



RTO Code 45232 | CRICOS Code 03638D

# **International Student Handbook**

**Vs5.6 2025**

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## Introduction

This Student Handbook has been developed to provide you with important information about the range of services available at INT College. It also outlines our commitment to creating a safe, inclusive, and supportive learning environment where you can thrive throughout your international training journey.

## About INT College

INT College is a Registered Training Organisation (RTO No: 45232), approved by the Australian Skills Quality Authority (ASQA). We deliver high-quality vocational education and training to international students across a variety of fields, including Aged Care, Disability, Home and Community Care, Nursing, Commercial Cookery, Hospitality Management, and Business Management.

You can view our official registration record on the National Training Register here:

<https://training.gov.au/Organisation/Details/45232>.

INT College operates under the Australian VET Quality Framework and the National Vocational Education and Training Regulator Act 2011. Our campuses are located at:

- 5/40 Phillip Street, St Marys, NSW 2760
- 3/30 Blueridge Drive, Dubbo, NSW 2830

As a CRICOS-registered provider, INT College is responsible for the quality and integrity of the training and assessment you receive in your enrolled course. We are also responsible for issuing any AQF certification achieved upon successful completion of your studies.

### Vision Statement:

To be a leader in vocational education and training, empowering individuals with the skills and knowledge to excel in their chosen careers and contribute to a dynamic and innovative workforce.

### Mission Statement:

Our mission is to deliver high-quality vocational education and training that meets the needs of students, employers, and the community. We are committed to:

- Providing a supportive and inclusive learning environment that fosters personal and professional growth.
- Ensuring compliance with regulatory standards and maintaining the highest levels of quality and integrity in our training programs.
- Engaging with industry and stakeholders to deliver relevant and up-to-date courses that enhance employability and career progression.
- Supporting our students through comprehensive counselling and support services to help them achieve their educational and career goals.

## 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, and upon full payment of all fees, 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 with information about your progress. A fee of \$20 will apply for any letter or statement requested.

## **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](http://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)**

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**

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**

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:

Providing for rights and responsibilities that ensure economic advancement and social justice for all employees and employers

- a) Ensuring equal remuneration for men and women employees for work of equal or comparable value
- b) Ensuring wages and employment conditions provide fair standards in relation to living standards prevailing in the community
- c) 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.

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### **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 8 May 2024, Student visa applicants and their family members must have access to the following funds to meet the living cost requirements:

- AUD \$29,710 per year for the main student
- AUD \$10,394 per year for a partner or spouse
- AUD \$4,449 per year for each dependent 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 Border 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](http://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>

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!

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## 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 or PTE equivalent
- 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 must provide evidence that they meet the English language requirements set by the Australian Government and education provider.

INT College requires a minimum IELTS General score of 6.0 for course entry. A general score of 6.0 indicates that the applicant has a partial command of the language, can cope with overall meaning in most situations, but may make frequent mistakes. The applicant should be able to handle basic communication in their own field.

As an equivalent measure, INT College also accepts the Pearson Test of English (PTE) with a minimum score of 55 or above.

Applicants must submit evidence of their IELTS or PTE proficiency with their enrolment form. Applications without 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 or PTE proficiency
- 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.

## 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](http://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.

### **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 30 minutes 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 assist 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/>

## 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 will be identified as “at risk” of not meeting course progress requirements if they demonstrate any of the following:

- Failing to submit an assessment task on time on two consecutive occasions.
- Receiving an unsatisfactory result for the same assessment task on more than two occasions.
- Repeatedly receiving feedback from trainers regarding a lack of class participation, sleeping in class, or other behaviours that demonstrate disengagement.
- Frequent absences or patterns of non-attendance that impact learning progress.
- Demonstrating signs of difficulty coping with course workload, language, or assessment requirements, as observed by trainers or support staff.

