



RTO Code 45232 | CRICOS Code 03638D

International Student Handbook

Vs5.8 2026

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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

Upon successful completion of a training program with INT College, and subject to the full payment of all outstanding fees, students will be issued with nationally recognised AQF certification documentation. This may include a qualification certificate and an accompanying transcript detailing the units of competency achieved.

INT College qualifications are recognised within the Australian Qualifications Framework (AQF) and are issued in accordance with national standards to ensure they are valid and recognised throughout Australia.

INT College will not issue AQF certification documentation (including qualifications, transcripts, or Statements of Attainment) until all fees owed to the College have been paid in full, unless the student has entered into an approved payment arrangement with INT College, such as a signed guarantor form or formal payment agreement.

Where a student enrolls in multiple courses with INT College, all outstanding fees across all courses must be paid before certification documentation will be issued. For example, if a student enrolls in a Certificate III, Certificate IV and Diploma, and completes the Certificate III and Certificate IV but still has unpaid fees for the Diploma, INT College will not issue the Certificate III or Certificate IV qualifications until all outstanding Diploma fees have been paid, unless an approved payment arrangement is in place.

Where a student does not complete the full course requirements, they may be entitled to receive a Statement of Attainment for the units of competency successfully completed. Statements of Attainment will also only be issued once all outstanding fees have been paid in full, unless an approved payment arrangement exists.

Students may request a Statement of Results at any time during their training to view their academic progress. A fee of \$20 applies for any letters or statements requested.

INT College will issue AQF certification documentation within 30 calendar days of the student being assessed as meeting the requirements of the training product, provided that all agreed fees have been paid or an approved payment arrangement is in place.

Where a student's enrolment is suspended or cancelled due to non-payment of fees, INT College reserves the right to withhold all AQF certification documentation until all outstanding fees and charges have been paid in full or an approved payment arrangement has been established.

Students are responsible for ensuring that INT College holds their current contact details during their enrolment. INT College will issue AQF certification documentation in accordance with regulatory requirements; however, if certification documentation is not collected or delivered at the time of issuance, the student may be required to submit a written request and pay the applicable reissue or administration fee.

Legislative and Regulatory Responsibilities

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

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

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

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

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

Work Health and Safety (WHS) Act 2011

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

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

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

Duties of other persons at the workplace (section 29). Any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions. They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

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

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

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

Anti-Discrimination Act 1991 (Commonwealth)

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.

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.

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

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). 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.

Student Code of Conduct and Professional Behaviour

INT College is committed to providing a safe, respectful and professional learning environment for all students, staff and visitors in accordance with the ESOS Act 2000, the National Code 2018 and the Work Health and Safety Act 2011.

As an international student studying at INT College, you are expected to behave respectfully and professionally at all times.

This applies:

- On campus
- During online learning
- During work placement
- In all written and verbal communication
- When representing INT College in any capacity

Students must comply with Australian laws, student visa conditions, and all INT College policies and procedures.

Expected Behaviour

Students are expected to conduct themselves in a professional, respectful and responsible manner at all times.

Students are expected to:

- **Treat staff, fellow students and visitors with courtesy and respect** – This includes listening without interruption, speaking calmly and respectfully, allowing others to express their views, and maintaining a cooperative attitude during classes, meetings and work placement. Students must recognise that staff have professional responsibilities and authority within the learning environment.
- **Follow lawful and reasonable instructions from staff** – Students must comply with academic, administrative and safety-related directions provided by trainers, management and authorised staff members. This includes directions relating to classroom conduct, assessment requirements, attendance, work placement expectations and campus safety procedures.
- **Communicate in a professional and non-aggressive manner** – Students must use appropriate language and tone in all verbal and written communication, including emails, messages and online learning platforms. Concerns must be raised calmly and respectfully, without hostility, threats or intimidation
- **Respect cultural diversity and personal boundaries** – INT College is a diverse learning environment. Students must demonstrate cultural sensitivity, avoid discriminatory behaviour, and respect the personal space and boundaries of others. Differences in opinion must be managed respectfully.
- **Engage constructively in the learning environment** – Students are expected to participate appropriately in class activities, contribute positively to discussions, and avoid behaviour that disrupts teaching or learning.

