LE ROSEY
HOSPITALITY INSTITUTE

STUDENT HANDBOOK

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About the Student Handbook

This student handbook is your guide to the Le Rosey Hospitality Institute (LRHI). Inside you will find information on how the Institute works, where students should go, and who they should see to resolve problems. Policies, procedures, and regulations are outlined so that you understand how the Institute operates.

Disclaimer

The LRHI attempts to ensure that the information distributed is accurate and up- to-date, but sections may be amended without notice. Persons intending to act on any information contained herein should first check with the Institute to ascertain whether any updated information is available in respect of the relevant material. The Institute, its agents and employees will not be liable for any loss or damage arising directly or indirectly from the possession, publication or use of reliance on information obtained from distributed information. It is provided in good faith without express or implied warranty.

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1. INTRODUCTION

1.1 Welcome to LRHI!

Welcome to the Le Rosey Hospitality Institute (LRHI) where new and exciting experiences and adventures await you. We are happy for you to join our school family, and our experienced staff and Trainers are dedicated to providing every student with the best educational opportunity possible.

LRHI is a Registered Training Organisation (RTO), registered by the Australian Skills Quality Authority (ASQA) under the *National VET Regulator Act 2011/ Standards for Registered Training Organisations (RTOs) 2015*. LRHI is also registered on the Commonwealth Register of Institutions & Courses for Overseas Students (CRICOS).

The Institute provides students with an effective teaching and learning environment designed to raise education standards, enhance employment opportunities and enrich personal lives.

I ask you to join us in continuing to focus on the mission and vision that has been established at the Institute. With continued support and cooperation, we can pursue excellence in the academic achievements of all our students.

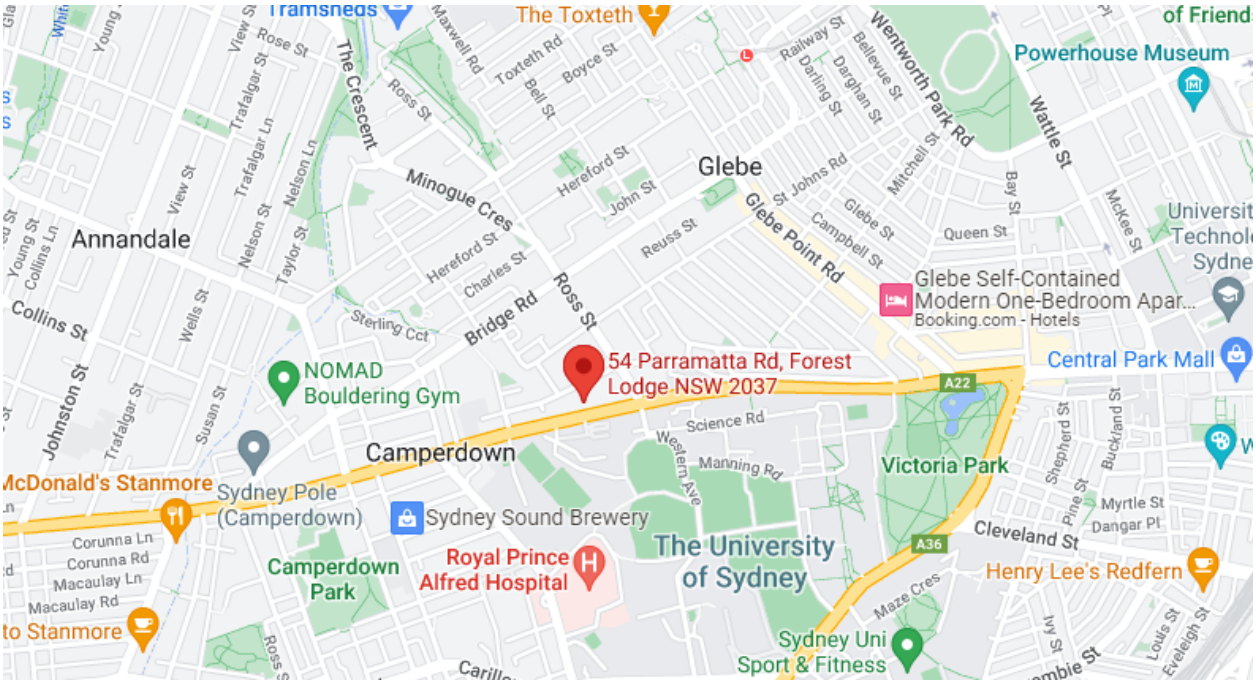
Good luck in your studies!