Note: If a trainer or any other staff member identifies extenuating circumstances that indicate a student requires additional support (academic, welfare, or otherwise), they may request the implementation of the Course Progress Intervention Strategy. This request will be reviewed by the Academic Manager, who will determine the most appropriate support plan for the student.

### 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:

1. 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.
2. 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.
3. 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
4. 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. 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.

#### **Attendance Policy for Sick Days**

Students are required to attend 20 hours of classes each week to comply with their visa conditions. This includes both face-to-face and online learning components.

If a student is unable to attend both scheduled face-to-face classes in a week, they must provide a valid doctor's certificate. Without this, the student will not be permitted to participate in the online class for that week.

This policy is designed to ensure that students are engaging in all required learning activities and not relying solely on online classes in place of face-to-face attendance.

#### **Method of monitoring and recording attendance**

The trainer of each class is responsible for recording student attendance twice each day—once within 30 minutes of class commencing and again after the lunch break—to ensure students remain for the full class day. If a student is absent at the start of class, the trainer will attempt to contact them to confirm their welfare or whether they are simply running late. Students who are unwell must provide a valid medical certificate, and once received, their sick leave will be updated in the system.

#### **Identifying students at risk of unsatisfactory attendance**

Every four weeks, attendance reports will be generated through the learning management system by the RTO Academic Manager to identify any student who has been absent for three or more days within that period without approval, or who has been marked absent for 15% or more of the scheduled contact hours for the course.

Students who exceed these benchmarks are contacted to arrange a time to attend counselling. These students are identified as being at risk of not meeting satisfactory attendance requirements. The purpose of this early monitoring is to identify students showing signs of poor attendance and to establish corrective measures before mandatory reporting obligations are triggered.

Students will be contacted in writing via a formal Unsatisfactory Attendance Warning letter and asked to arrange a meeting with the RTO Academic Manager. This counselling session will provide an opportunity to discuss the reasons for the student's absences and to develop a support plan to assist them in improving their attendance pattern.

Example: In a four-week study period, students are scheduled to attend 80 hours of classes (20 hours per week). If a student is absent for 3 full days (equivalent to 12 hours or more) without approval, or if they are marked absent for 15% or more of their scheduled contact hours, this will trigger the counselling process.

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.

Based on this discussion, the Academic Manager will work with the student to establish strategies to improve attendance. These may include:

- Addressing individual needs identified during counselling.
- Adjusting work commitments, such as seeking employment on alternate days where possible.
- Setting up a "buddy" arrangement for peer support.
- Assisting with carpooling or shared travel arrangements.
- Providing guidance on maintaining a healthy sleep, work, and rest routine.

All agreed strategies discussed during the support meeting will be documented in a Student Action Plan.

The plan outlines the specific steps the student will take, the support to be provided by INT College, and the timeframe for improvement.

The Action Plan must be signed by both the student and the RTO Academic Manager to confirm understanding and commitment. A copy will be provided to the student, and the original will be kept on the student's file for ongoing monitoring and review.

### **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 College'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 RTO Academic Manager and the Operations Manager are responsible for all transactions on PRISMS. Reporting in PRISMS must be completed as soon as practicable.

### **Student deferral or suspension**

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

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

INT 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.

### **Withdrawal Policy**

Students who wish to withdraw from their enrolment at INT College must follow the process outlined below:

#### **1. Submission of Withdrawal Form**

Students are required to complete the official Withdrawal Form, ensuring all necessary details are accurately provided. The form can be obtained from the administration office or via email from reena@int.edu.au. If you have notified us that you would like to withdraw, this form will be sent to you to complete. If the withdrawal form has not been completed, no requests for withdrawal will be assessed.

#### **2. Valid Reasons and Supporting Evidence**

Withdrawal requests must include valid reasons and supporting documentation. Valid reasons may include, but are not limited to, medical conditions, visa refusal, or other compassionate and compelling circumstances. These circumstances will be assessed in accordance with Standard 7 of the National Code 2018.