- **Use the formal Complaints and Appeals process to resolve concerns** – Students who disagree with academic or administrative decisions must follow the formal Complaints and Appeals procedures outlined in this Handbook. Concerns must not be pursued through confrontation, public disruption, social media or inappropriate pressure on staff.
- **Comply with Work Placement (Clinical Placement) requirements** – Students must adhere to all behavioural, professional and safety requirements outlined in the Work Placement (Clinical Placement) section of this Handbook. Work placement is a mandatory component of certain courses, and students represent INT College while attending placement. Misconduct during placement may result in cancellation of placement, additional fees, or further disciplinary action in accordance with this policy. Where the conduct is serious in nature, it may constitute serious misconduct under this policy and may result in suspension, cancellation of enrolment, cancellation of a Confirmation of Enrolment (CoE), and/or reporting via PRISMS.

Maintaining a safe and respectful learning environment is a shared responsibility between students and staff.

Unacceptable Behaviour

INT College has zero tolerance for abusive, threatening or intimidating behaviour.

Unacceptable behaviour includes, but is not limited to:

- **Verbal abuse** – Including shouting, swearing, aggressive or hostile language during classes, meetings, work placement, online learning or formal discussions. This includes raising one's voice in an intimidating manner, using offensive language, or speaking in a way that undermines the authority or dignity of staff or other students.
- **Threatening or intimidating behaviour** – Including verbal or non-verbal conduct that causes another person to feel fearful, pressured or unsafe. This includes aggressive body language, invading personal space, making implied or direct threats, or attempting to pressure staff to change academic or administrative decisions.
- **Harassment, bullying or repeated unwanted contact** – Including repeated communication after being asked to stop, targeting another student or staff member with hostile behaviour, or engaging in behaviour that creates a hostile or uncomfortable environment.
- **Disrespectful, degrading or discriminatory comments** – Including comments related to race, nationality, gender, religion, disability, age, cultural background or personal circumstances. Discriminatory conduct is unlawful under Australian legislation and will not be tolerated.
- **Sexual harassment** – Including unwelcome sexual advances, inappropriate comments, gestures, messages or physical contact of a sexual nature.
- **Defamation of staff, students or INT College** – Including making false or misleading statements, whether verbally or in writing, including on social media platforms, that damage the reputation of individuals or the College.
- **Abusive digital communication** – Including sending hostile, aggressive or inappropriate emails, text messages, online posts or messages through learning platforms. Online misconduct will be treated with the same seriousness as on-campus behaviour.

- **Recording without permission** – Recording staff or students in classes, meetings or on campus without explicit permission. This includes audio, video or photographs. Unauthorised recording may breach privacy laws.
- **Physical intimidation or aggressive behaviour** – Including aggressive gestures, throwing objects, damaging property, or any behaviour that may escalate to physical confrontation.
- **Any conduct that causes another person to feel unsafe** – Including behaviour that creates fear, distress or significant disruption to the learning environment.

Aggressive, threatening or abusive behaviour may be treated as serious misconduct, particularly where the behaviour poses a risk to safety or is repeated after a warning.

Students must not attempt to resolve disputes through confrontation, aggression or intimidation. All concerns must be raised respectfully through the Complaints and Appeals process outlined in this Handbook.

Serious Misconduct

Serious misconduct refers to behaviour that is significantly inappropriate, unsafe, unlawful, or incompatible with continued enrolment at INT College.

Serious misconduct includes, but is not limited to behaviour that:

- **Threatens the safety of staff, students or visitors** – Including conduct that creates a real or perceived risk of physical harm, emotional distress, or disruption to the safety of the learning environment.
- **Involves physical aggression or assault** – Including pushing, hitting, throwing objects, damaging property, or attempting to engage in physical confrontation.
- **Involves serious intimidation or threats** – Including direct or implied threats of harm, aggressive confrontation, or behaviour intended to coerce, pressure or frighten another person.
- **Includes threats of violence, arson, or serious harm to persons or property** – Such conduct will be treated as serious misconduct and may be reported immediately to law enforcement authorities.
- **Is repeated after a formal warning has been issued** – Where a student continues unacceptable behaviour despite prior written warnings or behaviour agreements.
- **Brings INT College into disrepute** – Including conduct that significantly damages the reputation of the College, its staff, students or industry partners, whether occurring on campus, during placement, or in connection with the student's enrolment.
- **May constitute a criminal offence** – Including assault, serious harassment, property damage, theft, unlawful recording, or other conduct that may breach Australian law.

