



RTO Code 45232 | CRICOS Code 03638D

International Student Handbook

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Introduction

This Student Handbook is designed to provide you with information about the services provided by INT College. 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 College

INT College 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 College Pty Ltd trading as INT College is located at:

- **5/40 Phillip St, St Marys, NSW, Australia, 2760**
- **4/12 Blueridge Drive Dubbo 2830**

INT College 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 College'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 College 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 College.
- 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 College publications with respect.
- To respect other students and INT College 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 College must be automatically recognised by all RTOs across Australia. In turn, INT College 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 College 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 College, 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 College 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 College 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 College 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 College 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 College 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 College), 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 all times 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 College 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 College. 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 College makes a specific recommendation. It your choice!

Course entry requirements

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

- Be 18 years of age or over
- Demonstrate good command of written and spoken English
- Verified evidence of IELTS Level 6.0
- 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 College

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 College 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 College. 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 sign a student agreement. This will have been completed as part of your enrolment process before you arrived in Australia. 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 College undertakes to make training available to all persons who:

- Complete the INT College International Student Application form (available on request);
- Agree to abide by INT College'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 College, applicants must complete an International Student Enrolment Form.

The form should be completed in full and submitted by email with full payment to:

info@int.edu.au

The application for enrolment must be accompanied by:

- evidence of IELTS proficiency (General Score of 6.0)
- evidence of a School Certificate or equivalent secondary schooling outcome

When we receive your application, we 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 College 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 College 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 (and after payment of your deposit), an electronic confirmation of enrolment (eCoE) will be generated and forwarded to Department of Home Affairs and yourself at the email address provided on your application. It is the applicant's responsibility to apply for a student visa. If your application is not complete, our administration staff 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 College and provide evidence of approval. INT College will contact you to confirm your timetable, start date and all other arrangements for your study with INT College.

Unsuccessful Student Visa

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

Monitoring student progress

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

INT College has established arrangements to monitor the progress of each student. 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 College 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 during the duration of their course. 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.

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.

Identifying students at risk of not meeting course progress requirements.

In addition to the process of assessing satisfactory course progress, INT College 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.

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 College 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 Student Counsellor. 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 'make up' session
- 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 and notes on any meetings that occur will be kept on 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 College 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 College's failure to record or calculate a student's marks accurately,
- compassionate or compelling circumstances, or

INT College 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 College not implementing its intervention strategy and other policies according to its documented policies and procedures, INT College 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 College 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 College'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 College 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 College 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 RTO Academic Manager is responsible for all transactions on PRISMS as directed by the CEO.

Monitoring student attendance

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

INT College 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 College 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 30 minutes of class commencing. The trainer will contact absent students to confirm their welfare or if they are simply running late. Any sick sheets will be updated into the system once they have been sent by the student.

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 RTO Academic 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
 - Providing the student with counselling about establishing good sleep / Work / Rest pattern

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 student's 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 College'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 College 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 College 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 RTO Academic Manager. 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 College'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 College 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 College'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 College 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 College 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.

Attendance Policy for Sick Days

Students unable to attend both face-to-face classes for the week (without a doctor's certificate) will not be permitted to participate in their online class. This decision aims to address instances of students exploiting the convenience of online classes while neglecting face-to-face sessions. Compliance with visa requirements, including attending 20 hours of classes weekly, is mandatory.

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 College 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 College may also cancel or suspend the enrolment of a student for inappropriate behaviour. Inappropriate behaviour can include but is not limited to; bullying, harassment, defaming the college, sexual misconduct, stealing, destroying school property, non-payment of school fees, not notifying INT College of any life changes that are directly impacting your studies etc. 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 can demonstrate exceptional circumstances.

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.

All students who would like to transfer providers must also complete an Application to Transfer between Registered Providers form and pay an Application to Withdraw fee of AUD\$500. The student's application will then be assessed. If granted, a letter of release will be issued. 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.