Students facing challenges related to their studies, personal matters, or other concerns must consult with the CEO or Administration Manager to explore potential solutions prior to submitting a withdrawal request. Such consultation ensures that all options have been considered.

### **3. Application to Withdraw Fee**

All withdrawal requests are subject to an Application to Withdraw fee of AUD \$500. This fee must be paid before the withdrawal request can be finalised.

### **4. Compliance with the ESOS Act 2000 and National Code 2018**

In accordance with the National Code 2018, international students are restricted from being granted a release to transfer to another provider within the first six (6) months of their principal course, unless exceptional circumstances are demonstrated.

Transfer requests may only be granted if INT College no longer offers the course, ceases operations, or if the student demonstrates valid compassionate and compelling circumstances. A change of profession or career choice does not constitute a valid reason for transfer.

### **5. Settlement of Outstanding Fees**

Upon withdrawal, all outstanding fees become immediately payable. Any late payment fees that were previously withheld will be charged for all unpaid terms. The full outstanding amount must be paid in full within thirty (30) days of a withdrawal. Payment plans will no longer be accepted following withdrawal. No certificates and/or completion letters will be issued until the full outstanding balance of all invoices has been paid in full.

If payment is not received within the specified 30-day period, the outstanding amount will be referred to a debt collection agency for recovery. This will attract an additional 20% fee of the outstanding balance payable by the student. If the outstanding balance remains unpaid for more than three (3) months after recovery action is initiated, the matter will be escalated to legal representatives for further legal action, with additional legal costs payable by the student.

#### **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 seeking to transfer must also complete the Withdrawal Form and pay an Application to Withdraw fee of AUD \$500. Students are required to follow the withdrawal process outlined above, after which their application will be assessed.

- If the release is granted, the student will be provided with formal confirmation.
- If the release is refused, written reasons will be provided, and the student will be informed of their right to lodge an appeal.

## 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 all students, providing a range of support contacts that may be useful during your course. The Directory is accessible to both staff and students and is always available on the notice board in the main hallway. Students may also request a copy by asking their trainer or Administration staff to email it to them.

- The CEO or the assigned RTO Manager will be the main contacts for students requiring support.
- They will either assist directly or arrange for a staff member to help the student 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 Support

At INT College, we want every student to feel safe, supported, and successful. Whether you are an international or local student, studying full-time or part-time, we are committed to helping you throughout your study journey—academically, emotionally, and practically.

### What support can you access?

We provide assistance in the following areas:

- **Academic help** – If you are struggling with assessments or need clarity on a unit, speak with your trainer.
- **Welfare & wellbeing** – If you are feeling stressed, overwhelmed, or need someone to talk to, our Student Welfare Manager is available to support you.
- **Financial hardship** – If you are unable to pay your fees on time, speak with the Finance Manager about flexible payment arrangements.
- **Personal issues** – For difficulties such as housing, health, or relationships, staff are here to help. While we are not a replacement for professional counselling or emergency services, support is available to assist you in accessing the help you need.

- **Employment help** – If you are struggling to find work or need guidance preparing for employment, we can direct you to suitable resources.

### Who can help you?

- **Reception (Fareen, Administration Officer)** – For general administration enquiries such as updating your details, requesting enrolment documents, or assistance with basic questions.
- **Your Trainer** – For questions about your course, assessments, or study progress.
- **Aunty Una (Student Welfare Manager)** – Your first point of contact for personal, welfare, and wellbeing support. Available Monday–Friday, 8:15am–4:30pm. Urgent after-hours contact is also available.
- **Viraj (Finance Manager)** – For payment extensions or flexible payment options.
- **Reena (Administration Manager)** – For more serious concerns relating to course progress, attendance, or formal issues.
- **Sarita (CEO)** – In cases where further decision-making is required, matters may be escalated to the CEO.