Serious misconduct may result in immediate suspension while the matter is investigated.

Where there is a serious risk to the safety or wellbeing of staff, students or visitors, INT College reserves the right to immediately remove a student from campus or placement and/or restrict access to College premises, online systems or learning platforms pending investigation.

Where allegations involve harassment or sexual misconduct, INT College will prioritise the safety and wellbeing of all affected persons. Interim measures may be implemented during investigation, including

timetable adjustments, restricted contact arrangements, or temporary suspension where necessary. Affected students will be offered access to welfare and counselling support.

Where serious misconduct is confirmed following investigation, INT College may proceed with disciplinary action in accordance with this policy, which may include cancellation of enrolment, cancellation of the student's Confirmation of Enrolment (CoE), and reporting via PRISMS in accordance with the National Code 2018.

Disciplinary Action and Visa Implications

If a student engages in misconduct or serious misconduct, INT College may take disciplinary action, including:

- A formal written warning
- A compulsory behaviour meeting
- Suspension pending investigation
- Cancellation of enrolment
- Reporting serious misconduct via PRISMS to the Department of Education and the Department of Home Affairs
- Cancellation of the student's Confirmation of Enrolment (CoE)
- Referral to police or other relevant authorities where appropriate

International students must understand that cancellation of a Confirmation of Enrolment (CoE) may result in cancellation of their student visa.

Investigation and Procedural Fairness

All allegations of misconduct will be documented and investigated by INT College Management.

Before any decision is made to suspend a student, cancel enrolment, cancel a Confirmation of Enrolment (CoE), or report a student via PRISMS:

- The student will be informed in writing of the allegations.
- The student will be given an opportunity to respond.
- The matter will be reviewed fairly and objectively.

Students will be advised in writing of the outcome and their right to access the complaints and appeals process.

Where cancellation of a Confirmation of Enrolment (CoE) is proposed, the student will be provided 20 working days to access the internal appeals process before PRISMS reporting occurs, in accordance with the National Code 2018.

INT College Commitment to Students

INT College is equally committed to ensuring students are treated with dignity, fairness and respect.

Students have the right to:

- A safe and inclusive learning environment
- Professional and respectful communication from staff
- Fair and unbiased decision-making
- Access to the complaints and appeals process
- Protection from discrimination, harassment or bullying

Respect is mutual. Just as students are expected to behave professionally, INT College staff are expected to apply policies consistently and treat students respectfully at all times.

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 monitors student course progress and attendance in accordance with the ESOS Act 2000, the National Code 2018, and the Standards for RTOs 2025. These processes ensure students are supported to complete their course within the expected duration of their Confirmation of Enrolment (CoE). 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 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.

Where a student fails to pay required tuition fees and/or ceases attending scheduled classes, INT College will take reasonable steps to contact the student and issue formal fee reminders and attendance warnings as applicable. Students with outstanding fees may be suspended from accessing training and assessment services until payment arrangements are resolved.

If a student's attendance falls below the required threshold, INT College will implement its attendance monitoring and intervention procedures in accordance with the National Code 2018.

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.

Suspension or Cancellation Initiated by INT College

INT College may suspend or cancel a student's enrolment where the student breaches their enrolment obligations or engages in conduct inconsistent with the Student Code of Conduct and Professional Behaviour outlined in this Handbook.

Breaches of enrolment obligations include, but are not limited to:

- Failure to maintain satisfactory course progress
- Failure to maintain satisfactory attendance
- Failure to pay required tuition fees

- Failure to comply with student visa conditions
- Failure to notify INT College of changes affecting enrolment

Where a student fails to pay required tuition fees and/or ceases attending scheduled classes without approved deferment, INT College will take reasonable steps to contact the student and issue formal reminders or warnings. Students with outstanding fees may be suspended from accessing training and assessment services until payment arrangements are resolved.