Student amenities

INT College 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 College 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 College.

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 College 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 College 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 Student Counsellor.

The Student Counsellor 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 College 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 feedback forms. QR Codes have been placed around the college premises and students are able to scan and fill out the feedback forms whenever they wish. Hard-copy forms are also available at the front desk. You are encouraged to provide feedback to INT College so we can improve our services in the future.

Your safety

INT College 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 College 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 College building. A designated smoking point is provided at the rear of the building.
- Report all potential hazards, accidents and near misses to the INT College staff
- No consumption of alcohol on INT College 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 College 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 College 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 College 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 College 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 tearoom 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 College 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 College 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 College 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 College that they feel they can trust. This will initiate a complaint 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 College reception area. The administration staff will provide you with the records to view only. If you require copies of records, we 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 College 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 College 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 College. Fees must be paid in full within 14 days of receiving an invoice from INT College. INT College may discontinue training if fees are not paid as required. INT College will charge a late payment fee of AUD120 within two weeks of late payment of course fees and, thereafter, an additional AUD15 per day until the outstanding payment has been made. This applies to all payments that are made throughout the duration of the course.

Students are required to pay a non-refundable amount of AUD300 (AUD50* Application fee and a registration fee of AUD250*) upon application for each course. A fee of AUD500 for Course Materials will also be either, included in your term payments or payable upon application for each course.

Summary of fees:

Course-Related Fees	
AUD300	*Application & registration fee – non-refundable
AUD500	Course Materials
Refer to Letter of Offer	Course fee deposit
Refer to Letter of Offer	Course tuition fee
AUD35	(estimate) Bank Transfer fee – Fee that a student’s bank will charge student
Other Course-Related Fees	
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 textbook

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

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 fee deposit (first term).

◆ Note that a student has up to three attempts per assessment to
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 CRICOS Provider: 03638D info@int.edu.au

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.

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.

Refer to the applicable course brochure for details of the course fees. A 1% surcharge applies to all fees paid by card at the terminal on campus.

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 College 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 College in writing at the earliest opportunity if consideration of fee reimbursement is required. INT College is entitled to retain fees for any component of the course completed, until the point of notification by the student cancellation. Once INT College is notified, a refund will be issued for the component of training not commenced.

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 fee. Requests for refunds will be processed and transacted within 30 days in which the cancellation notification was received.

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

INT College will refund 100 percent of the course fee paid if your application for a visa to study in Australia is rejected, or cancelled by INT College

INT College will:

- Refund 80 percent of the course paid tuition fees if you withdraw 60 days prior to the commencement date of the course.
- 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.
- Not pay any refund if you withdraw within the final 30 days before the commencement date of course of study.
- Not pay any refund on or after the commencement date of course of study.

The student must fill in the electronic version of the refund form where the email will be used as a digital signature. 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, INT College will reject the refund request and ask for the details.

All applications for refunds must be made using an application for refund of course fees. These are available upon request from INT College. If INT College 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 College reserves the right to take further action under Australia's Consumer Protection Laws.

Refunds approved in accordance with this policy will be paid within 30 days of the INT College receiving a completed refund request form.

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 College may consider an individual's case. The final decision rests with the Chief Executive Officer of INT College or his nominee.

Payment method

INT College accepts payment for fees using:

- Bank/Credit Card (in campus or online)
- Electronic Funds Transfer (account details available on request)
- 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 College 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 CEO/RTO Academic Manager either in hard copy or electronically.

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 College 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 College within **20 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 College 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 College 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 48 working hours** from the time the complaint or the assessment appeal is received. This acknowledgement is intended to provide the person assurance that INT College 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 20 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 College including all details of lodgement, response and resolution. 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 College 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 meetings via an electronic means. INT College 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 College 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 College 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 College 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 College 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 College representative will disclose information to any person without the permission of INT College Chief Executive Officer. A decision to release information to third parties can only 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 College 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 College 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 College 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 College.