### External Support

We maintain a Student Support Services Directory, available on the notice board in the main hallway or by asking the friendly Administration staff for a copy. This directory includes trusted organisations such as:

- Beyond Blue – Mental health support
- Lifeline – Crisis support
- AMES Australia, Alcoholics Anonymous, ADHC, and others

A professional counsellor (Tracy) is also available by referral from the CEO.

### How to get support

- Drop in to see the Student Welfare Manager (Aunty Una)
- Book an appointment for a private chat
- Email or call her (especially if it's urgent)

### What to Expect When You Ask for Help

- You will be listened to respectfully and without judgement.
- Notes may be taken to help track your support plan.
- These notes are stored securely in the student system and remain confidential.
- You will be asked to confirm by signature that you are aware of what was recorded.

All support is confidential. Information is only shared with relevant staff (such as the Administration Manager or CEO) if required for your wellbeing or if a serious matter arises.

To get the most out of support, we ask that you:

- Reach out early if you're having problems
- Be honest about what's going on
- Attend appointments or let us know if you can't
- Respect the staff helping you

### **You're not alone**

Whatever you're going through, we're here. Just reach out—we care and we'll do everything we can to support you.

### **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. 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.

## Visitors on Campus

INT College values the support that family and friends provide to our students. However, to maintain a safe and focused learning environment, visitors are not permitted to remain on campus during college hours.

This policy is designed to:

- Ensure classes and training activities run without disruption.
- Maintain a professional study environment for all students.
- Meet safety and insurance requirements, as only enrolled students and authorised staff are permitted to use college facilities.

Family or friends who are dropping off, picking up, or visiting briefly are asked to wait outside the main learning areas. Access to classrooms and student facilities is restricted to current students and staff.

We appreciate your cooperation in helping INT College provide a safe and distraction-free learning environment.

## 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 wish to review previous assessment results to monitor your progress and identify areas for improvement.

To access your file, simply make a request at the INT College reception area. Administration staff will provide your records for viewing only. Please note that the original student file cannot be removed, as this is the official record of your training and assessment which we are required to retain.

If you require copies of records, these can be organised for you. A \$20 fee applies for the issue of letters or for additional copies of your qualification certificate. Copies of other documents may also attract a small administrative fee, which will be advised at the time of your request.

## Completion Letters

INT College provides Completion Letters only to students who have successfully completed all components of their course. This includes:

- All theory assessments
- All practical assessments
- Successful completion of the required work placement hours

In addition, students must have paid all outstanding school fees before a Completion Letter can be issued.

A \$20 administrative fee applies for the issue of a Completion Letter.

**Please note:** A Completion Letter is not the same as your official qualification or certificate. The Completion Letter is a summary document confirming that you have met the course requirements, whereas your official qualification (testamur and transcript) is the formal certification issued upon graduation.

RTO Code 45232 | CRICOS Code 03638D

## Statement of Attainment

Students who withdraw from a course after completing one or more units of competency may be eligible to receive a Statement of Attainment. This document formally recognises the units that have been successfully completed, even if the full qualification was not achieved.

To receive a Statement of Attainment:

- Both the theory and practical components of each unit must be successfully completed.
- For some units, this also includes the successful completion of work placement.
- All outstanding school fees must be paid in full.

If a student withdraws without completing their required work placement, they may not be deemed competent in some units of competency for that course. This will depend on the unit of competency requirements as outlined by training.gov.au.

Please note that INT College students generally undertake their work placement towards the end of their course. This means that students who withdraw early are unlikely to have completed the work placement required for competency in many units, and therefore may not be eligible for a Statement of Attainment in those units.

A \$20 administrative fee applies for the issue of a Statement of Attainment.

A Statement of Attainment is different from a Completion Letter or Qualification Certificate. It confirms only the specific units you have achieved competency in, not the completion of the entire course.

## 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.

## Continuous improvement

INT College is committed to the continuous improvement of our training and assessment services, student support services, and management systems. Continuous improvement ensures that we continue to meet student needs, industry expectations, and regulatory requirements while maintaining high standards of education and support.

