Nurse Training is satisfied that the text books are in as-new condition.

INT Nurse Training will refund 100 percent of the course fee paid if your application for a visa to study in Australia is rejected.

- INT Nurse Training will refund 100 percent of the course fee paid if the course you have enrolled in is cancelled by INT Nurse Training.
- INT Nurse Training will refund 80 percent of the course paid tuition fees if you withdraw 60 days prior to the commencement date of the course.
- INT Nurse Training will refund 50 percent of the course fee paid if you withdraw from the course 30 days or more before the commencement date of course of study.
- INT Nurse Training will not pay any refund if you withdraw within the final 30 days before the commencement date of course of study.
- There will be no course fee refund on or after the commencement date of course of study.

A refund can be paid to a nominated third party if the student indicates the name and address of the person to whom the refund should be paid. If no name and address is provided, the refund will be sent to the student's home address

All applications for refunds must be made using an application for refund of course fees. These are available from the Registrar. If INT Nurse Training cancels the course, the Institute will refund 100 percent of the tuition fees to the student.

All refunds will be made in Australian Dollars without any accrued interest.

If a student's visa is cancelled due to poor attendance or any other form of misconduct, then no fee will be refunded.

INT Nurse Training reserves the right to take further action under Australia's Consumer Protection Laws.

Refunds approved in accordance with this policy will be paid within four weeks of the Registrar receiving a written claim from a student.

There may be grounds for refunds under "Exceptional Circumstances" and which may affect either a full or partial refund of a student's tuition fee, including:

- Death of a student or a close family member (parent, sibling, spouse or child)
- Political, civil or natural event

Where this policy does not adequately cover a particular circumstance, INT Nurse Training may consider an individual's case. The final decision rests with the Chief Executive Officer of INT Nurse Training or his nominee.

Payment method

INT Nurse Training accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request)
- Cheque (made payable to INT Nurse Training)
- International Money Transfer – must include funds to pay for the receipt of the money transfer.

Payment in cash is not accepted.

Making a complaint or an appeal

INT Nurse Training is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required. To make a complaint or an assessment appeal, you are requested to complete one of the following forms:

- Complaint Form
- Assessment Appeal Form
- Request for Appeal of a Decision

These forms are available via our website at the following address:

<https://int.edu.au/downloads/>

Once you have completed the required form you are requested to submit this to the Office Manager either in hard copy or electronically via the following contact details:

- INT Nurse Training, 5/40 Phillip Street, St Marys, NSW, 2760, Australia
- admin@intnursetraining.com.au

If you are having any difficulty accessing the required form or submitting to us, please contact us at the following number: 1800 046 846

What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by INT Nurse Training in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by learners and/or employers. Serious complaints should be submitted by using the downloadable 'Complaint Form'.

What is an assessment appeal?

An assessment appeal is an application by a learner for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision. Appeals must be submitted to INT Nurse Training within **28 days** of the learner being informed of the decision or finding.

Early resolution or complaints and assessment appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

Complaint and assessment appeals handling

INT Nurse Training undertakes to apply the following principles to its complaints and assessment appeals handling:

- A complaint or assessment appeal may be received in any form (written, verbal) although persons seeking to make a complaint are recommended to complete the complaint form or assessment appeal form which are available on the INT Nurse Training website.
- A person who makes a complaint or an assessment appeal must be **provided a written acknowledgement** as soon as possible and **not later than 24 working hours** from the time the complaint or the assessment appeal is received. This acknowledgement is intended to provide the person assurance that INT Nurse Training had received the

complaint or the assessment appeal and will review the relevant issues and provide a response. The acknowledgement must inform the person that they will receive a written response within 14 days.

- There is no time limitation on a person who is seeking to make a complaint. An assessment appeal however must be made within 28 days of the person being informed of the decision or finding of which they intend to appeal.
- Written records of all complaints / assessment appeals are to be kept by INT Nurse Training including all details of lodgement, response and resolution. INT Nurse Training will maintain complaints / assessment appeals register to be used to record the details of the complaint / appeal and to maintain a chronological journal of events during the handling process. Records relating to complaint / assessment appeal handling are stored securely to prevent access to unauthorised personnel.
- A person making a complaint or seeking an assessment appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each person may be accompanied and/or assisted by a support person at any relevant meeting.

Where a complaint or assessment appeal is made about or involves allegations about another person, INT Nurse Training is obliged to inform this person about this complaint/ assessment appeal or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meeting via an electronic means. INT Nurse Training will maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in confidence. Persons involved in a dispute or complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.