Where attendance or course progress breaches the required thresholds outlined in this Handbook, INT College will proceed in accordance with its monitoring and reporting procedures under the National Code 2018. This may include the issuing of a formal Intention to Report notice where applicable.

Before any suspension or cancellation takes effect, the student will be notified in writing and provided twenty (20) working days to access the internal Complaints and Appeals process. Enrolment will be maintained during the appeal period.

Where the student does not respond, does not lodge an appeal within the required timeframe, or where an appeal is unsuccessful, INT College may proceed with cancellation of enrolment and report the student via PRISMS in accordance with its regulatory obligations. This may result in cancellation of the student's Confirmation of Enrolment (CoE) and may affect the student's visa status.

All actions will be documented and undertaken in accordance with procedural fairness and regulatory requirements.

Withdrawal Policy

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

Where a student withdraws after commencing their course, they may be eligible to receive a Statement of Attainment for any units of competency that have been successfully completed.

Students should be aware that many units within the course include practical assessment requirements which are completed during clinical or work placement. Work placement is generally undertaken towards the end of the course. Students who withdraw prior to completing their work placement may therefore not meet the practical assessment requirements for many units and may not be deemed competent in those units.

A Statement of Attainment can only be issued for units where all assessment requirements, including practical components, have been successfully completed.

Information regarding any applicable fees or refunds relating to course withdrawal is outlined in the Fee Payment and Refund Policy section of this handbook.

Students who are considering withdrawing from their course are encouraged to speak with INT College staff to discuss possible options, including available support services or alternative arrangements where appropriate.

Withdrawal from a course may affect a student's visa status and students are advised to contact the Department of Home Affairs for advice regarding visa implications.

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. Withdrawal requests cannot be assessed until a completed Withdrawal Form has been received by INT College.

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 the National Code of Practice for Providers of Education and Training to Overseas Students 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 of Practice for Providers of Education and Training to Overseas Students 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.

The principal course of study refers to the main or final program an international student intends to undertake in Australia, particularly where their student visa covers multiple consecutive courses (for example, a packaged pathway program). It is the highest-level course, usually completed last, on which the student visa is primarily based.

International students wishing to transfer to another provider must comply with the requirements of the National Code 2018. Further information regarding transfers between education providers is outlined in the Change of Education Provider section of this handbook.

Circumstances Where a Release May Be Granted

INT College will assess requests for a release to transfer to another registered provider in accordance with the National Code 2018. A release may be granted where one or more of the following circumstances apply:

- INT College has ceased to offer the course in which the student is enrolled.
- INT College has had a sanction imposed that prevents the student from continuing their course at the college.
- The student can demonstrate compassionate or compelling circumstances that justify the transfer.
- INT College fails to deliver the course as agreed in the written agreement with the student.
- There is evidence that the student was misled by an education agent or provider regarding the course or the provider.
- An appeal (internal or external) on another matter results in a decision supporting the student's request to transfer.

Each request will be assessed individually based on the evidence provided by the student.

Requests for release will not normally be granted where the student is seeking to transfer to another provider solely to avoid academic progress requirements, attendance requirements, or disciplinary processes.

Where a release is granted, INT College will record the release in PRISMS and provide the student with written confirmation of the decision.

If the release is refused, the student will be provided with written reasons for the decision and informed of their right to access the INT College Complaints and Appeals process.

5. Settlement of Outstanding Fees

Upon withdrawal, all outstanding fees relating to any course undertaken by the student and/or any commenced study period (including semesters or terms) become immediately due and payable. This includes any outstanding tuition fees, previously due instalments, accrued late payment charges, and any other unpaid amounts under the agreed summary of fees written above.

Where late payment fees have accrued under the agreed payment schedule but have not yet been applied, INT College reserves the right to apply those accrued late fees to unpaid amounts upon withdrawal.

The full outstanding amount must be paid in full within thirty (30) days of withdrawal.

Where a payment arrangement was permitted during enrolment, that arrangement was granted at the discretion of INT College while the student remained actively enrolled. Upon withdrawal, INT College reserves the right to require the outstanding balance to be formalised under a written deed of settlement or alternative payment arrangement acceptable to INT College. Informal instalment arrangements will not continue after withdrawal unless expressly approved in writing by INT College.