Students are encouraged to contribute to this process by providing feedback. Feedback can be given in the following ways:

- **Feedback forms:** QR codes are displayed around the college, which link directly to our online feedback form.
- **Hard copy forms:** Available at the front desk for students who prefer to complete a paper form.
- **Surveys:** A formal student survey is conducted twice a year to collect detailed feedback about your learning experience.
- **Verbal feedback:** Students are always encouraged to provide verbal feedback to any staff member, including Administration staff, Trainers, the Admin Manager, or directly to the CEO, who maintains an open-door policy.

All feedback is reviewed by management and, where required, actions are recorded in the Continuous Improvement Register to ensure they are addressed and followed up.

Your feedback is valued and helps INT College improve its services for current and future students.

## Fee Payment and Refund Policy

Fees are payable upon the signing of the Student Agreement to signify acceptance of the enrolment offer made by INT College. A non-refundable fee of AUD300, comprising a AUD50 application fee and a AUD250 registration fee, is required upon application for each course. These fees are classified as application and registration fees and are therefore non-refundable under all circumstances. A course materials fee of AUD500 will either be included in term payments or paid upon application.

Tuition fee deposits are refundable solely upon the submission of valid evidence of visa refusal. Once a visa has been approved, any tuition fee deposits paid will no longer be eligible for a refund. Refunds will only be granted if a student withdraws at least two weeks prior to the commencement date of the term. No refunds will be provided for withdrawals during an ongoing term, except under valid proof of compassionate and compelling circumstances.

All fees for each term must be paid no later than 14 days prior to the commencement of the term. Students will not be permitted to attend classes if their fees remain unpaid. A late payment fee of AUD120 will be applied if fees remain unpaid two weeks after the due date, with an additional charge of 15% per annum until the outstanding balance is cleared. INT College reserves the right to suspend or discontinue training if fees remain unpaid.

A 1% surcharge applies to all payments made by card at the on-campus terminal. For any inquiries or clarification regarding fees or refunds, students are encouraged to contact the INT College office via email or phone.

Summary of fees:

<b>Course-Related Fees</b>	
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
<b>Other Course-Related Fees</b>	
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

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

## 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.

## 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.

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.

## Replacement of learning resources

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

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.

## 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.

## Student Assessment Policy and Procedure

### Assessment Outcomes

- All competency-based assessments will result in either a ‘Satisfactory’ or ‘Not Yet Satisfactory’ outcome.
- *Satisfactory* indicates the student has demonstrated the required skills and knowledge.
- *Not Yet Satisfactory* indicates further evidence or improvement is required. This is not a failure but an opportunity to receive specific feedback and, if necessary, additional training before reattempting.

### Assessment Attempts

- Students may submit each task for each assessment up to **three times**, subject to course completion timeframes.
- If a student fails to achieve a satisfactory outcome within three attempts (whether due to plagiarism, late submission, incorrect answers, or other issues), they must re-sit the relevant theory or practical component and pay the \$300 re-sit fee.

### Assessment Environment

At INT College, all assessments are designed to reflect real workplace conditions and industry expectations.

- **Practical assessments** are conducted in simulated workspaces or live clinical placements that mirror industry settings. Students are expected to demonstrate skills as if they were working in a real environment by planning activities, managing time effectively, working with others, and maintaining professional standards.
- **Theory assessments** are contextualised to real-world workplace scenarios. Students are required to apply the knowledge and concepts learned in class to industry-relevant case studies, examples, and problem-solving tasks, ensuring that written and verbal responses demonstrate both understanding and practical application.

### Assessment Methods

INT College uses a range of methods to ensure sufficiency and authenticity of evidence, including:

- Direct observation of student performance in simulated or live environments.
- Verbal questioning to confirm underpinning knowledge.
- Written tasks such as short-answer responses and research projects.
- Completion of logbooks for work placement activities.