- The handling of a complaint / assessment appeal is to commence within seven (7) working days of the lodgement of the complaint / assessment appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The person making a complaint or seeking an assessment appeal is to be provided a written response to the complaint / assessment appeal, including details of the reasons for the outcome. A written response must be provided to the person within fourteen (14) days of the lodgement of the complaint / assessment appeal.
- Complaints / assessment appeals must be resolved to a final outcome within sixty (60) days of the complaint / appeal being initially received. Where INT Nurse Training Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint / assessment appeal, the CEO must inform the person making a complaint or seeking an assessment appeal in writing, including reasons why more than 60 calendar days are required. As a benchmark, INT Nurse Training will attempt to resolve complaints / appeals as soon as possible. A timeframe to resolve a complaint / assessment appeal within thirty (30) days is considered acceptable and in the best interest of INT Nurse Training and the person making a complaint or seeking an assessment appeal. A person making a complaint or seeking an assessment appeal should also be provided with regular updates to inform them of the progress of the

complaint / assessment appeal handling. Updates should be provided to the person making a complaint or seeking an assessment appeal at a minimum of two (2) weekly intervals.

- INT Nurse Training shall maintain the enrolment of the person making a complaint or seeking an assessment appeal during the handling process.
- Decisions or outcomes of the complaint / assessment appeal handling process that find in the favour of the person making a complaint or seeking an assessment appeal shall be implemented immediately.
- Complaints / assessment appeals are to be handled in the strictest of confidence. No INT Nurse Training representative will disclose information to any person without the permission of INT Nurse Training Chief Executive Officer. A decision to release information to third parties can only to be made after the person making a complaint or seeking an assessment appeal has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints / assessment appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. In the interests of transparency, the matter will be discussed with all parties involved. This especially means that the person making a complaint or seeking an assessment appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a complaint or seeking an assessment appeal is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.
- Further guidance on principles of natural justice and procedural fairness can be accessed at the following link: [Principles of Natural Justice and Procedural Fairness](#)

Informing Persons and Responding to Allegations:

Where a complaint involves one person making allegations about another person, it is a requirement for INT Nurse Training to hear both sides of the matter before making any judgements about how the complaint should be settled. A person who will be affected by a decision made by INT Nurse Training as a result of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:

- put forward arguments in their favour,
- show cause why a proposed action should not be taken,
- deny allegations,
- call for evidence to disprove allegations and claims,
- explain allegations or present an innocent explanation, and
- provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

INT Nurse Training also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the complainant and relevant persons subject of allegations in writing. This is to include advising these persons of their right to seek a third-party review of decisions made by INT Nurse Training.

Where an allegation is made that involve alleged criminal or illegal activity and it is considered outside the scope and expertise of INT Nurse Training to investigate the matter, then in these circumstances INT Nurse Training reserve the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

Appeal for Review by an Independent Person

INT Nurse Training provides the opportunity for the person making a complaint or seeking an assessment appeal who is not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. Before a person seeks a review by an independent person, they are requested to first allow INT Nurse Training to fully consider the nature of the complaint or appeal and to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they have up to seven (7) days to request an independent review, otherwise the matter will be considered closed. To request a review by an independent person, the complainant or the person making an appeal should inform the Office Manager in writing of their request who will initiate the process with the Chief Executive Officer. A written acknowledgement will be sent as soon as possible and not later than 24 working hours from the time the appeal request is received.

In these circumstances the INT Nurse Training Chief Executive Officer will advise of an appropriate party independent of INT Nurse Training to review the complaint (and its subsequent handling) and provide advice to INT Nurse Training in regards to the recommended outcomes. The independent third-party is required to respond with their recommendations within fourteen (14) working days of their review being requested.

Where the INT Nurse Training appoints or engages an appropriate independent person to review a complaint / assessment appeal, the INT Nurse Training will meet the full cost to facilitate the independent review. Where the person making a complaint or seeking an assessment appeal objects to this appointment and requests to engage a person or organisation they nominate to undertake the review, the INT Nurse Training may seek the person making a complaint or seeking an assessment appeal to contribute to the cost of engaging this person and undertaking the review.

INT Nurse Training's recommended independent external dispute resolution reviewer is: Mediation Australia: <http://www.mediationsydney.net.au/>

Following an independent review, advice received from the independent person is to be accepted by INT Nurse Training as final, advised to the person making a complaint or seeking an assessment appeal in writing and implemented without prejudice.

Where a complaint is received by INT Nurse Training and the Chief Executive Officer feels that they may be bias or there is a perception of bias, then the complaint is to be referred directly to an independent third-party for consideration and response as outlined above.

Unresolved Complaints and Appeals

Where the person making a complaint or seeking an assessment appeal is not satisfied with the handling of the matter by INT Nurse Training, they have the opportunity for a body that is external to INT Nurse Training to review his or her complaint or assessment appeal following the internal completion of complaint or appeals process.