Where a deed of settlement has already been executed and remains in force at the time of withdrawal, that deed will continue to operate in accordance with its agreed terms unless otherwise varied in writing by INT College.

No certificates, Statements of Attainment, completion letters, progress letters or academic results will be issued until the full outstanding balance relating to any course undertaken by the student and/or any commenced study period (including semesters or terms).

Failure to settle the full outstanding balance or to enter into a signed deed of settlement within thirty (30) days will be escalated to legal representatives for further recovery action. Any associated legal costs including but not limited to the Letter of Demand and Statement of Claim, may be recoverable from the student to the extent permitted and enforceable under applicable legislation, including costs reasonably incurred in recovering the outstanding debt.

Where a student ceases attending without completing the formal withdrawal process, INT College will make reasonable attempts to contact the student using the contact details provided. If the student does not respond or re-engage with their studies, INT College may take action in relation to the student's enrolment, including reporting unsatisfactory attendance or course progress in accordance with the National Code 2018.

Additional Conditions

INT College reserves the right to request additional supporting documentation where required to assess a withdrawal request, including evidence relating to medical, compassionate or other personal circumstances.

All withdrawal and transfer requests will be assessed on a case-by-case basis in accordance with INT College policies, the ESOS Act 2000, and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Submission of a withdrawal request or transfer request does not automatically guarantee approval. Each request will be assessed based on the information and evidence provided by the student.

Change of Education Provider

Under the National Code 2018 made under the Education Services for Overseas Students (ESOS) Act 2000, international students are restricted from transferring to another registered education provider before completing six (6) months of their principal course of study, except in circumstances permitted under the National Code.

The principal course of study refers to the main or final program an international student intends to undertake in Australia, particularly where their student visa covers multiple consecutive courses (for example, a packaged pathway program). It is the highest-level course, usually completed last, on which the student visa is primarily based.

Students wishing to transfer to another education provider must submit a written request to INT College. INT College will assess the request in accordance with the National Code 2018 and INT College policies and provide the student with a written outcome of the decision.

For students requesting a release after successfully completing six (6) months of their principal course of study, the student must provide a Letter of Offer from another registered education provider or evidence of a change of visa status.

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

Where a release is granted, INT College will record the release in PRISMS and provide the student with written confirmation of the decision.

If the release is refused, the student will be provided with written reasons for the decision and informed of their right to access the INT College Complaints and Appeals process.

Circumstances Where a Release May Be Granted

INT College will assess requests for a release to transfer to another registered provider in accordance with the National Code 2018. A release may be granted where one or more of the following circumstances apply:

- INT College has ceased to offer the course in which the student is enrolled.
- INT College has had a sanction imposed that prevents the student from continuing their course at the college.
- The student can demonstrate compassionate or compelling circumstances that justify the transfer.
- INT College fails to deliver the course as agreed in the written agreement with the student.
- There is evidence that the student was misled by an education agent or provider regarding the course or the provider.
- An appeal (internal or external) on another matter results in a decision supporting the student's request to transfer.

Each request will be assessed individually based on the evidence provided by the student.

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. We are committed to supporting students throughout their study journey and helping them succeed in their training and future employment.

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, sexual orientation 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 INT College.
- 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.

INT College aims to ensure that all students have equal opportunity to participate in training by:

- providing fair access to training and assessment
- offering support services where required
- making reasonable adjustments where appropriate
- maintaining a safe and respectful learning environment

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.

INT College is required to retain student records in accordance with regulatory requirements. Student information may be reported to government agencies such as the National Centre for Vocational Education Research (NCVER) and the Australian Skills Quality Authority (ASQA) for the purposes of vocational education and training administration, regulation, and research.

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.

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.

Feedback may result in improvements to training delivery, assessment processes, student support services, facilities, and administrative systems.

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 Letter of Offer and Student Written Agreement in accordance with the agreed payment schedule. A non-refundable fee of AUD300, comprising an AUD50 application fee and an AUD250 registration fee, is payable for each course. These fees are classified as non-tuition fees and are non-refundable except in the case of provider default. A course materials fee of AUD500 may be included in term payments or paid upon application. The materials fee is refundable if the student withdraws in writing prior to course commencement. Once the course has commenced, the materials fee is non-refundable except in the case of provider default.