## Submission Rules

- For **international (CRICOS) students**, assessments must be submitted on the due date or the day before at the earliest. Submissions made weeks in advance will not be accepted, and the student will be required to re-submit at the correct time. This ensures assessments reflect classroom learning, keep students engaged, and maintain assessment integrity.
- Late submissions without an approved extension result in forfeiting the first attempt. Students will then move directly to the second attempt round, which is open for a shorter period of time.
- Students are allowed a maximum of three attempts per assessment. If a student fails to achieve a satisfactory outcome within three attempts (whether due to plagiarism, late submission, incorrect answers, or other issues), they must re-sit the theory component of the unit and pay the \$300 re-sit fee.
- For domestic students, submission timelines are more flexible; however, all assessment must be completed within the maximum duration of the course (as per the Course Outline).

## Extensions and Special Consideration

- Students who cannot submit assessments on time must complete a Request for Extension Form.
- Extensions must be approved by both the Trainer and the Managing Director.
- Supporting documentation (e.g., a medical certificate) is required for consideration.
- Normal work or extracurricular commitments are not accepted as valid grounds for extensions.

## Academic Integrity, Authenticity, and Plagiarism

Academic integrity is a fundamental expectation at INT College, and plagiarism is treated as a serious offence. All work submitted must be entirely the student's own, and copying from other students, external sources, or artificial intelligence programs (e.g., ChatGPT) is strictly prohibited. Each assessment includes a declaration of authorship, which students sign and confirm again upon submission through the INT Learning Portal.

To verify authenticity, INT College employs several strategies including signed student declarations, confirmation through the online portal, random verbal questioning to validate knowledge, and comparison of writing style and quality across different submissions. In addition, INT College uses Turnitin software to generate similarity reports that identify matches with online content, published sources, other student submissions, and AI-generated text. Trainers review these reports and exercise professional judgment when determining whether a response constitutes plagiarism.

Where plagiarism is identified, the attempt for that question will be forfeited and not taken into consideration. Students are permitted a maximum of three attempts per assessment question. If a student fails to achieve a satisfactory outcome within three attempts—whether due to plagiarism, late submission, incorrect answers, or other issues—they will be required to re-sit the theory component of the unit and pay the \$300 re-sit fee. In cases where plagiarism involves students copying each other, both the student who has copied and the student who has provided their work will be penalised.

## Practical Assessments

- Practical tasks must be completed under supervision in simulated or workplace environments.
- Competency requires students to demonstrate valid, sufficient, authentic, and current skills.

- Each student is permitted up to three attempts to achieve competency. If a student fails to achieve a satisfactory outcome within three attempts, they will be required to re-sit the practical component of the unit and pay the \$300 re-sit fee.

## **Work Placement (Clinical Placement)**

### **Requirements**

- Work placement is a mandatory component of certain courses. The minimum hours are outlined in the course information and on the INT College website (e.g., Certificate III in Individual Support requires 120 hours). Students must confirm placement arrangements at least two weeks in advance.
- Work placement is a hurdle requirement; students cannot be deemed competent in their course until placement is successfully completed in full.

### **Student Conduct**

- Students represent INT College while on placement and must uphold its reputation for producing high-quality graduates. Professionalism, initiative, and respect for clients, colleagues, and supervisors are expected at all times.
- Examples of required conduct include: punctual attendance, wearing the correct uniform, professional grooming, speaking English on duty, and following facility policies.
- Students must not use mobile phones during shifts, accept gifts, or engage in unprofessional behaviour.

### **Illness and Attendance**

- Students must inform both the placement facility and INT College (Admin Manager or Managing Director) if unwell. Failure to notify may result in cancellation of placement.
- A medical certificate is required for illness-related absences. Missed hours must be made up, which may delay course completion.
- If placement is cancelled due to misconduct or failure to follow reporting requirements, the student may be required to arrange their own placement and pay the \$300 practical re-sit fee.