Ms Gai Warner
PEO

1.2 Getting to the Institute

If you are staying with a homestay or student accommodation organised through our institute, they will advise you on how to get to the Institute.

If you have alternative accommodation, our institute is very easy to get to. We are a 2-minute walk from the bus stop and a 5-minute walk from the Broadway shopping centre https://transportnsw.info/travel-info



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1.3 Orientation

Students will be inducted into their courses on the Thursday at 9.00 am before the Course Commencement Date. The purpose of Orientation is to inform new students of the various important aspects of the Institute. Students will also have the opportunity to ask questions. The Orientation will also address issues such as:

- Student Support Services available and the Australian Study Environment
- Legal services
- Emergency and Health services
- Facilities and Resources
- Complaints and Appeals processes
- Student visa conditions relating to course progress and/or attendance.

1.4 Important Information

This is a summary of information presented in this handbook and helps you understand your

obligations as a student and also gives you information on where and how to find resources and assistance.

Student visa requirements:

- Maintain full-time enrolment in your enrolled course (minimum 20 hours attendance per week)
- Maintain satisfactory course progress
- Maintain OSHC throughout the visa duration
- Notify the Institute within seven days of any change of address

The Institute contact information:

- PEO: Ms Gai Warner
- Address: Ground Floor, 54 Parramatta Road, Forest Lodge NSW 2037
- Phone: 612 8316 6618
- E-mail: info@lerosey.edu.au

- Please note that the Receptionist/ Student Welfare Officer is your **official or first** point of contact

- If you have a question or are confused about something, please talk to the Receptionist/ Student Welfare Officer at Reception or ph: **02 8316 6618**

- **The Student Welfare Officer** is here to assist the students

- Please go to Reception and ask for the Student Welfare Officer anytime you seek assistance or advice and they will assist you in any way they can.

- After Hours please **contact the Marketing Director (Kellen Chen) on 0402 089 692**

Studying at the Institute:

- As above, the Receptionist/ Student Welfare Officer is the first point of contact for students with questions about any of the Institute's support services.
- In case of fire or any other emergency please follow the instructions given by your Trainers or other the Institute staff member.
- Check Institute notice boards every day for any updates, important information, results etc.
- Always follow the rules and regulations displayed on notice boards, in classrooms and near facilities like the computers, printer, photocopier etc.
- Do not leave valuables unattended. the Institute is not responsible for any damaged, lost or stolen items

A list of useful contacts follows on the next page. This includes contact information for people and institutions in Australia that may be useful to you. You are encouraged to make a copy of this page and keep it near your phone for future reference.

1.5 List of Useful Contacts

Academic Matters	Speak to your Trainers. If you need additional assistance, ask the Academic Coordinator for information.
Accommodation	Ask the Administration Manager for information.
Access & Equity	Ask the Administration Manager for information.
Banking	ANZ: 365 George St, Sydney NSW 2000. Phone 13 13 14. Commonwealth Bank: Broadway Branch Shop G24 Broadway Shopping Centre, Broadway, NSW 2007. Phone 13 22 21. St.George Bank: Broadway Branch The Broadway Shopping Centre, 1-21 Bay Street Shop G29, Ground, Ultimo NSW 2007. Phone 13 33 30 Westpac Bank: 591 George Street, Sydney NSW 2000. Phone 13 20 30
Counselling	Ask the Administration Manager for information.
Disability Support	Ask the Administration Manager for information.
Emergency services	**000 (police, fire and ambulance)**
Health	Broadway General Practice Broadway Shopping Centre M105, Level 1, Bay Street, Broadway, NSW 2007 (02) 8245 1500
International Students	Department of Home Affairs (DHA) 26 Lee Street, Sydney (next to Central Station) Phone: 131 881 http://www.homeaffairs.gov.au/
Legal	Please ask the Administration Manager for information.
Sexual Health	Sydney Sexual Health Centre (HIV/AIDS & STD testing, sexual health info and clinic services) Level 3, Nightingale Wing, Sydney Hospital Macquarie Street, Sydney, NSW 2000 Phone: 9382 7440 http://www.sesiahs.health.nsw.gov.au/sydhosp/Services/sshc.asp HIV/AIDS Information Line Phone: 1800 451 600 (free call) Monday-Friday 9:00 a.m. - 8:00 p.m.; Saturday 10:00 a.m. - 6:00 p.m. NSW Rape Crisis Centre Provides 24-hour telephone and online support Phone: 1800 424 017 (free call)

Translating and Interpreting Service (TIS)	Provides 24-hour telephone translation and interpreting services Phone: 131 450

2. ENROLMENT

2.1 Entry Requirements

The Institute has defined and published entry requirements for individual courses. The entry requirements for each course can be found in the course specific documentation published on the website.