Refunds are governed by the refund terms outlined in the Student Written Agreement. Where a student visa application is refused and valid evidence of refusal is provided, tuition fees paid will be refunded in accordance with the Student Written Agreement.

If a student withdraws in writing at least fourteen (14) days prior to the commencement of the relevant study period, tuition fees paid for that study period will be refunded. No refund of tuition fees will be provided where a student withdraws within fourteen (14) days prior to the commencement of the relevant study period or after the commencement of the study period, except where compassionate and compelling circumstances are demonstrated in accordance with INT College policies and supported by appropriate evidence.

Any refund payable will be calculated based on the amount of fees actually received by INT College in Australian Dollars (AUD). INT College is not responsible for, and will not refund, any bank charges, currency conversion differences, international transfer fees or other transaction costs incurred by the student.

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 AUD150 will be applied if fees remain unpaid two (2) 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 in accordance with its policies and procedures if fees remain unpaid. No certificates, Statements of Attainment, completion letters, progress letters or academic results will be issued until the total outstanding balance has been paid in full.

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:

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

Other Course-Related Fees	
AUD350	Practical Training & assessment re-sit fee (includes clinical revisit) per unit
AUD300	Theory Assessment re-sit fee per unit
AUD150	Late Payment Fee
AUD20	Administrative document fee (Completion Letters, replacement or additional academic documents)
AUD500	Withdrawal Fee

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

Where a student fails to pay required tuition fees and/or ceases attending scheduled classes, INT College will take reasonable steps to contact the student and issue formal fee reminders and attendance warnings as applicable. Students with outstanding fees may be suspended from accessing training and assessment services until payment arrangements are resolved.

If a student's attendance falls below the required threshold, INT College will implement its attendance monitoring and intervention procedures in accordance with the National Code 2018. This includes issuing a formal **Intention to Report** notice where attendance falls below 80% of scheduled course contact hours. Students will be provided with written notification of the intention to report and will have twenty (20) working days to access the internal Complaints and Appeals process.

Where a student does not respond, does not access the appeals process within the required timeframe, or where an appeal is unsuccessful, INT College may proceed with cancellation of enrolment and report the student via PRISMS in accordance with its regulatory obligations. Reporting may result in the cancellation of the student's Confirmation of Enrolment (CoE), which may affect the student's visa status.

INT College will ensure that all actions are documented and undertaken in accordance with procedural fairness, regulatory requirements, and its duty of care obligations.

Payment method

INT College accepts payment for fees using:

- Bank transfer (Electronic Funds Transfer)
- Credit or debit card (on campus or online)
- Cash payments at the INT College campus
- International Money Transfer – must include funds to pay for the receipt of the money transfer.

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>

Refund Policy

All refund requests must be made in writing. Upon receipt of a written refund request, INT College will provide the student with a Refund Request Form, which must be completed and returned together with any required supporting documentation.

The Refund Request Form must be completed and signed by the student. If the student wishes to authorise another person to submit or complete the form on their behalf, written authorisation from the student must be provided to INT College.

In the case of visa refusal, the student must provide written notification of the refusal together with official evidence of the visa refusal decision.

Refund requests will be referred to the Finance Manager for assessment and processing.

Approved refunds will be processed within 28 days of receipt of a completed Refund Request Form and all required supporting documentation. If requested, a written explanation of how the refund was calculated will be provided to the student.

Refunds will be paid to the person or entity that originally paid the fees.

Refunds will be calculated based on the amount of fees actually received by INT College in Australian Dollars (AUD). INT College is not responsible for, and will not refund, any bank charges, currency conversion differences, international transfer fees or other transaction costs incurred by the student or the receiving bank.

Visa Refusal

Where a student visa is refused and evidence is provided, 100% of tuition fees paid will be refunded.

Non-tuition fees are non-refundable.

Refunds will be processed within 28 days of receipt of a completed Refund Request Form and evidence of visa refusal.

Withdrawal Before Commencement

If withdrawal is received in writing at least 14 days before the commencement of the term, tuition fees for that term will be refunded.