Learners who are not satisfied with the process applied by INT Nurse Training may refer their grievance to the following external agencies:

- In relation to consumer protection issues, these may be referred to the **Office of Fair Trading**.
- In relation to the delivery of training and assessment services, these may be referred to the **National Training Complaints Service** via the following phone number: 13 38 73.

Guidance and Support for Complaint Handling

INT Nurse Training values complaints and acknowledges that effective management and support of the process will benefit the complainant, and INT Nurse Training's training system and its reputation.

INT Nurse Training requires all staff to understand, be committed and supportive of the complaint management system. Sufficient resources and staff are allocated to the complaint management system.

The complaint management system applies key principles such as accessibility for all individuals, natural justice, sensitivity, student support, privacy, confidentiality, fairness, impartiality, responsiveness, efficiency, continuous improvement, transparency.

Each complaint should be treated on its own individual merits, without preconceived ideas, without prejudice and with an open mind.

Some complainants may have special needs and may have more difficulty in expressing or raising a complaint. INT Nurse Training will be alert and sensitive to such vulnerable people and show a readiness to provide the appropriate support. This includes the provision of dealing with a friend, guardian or an advocate on behalf of the vulnerable person making a complaint, though proof of authority will need to be obtained.

A vulnerable person may include a person (but not totally inclusive): from a non-English background who may not be fluent in English, with a physical or intellectual disability, with poor mental health, with addiction issues.

Overseas Students Ombudsman

Where an international student complaint is unable to be resolved, the matter may be referred to the Overseas Students Ombudsman.

The Overseas Students Ombudsman is the body that investigates complaints about problems that overseas students have with private education and training in Australia. The Ombudsman's services are free, independent and impartial.

The Overseas Students Ombudsman:

- Investigates complaints about problems that overseas students have with private education and training in Australia
- Provides information about best practice complaints handling to help private education providers manage internal complaints effectively
- Considers, free of charge, external appeals under Standard 8 of the National Code of Practice for Registered Authorities and Providers of Education and Training to Overseas Students

Recognition of your existing skills and knowledge

In accordance with the requirements of the VET Quality Framework, INT Nurse Training provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

What is recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in INT Nurse Training's scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.
- There is no credit transfer for international students with international qualifications.

If you consider that you have existing skills that may be recognised, please inform INT Nurse Training when you submit your application.

National recognition for your current competence

INT Nurse Training acknowledges the requirement as an RTO to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and qualifications.

What is national recognition?

National recognition is the recognition of learning achieved through formal education and training. Under the VET Quality Framework, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency based on successful completion of the unit which has been previously awarded.

Evidence requirements for national recognition

An applicant will be required to present his or her statement of attainment or qualification for examination by INT Nurse Training. These documents will provide the detail of what units of competence the applicant has been previously issued. Applicants must provide satisfactory evidence that the statement of attainment or qualification is theirs and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. The applicant is required to submit copies only which are certified as a true copy of the original by a Justice of the Peace (or equivalent).

National recognition guidelines

The following guidelines are to be followed in relation to national recognition:

- Students may not apply for national recognition for units of competence or qualification which are not included in INT Nurse Training's scope of registration.
- Students are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for national recognition and INT Nurse Training does not receive any funding when credit transfer is granted.
- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.

- National recognition is only applicable when the units of competency being claimed are issued by an Australian RTO and they are nationally endorsed within the National Skills Framework.

Training arrangements

Training is primarily conducted face-to-face in both a classroom based /simulated workplace environment and a live workplace (clinical training). Training sessions are trainer led in group sizes of no more than 20 participants. Practical sessions will be supported by two training staff resulting in a minimum student/trainer ratio of 1:10.

The training program is undertaken using a planned schedule. Practical sessions will include the demonstration, explanation and practice of skills. This is undertaken in a fully functioning and equipped simulated workplace or in a live workplace. INT Nurse Training has a fully equipped clinical room used to provide initial practical skills demonstration in a controlled simulated environment. For practical (clinical) training in the workplace, students will be allocated to a participating partner facility. Partner facilities are located around the greater Sydney metropolitan area and all efforts will be made to place a student in a facility near their place of residence. A complete list of our partner facilities are available in the Prospectus and will also be handed out to students during your Orientation Session.

Students will be conduct work placement in small manageable groups of 5 students, with a trainer from INT Nurse Training making regular observation and assessment rotations through the sites and student groups, to conduct training and assessment. Students will also be mentored by facility staff, who will also have a role to play on observing and recording your activities and performance. These are called Third Party Reports, which will later be reviewed by your trainer to check validity and authenticity.

In addition to face-to-face learning, students will also complete some self-paced study to assist them in building their professional knowledge and undertake work toward their assignments. Any self-paced study tasks will be allocated by the trainer during class sessions.