Where an allegation is made that involve alleged criminal or illegal activity and it is considered outside the scope and expertise of INT College to investigate the matter, then in these circumstances INT College 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 College 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 College to full 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 48 working hours from the time the appeal request is received.

In these circumstances the INT College Chief Executive Officer will advise of an appropriate party independent of INT College to review the complaint (and its subsequent handling) and provide advice to INT College in regard 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 College appoints or engages an appropriate independent person to review a complaint / assessment appeal, the INT College 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 College 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 College'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 College 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 College and the Chief Executive Officer feels that they may be biased 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 College, they have the opportunity for a body that is external to INT College 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 College 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 College values complaints and acknowledges that effective management and support of the process will benefit the complainant, and INT College's training system and its reputation.

INT College 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 College 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 College 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 College'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 College when you submit your application.

National recognition for your current competence

INT College 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 College. 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 College'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 College 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).

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 College 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. All efforts will be made to place a student in a facility near their place of residence.

Students will be conducting work placement in small manageable groups of up to 5 students, with a trainer from INT College 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.

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 are required to attend a total of 20 contact hours each week. Students will be sent their timetables at the beginning of each term. The student timetable will outline what days of the week students have classes, what times the classes are and what units they will be studying that term.

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 - Dec

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.

Assessment arrangements

'Satisfactory' or 'Not Yet Satisfactory'

There are two possible assessment outcomes of competency-based assessment, either *'Satisfactory'* that is you have demonstrated sufficient skills and knowledge or *'Not Yet Satisfactory'*. If you receive a not yet Satisfactory 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 Satisfactory.

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 you are unable to demonstrate that you are competent in the unit or units of competency, INT College may apply further charges for additional assessment.

The assessment environment

At INT College, there is a strong focus in undertaking assessment as though you are working in a live environment. This approach is supported by our simulated workspaces 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.

Late Submission Policy

Submission dates can vary and students will find a timetable provided to them which specifies assessment submission dates. Students should work diligently to complete all assessment tasks on the due date.

Students must ensure they are submitting their assessments on time. If a student is unable to submit their assessment for any reason they must complete a Request for Extension form. Please note that normal occupational commitments and extracurricular activities are not accepted as grounds for granting extra time as you are expected to plan effectively. This form must be approved by both the trainer and Sarita before a new due date is assigned. Failure to submit and obtain approval will subject students to late submission fees.

- Late Submission of Assessments: Within one week late – AUD\$50
- Late Submission of Assessments: Within two weeks late – AUD\$100

No assessments will be accepted 3 weeks after the due date. Students will be asked to re-sit the unit (and thus students will be required to pay the AUD\$300 theory assessment re-sit fee)

Submitting authentic work

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

- Participant confirmation and declaration – The declaration is in every assessment the student completes. The student is signing the declaration stating that the assessment they have completed is their own work and that they have not copied from another source.
- Online learning portal declaration – Students also tick on the online learning portal when they submit their assessments that it is their own work.
- 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 institution's plagiarism is unacceptable.

Plagiarism is a very serious offense and any student caught plagiarising their assessments will be fined AUD\$300 and asked to re-do the unit. This will be explained to all students on their orientation and reiterated in their classes.

Please note that plagiarism includes the use of AI programs such as Chat GPT

In the case of students copying each other, the student who has copied and the student who has given their assessment will both be penalised.

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 logbook (by the student) to record their workplace attendance.

INT College Staff Contact List

Job Role	Name
CEO/Principal	Sarita
RTO Academic Manager	Reena
Student Counsellor	Shalini
Accounts Officer	Viraj
External Accountant	FinxIns
Operations Manager	Shivana
Marketing Support	James
Admissions Officer	Fareen
Intervention Officer	Ray Schroeder (RTO Excellence)
Consulting Compliance Manager	Kavita Gounder
External IT Support Officer	Shivesh