If withdrawal is received less than 14 days prior to commencement, no refund of tuition fees for that term will be provided, except where compassionate and compelling circumstances are demonstrated in accordance with INT College policies and supported by appropriate evidence.

Withdrawal After Commencement

No refund of tuition fees will be provided after the commencement of a study period, except where compassionate and compelling circumstances are demonstrated in accordance with INT College policies and supported by appropriate evidence.

Provider Default

In the unlikely event that INT College is unable to commence or continue delivery of the course as agreed, this will constitute provider default under the Education Services for Overseas Students Act 2000.

In the event of provider default, INT College will:

Refund all unspent tuition fees paid by the student within 28 days; or

Arrange for the student to be placed in a suitable alternative course at no additional cost, with the student's written agreement.

If INT College is unable to meet its obligations, the Tuition Protection Service (TPS) will assist students in accordance with the ESOS Act 2000.

Student Default

Circumstances of student default include:

- Withdrawal from the course
- Failure to commence
- Visa refusal
- Breach of visa conditions
- Non-payment of fees

Refunds in cases of student default will be calculated in accordance with Section 2 of this agreement.

Where student default occurs, INT College may report the student via PRISMS in accordance with the ESOS Act 2000.

Appeals

If a student is not satisfied with a refund decision made by INT College, they may access the INT College Complaints and Appeals process as outlined in this Student Handbook. This ensures that refund decisions are reviewed in a fair, transparent and consistent manner.

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.

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.

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.

Trainer Qualifications and Industry Currency

INT College ensures that all trainers and assessors delivering training and assessment are appropriately qualified and experienced in accordance with the requirements of the Standards for Registered Training Organisations (RTOs) 2025.

All trainers and assessors engaged by INT College hold the required training and assessment qualifications and demonstrate current industry skills directly relevant to the training and assessment being provided.

Trainers and assessors are required to maintain industry currency and vocational competency in the areas in which they deliver training. This may include activities such as:

- ongoing employment or professional engagement within the relevant industry
- participation in industry networks and professional development
- consultation with industry stakeholders
- reviewing current industry practices and standards.

INT College also ensures that trainers and assessors participate in regular professional development to maintain and improve their training and assessment skills.

These requirements help ensure that training delivered at INT College reflects current industry practices and standards, providing students with skills and knowledge that are relevant to the workplace.

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.

Re-assessment

Students who are assessed as Not Yet Competent (NYC) will be provided with detailed verbal and written feedback to help them identify gaps in their knowledge and skills. Students will be provided with additional training and learning support where required to address these gaps and prepare them for further assessment.

INT College provides up to three opportunities for reassessment at no additional cost to the student. These opportunities allow students time to further develop the required knowledge and skills and demonstrate competency.

Students who require additional training and reassessment after these three opportunities have been exhausted may be required to pay a reassessment fee. Please refer to the current fee schedule for applicable reassessment fees.

If a student is assessed as Not Yet Competent after the allowed reassessment attempts, they may be required to repeat the unit of competency or re-enrol in the unit to continue their studies.

Students requiring additional learning support will be brought to the attention of INT College management so that their progress can be monitored and appropriate support services can be provided where necessary.

Where a student repeatedly does not demonstrate competency after receiving significant learning and assessment support, the continuation of the student's enrolment may be reviewed and determined through mutual agreement between the student and INT College.

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 160 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 lodge an 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 on the INT College website: <https://int.edu.au/downloads/>

Once you have completed the required form you are requested to submit this to the CEO and 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 INT College services, staff, trainers, other students or training processes which has not been resolved locally.

Complaints may be received by INT College in any form and do not need to be formally documented by the complainant in order to be acted on. Complaints may be made by students, employers, staff or other stakeholders.

Serious complaints should be submitted in writing using the Complaint Form.

What is an assessment appeal?

An assessment appeal is a request by a student for reconsideration of a decision relating to training 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 student being informed of the decision.