Students will attend formal training sessions three days per week, two days in the classroom and one day in the workplace (clinical placement). Students are required to attend a total of 20 contact hours each week. Students must attend all three days each week to maintain their 20 hour a week study commitment as part of their visa condition.

Courses will be structured over four terms with varying course durations depending on the program of study. The term dates are typically:

Term One: Feb – Apr

Term Two: Apr - Jun

Term Three: Jul – Sep

Term Four: Oct - Nov

Specific term dates will be provided on enrolment for the coming training calendar year and duration of your program. The calendar will also include term breaks and end of year dates. At the time of printing this edition of the student handbook, the following course durations apply:

CHC33015 Certificate III in Individual Support: 52 weeks' duration of four terms (36 weeks study). Minimum 20 hours' study per week required, consisting of two days' face to face in classroom & five hours of self-directed learning for 33 weeks. As well as 3 full weeks of clinical placement totalling 120 hours.

Tuition Fee: \$8,999

CHC43015 Certificate IV in Ageing Support: 78 weeks' duration of six terms (59 weeks study). Minimum 20 hours' study per week required, including two days face to face in classroom & five hours of self-directed learning for 56 weeks. As well as 3 full weeks of clinical placement totalling 120 hours.

Tuition Fee: \$11,999

CHC43115 Certificate IV in Disability: 78 weeks' duration of six terms (54 weeks study). Minimum 20 hours' study per week required, including two days' face to face in classroom & five hours of self-directed learning for 51 weeks. As well as 3 full weeks of clinical placement totalling 120 hours.

Tuition Fee: \$11,999

Assessment arrangements

'Competent' or 'Not Yet Competent'

There are two possible assessment outcomes of competency based assessment, either *'Competent'* that is you have demonstrated sufficient skills and knowledge or *'Not Yet Competent'*. If you receive a not yet competent result – it is not something to get worried about. Sometimes there are simple but important things that you may have overlooked but need to be covered. You will be given specific feedback on which aspects of your performance and what needs to improve and additional training to support you to become competent.

Assessment attempts

You will be allowed to submit each task for each assessment up to three times, subject to course completion timeframes. If after three submissions (and additional training) you are unable to demonstrate that you are competent in the unit or units of competency, INT Nurse Training may apply further charges for additional assessment.

The assessment environment

At INT Nurse Training, there is a strong focus in undertaking assessment as though you are working in a live environment. This approach is supported by our simulated work spaces which reflects the actual workplace environment. The clinical placement settings are busy places and require that you plan your activities and work cooperatively with other student to complete your work.

Completion dates

These can vary and you will find a timetable provided to you which specifies assessment submission dates. You should work diligently to complete all assessment tasks on the due date.

Submitting authentic work

All work submitted must be your own work. INT Nurse Training verifies this in the following ways:

- Participant confirmation and declaration
- Additional verbal questions given to participants on a random basis
- Comparison of work style and quality for all work undertaken.

Referencing and plagiarism

Where you are making significant reference to the work of others you must acknowledge this by providing the name of the author and the publication information. If you do not acknowledge other authors, you are incorrectly claiming work as your own. This is called plagiarism. In all Australian educational institutions plagiarism is unacceptable.

Graded assessment

INT Nurse Training do not apply graded assessments.

Assessment methods

You are required to demonstrate your skills and knowledge across the applicable assessment tasks. Your assessor will gather sufficient assessment evidence from a range of sources using a number of different assessment methods. During the training, the following assessment methods are used:

- Direct observation by the assessor of the student performing a broad sample of the tasks applicable to each unit of competency. These tasks are usually assessed holistically in the context of a Health and Care services facility or similar simulated environment.
- Knowledge assessment via verbal questioning of the student to assess their broad underpinning knowledge and their ability to communicate this knowledge confidently to another person.
- Knowledge assessment via the compilation of written short answer or research project. The written assessment confirms the student's underpinning knowledge across the broad performance of the tasks, the safety and environmental aspects of the tasks and the workplace or enterprise requirement relating to the tasks.
- Compilation of the training log book (by the student) to record their work place attendance.

INT Nurse Training Staff Contact List

Job Role	Name
CEO/Principal	Sarita Mudaliar
Student Services Administration Manager	Reena Mudaliar
Counselling and Professional Development Officer	Ray Schroeder (RTO Excellence)
Accounts Officer	Viraj Mudaliar
RTO Academic Manager	Sarita Mudaliar
External Accountant	FinxIns
Student Services Officer	Shivana Mudaliar
Marketing Support	James Mudaliar
Admissions Officer	Aliza Budhathoki
Intervention Officer	Ray Schroeder (RTO Excellence)
Consulting Compliance Manager	Ray Schroeder (RTO Excellence)
External IT Support Officer	Shivesh Mudaliar