### **Assessment and Completion**

- Placement evidence must be valid, sufficient, authentic, and current, including logbooks, supervisor reports, and trainer observations.
- All placement hours must be completed in full before competency can be awarded.
- Students who do not demonstrate competency will be required to repeat placement and pay the \$300 re-sit fee.

### **Responsibilities**

#### **Students**

- Submit assessments according to rules and deadlines.
- Ensure all work is original and free from plagiarism.
- Participate fully in practical and placement requirements.

- Communicate illness or issues promptly with the College.

### **Trainers and Assessors**

- Provide clear assessment instructions, criteria, and feedback.
- Ensure fairness, validity, and reliability in assessment decisions.
- Use Turnitin and professional judgment to check for plagiarism.
- Monitor placement and practical assessments.

### **INT College Management**

- Maintain compliance with the **Standards for RTOs 2025**, the **ESOS Act**, and the **National Code**.
- Support trainers in applying this policy consistently.
- Organise and oversee work placements with partner facilities.
- Maintain accurate assessment and student records.

### **Fees and Penalties**

- A \$300 re-sit fee applies when students are required to repeat the theory or practical component of a unit after failing to achieve a satisfactory outcome within three attempts.
- A \$350 fee applies when students are required to repeat or re-arrange a work placement due to failing to demonstrate competency, misconduct, cancellation, or failure to meet attendance and reporting requirements.
- Further disciplinary action may apply in accordance with the Student Code of Conduct.

### **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 to be made after the person making a complaint or seeking an assessment appeal has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints / assessment appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. In the interests of transparency, the matter will be discussed with all parties involved. This especially means that the person making a complaint or seeking an assessment appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a complaint or seeking an assessment appeal is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.
- Further guidance on principles of natural justice and procedural fairness can be accessed at the following link: [Principles of Natural Justice and Procedural Fairness](#)

### **Informing Persons and Responding to Allegations:**

Where a complaint involves one person making allegations about another person, it is a requirement for INT 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 bias or there is a perception of bias, then the complaint is to be referred directly to an independent third-party for consideration and response as outlined above.

### **Unresolved Complaints and Appeals**

Where the person making a complaint or seeking an assessment appeal is not satisfied with the handling of the matter by INT 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).

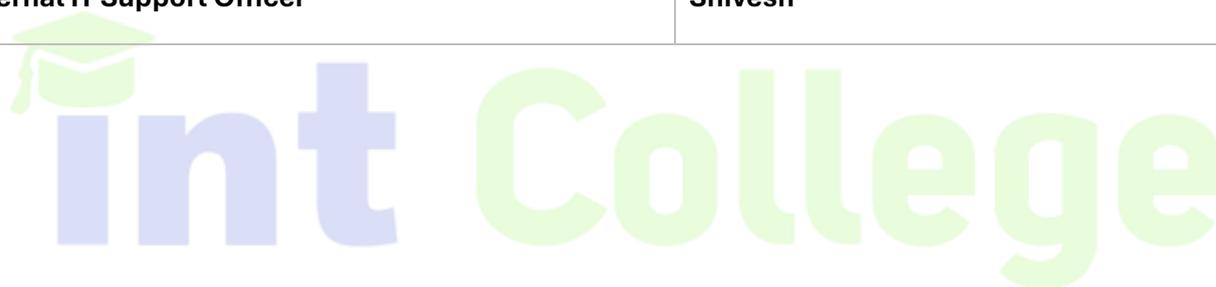
### **National recognition guidelines**

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.

## INT College Staff Contact List

Job Role	Name
CEO/Principal/Managing Director	Sarita
RTO Academic Manager/Administration Manager	Reena
Student Counsellor	Tracy
Accounts Officer	Viraj
External Accountant	Finxlns
Operations Manager	Shivana
Marketing Support	James
Admissions Officer	Fareen
Consulting Compliance Manager	Kavita Gounder
External IT Support Officer	Shivesh



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