Early Resolution of Complaints and 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 or 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 assessment appeal will receive written acknowledgement within 48 working hours confirming that the matter has been received. The acknowledgement will inform the person that a written response will normally be provided 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 will be stored securely and confidentially.
- A person making a complaint or seeking an assessment appeal is to be provided an opportunity to formally present their 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 fully consider the nature of the complaint or appeal and to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they have up to seven (7) days to request an independent review, otherwise the matter will be considered closed. To request a review by an independent person, the complainant or the person making an appeal should inform the Office Manager in writing of their request who will initiate the process with the Chief Executive Officer. A written acknowledgement will be sent as soon as possible and not later than 48 working hours from the time the appeal request is received.

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

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

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

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

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

Unresolved Complaints and Appeals

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

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

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

Continuous Improvement

INT College reviews complaints and appeals to identify opportunities for improvement in training delivery, student services and administrative processes. Outcomes from complaints and appeals may be used to inform continuous improvement activities to enhance the quality of training and support provided to students.

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 Prior Learning (RPL) and Credit Transfer

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.

Information about Recognition of Prior Learning (RPL) and Credit Transfer is available to students prior to enrolment and during the enrolment process, and students are encouraged to discuss their eligibility with INT College staff before commencing their course.

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.
- Credit Transfer can only be granted where units of competency have been issued by an Australian Registered Training Organisation (RTO). Students who hold overseas qualifications may apply for Recognition of Prior Learning (RPL), where appropriate.

If you believe you have existing skills or knowledge that may be recognised, please inform INT College during the enrolment process or when submitting your application.

Practical Assessment Requirements

Where units of competency include practical or workplace-based assessment requirements, students applying for Recognition of Prior Learning (RPL) must provide sufficient and valid evidence demonstrating that these practical skills have been performed in an appropriate workplace environment.

Where adequate evidence of workplace performance cannot be provided, INT College may require the student to complete practical assessment activities or work placement components in order to demonstrate competency.

Credit Transfer (National Recognition)

Students are not required to repeat any Unit of Competence in which they have already been assessed as competent, unless a regulatory requirement requires this.

Credit Transfer (credit for prior studies) is the recognition of learning achieved through formal education and training.

If a student provides suitable evidence that they have successfully completed a Unit of Competence at any Registered Training Organisation (RTO), then they will be credited for that unit.

Students 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).

INT College will go through the process of verifying the authenticity of each submitted Statement of Attainment or Certificate with the issuing Registered Training Organisation (RTO). Once authenticity has been verified, credit for prior studies can be granted for the unit/s submitted as part of the qualification that the student has enrolled in.

Students who have achieved competency outcomes in the VET sector since 2015 will have their results available through the USI registry system. Students are encouraged to provide INT College with access to their USI transcript, which may be used as verified evidence for any applicable units of competency.

In the case of any non-equivalent units of competency, an analysis will be undertaken to determine the equivalence of the previous study with the relevant units offered at INT College before granting recognition via the Recognition of Prior Learning (RPL) process.

Please note that providing credit for previous studies is not the same as Recognition of Prior Learning (RPL). RPL is an assessment-only pathway used to determine the competence of a person, while Credit Transfer recognises the equivalence in content and learning outcomes between different types of learning and/or qualifications previously undertaken and successfully completed.

Additional Credit Transfer Condition

Credit transfer can only be granted for units of competency that are identical in code and title or have been formally deemed equivalent in the current training package.

Credit transfer will only be granted for units that have been issued by a Registered Training Organisation (RTO) and recorded as part of a nationally recognised qualification or Statement of Attainment.

Training completed through non-accredited courses, overseas training providers, or organisations that are not Registered Training Organisations will not be eligible for credit transfer, but may be considered through the Recognition of Prior Learning (RPL) process where appropriate.

Credit Transfer Fees

INT College does not charge a fee for assessing or granting Credit Transfer.

Where Credit Transfer is granted, the unit of competency will be recorded on the student's record as a Credit Transfer outcome and will contribute toward completion of the qualification.

Students are encouraged to apply for Credit Transfer at the time of enrolment or as early as possible during their course to ensure that their training plan and course schedule can be adjusted where required.

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	FinxIns
Operations Manager	Shivana
Marketing Support	James
Admissions Officer	Fareen
Consulting Compliance Manager	Kavita Gounder
External IT Support Officer	Shivesh