The Institute may conduct an entry test to determine the student's level of English. If the student's level of English is not up to that required for the course, students are required to defer the commencement of their intended course and undertake additional English courses at their own expense to ensure they meet the English Language entry requirement for their course.

2.2 Selection Criteria

The Institute recruits (through approved agents) students in an ethical manner in line with our access and equity policy.
The Institute will ensure that prior to enrolment prospective learners receive advice about the training product appropriate to meeting the learner's needs, taking into account the existing skills and competencies of each individual. This shall be done by way of interview with the Institute's marketing officers or via the Institute's agent's network interviews with individual students.

All local and overseas students must meet the requirements outlined in the course documentation and in the Entry Requirements section of this handbook. During the selection process, students will be given the following information:

- Course details
- Course pathways
- Learning and assessment methods
- Fees and charges
- Facilities and services
- Legislation and regulations
- Briefing about Australia and cost of living (overseas student only)

Student selection and registration into the Institute is based upon clients satisfying Institute entry criteria covering English proficiency (minimum IELTS score of 5.5 or the equivalent), academic qualifications (minimum completion of Year 11/12 or the equivalent), work experience, age (minimum 18 years) and visa status (as per assessment levels for the country of origin).

Original or certified copies of all documents must be submitted upon application. These requirements can be found at http://www.homeaffairs.gov.au/

2.3 Use of Recruitment Agents

The Institute appoints recruitment agents to promote our courses to prospective students.

Agents are responsible for providing the information outlined in the selection criteria prior to enrolment to ensure students are well informed and well prepared for study and life in Australia.

2.4 Enrolment Procedure

Should an applicant wish to proceed with enrolment, the following procedure should be followed:

1. Complete and sign the Institute Enrolment Form/online form.
2. Submit the following documents along with your Enrolment Form:
    - Two recent passport-sized photographs
    - A photocopy of your passport identity page (overseas students)
    - Proof of academic and English Language proficiency
3. Submit your Enrolment Form and the above documents to:

    Postal address:
    Ground Floor, 54 Parramatta Road,
    Forest Lodge NSW 2037
    Or
    E-mail: info@lerosey.edu.au
4. Upon receipt of your Enrolment Form and supporting documents, an interview will be conducted by a member of the Institute's Admission Team or a delegate to assess on your suitability to the course that you have applied for.

If your application is successful, we will send you a Letter of Offer together with an invoice and a written agreement. Once you receive the Letter of Offer you must pay the tuition fee and sign the written agreement. We will then use this to send you a Conformation of Enrolment (CoE).

2.5 Fees

All course fees and charges must be paid in Australian Dollars (AUD). All fees and charges must be paid in advance by the due date shown on the Letter of Offer and/or invoice. A penalty may be applied to late payment of fees.

Fees are subject to change. The Institute will honour the tuition fees quoted for enrolled students only if the student commences tuition within 12 months of the date of the Letter of Offer.

If students need to repeat a subject(s), a pro rata tuition fee is payable. There is no reduction in fees for subject exemptions such as Recognition of Prior Learning or Credit Transfer

A $200 enrolment/application fee applies before enrolment for all courses and the enrolment/application fee is non-refundable. The Institute is *not* responsible for any monies paid to agents or third parties.

Tuition fees

Field of Study	Course Name and Course Code	Duration (including breaks)	Mode of Delivery (International Students)	Tuition Fees
Accounting	**FNS40222 Certificate IV in Accounting and Bookkeeping** CRICOS Course Code: 113931F	**52 weeks**	Full time: Face-to-face (67%) + Online (33%)	$10,000
Hospitality	**SIT30821 Certificate III in Commercial Cookery** CRICOS Course Code: 114800J	**52 weeks**	Full time: Face-to-face (67%) + Online (33%)	$25,000
	SIT40521 Certificate IV in Kitchen Management CRICOS Course Code: 114801H	**91 weeks**	Full time: Face-to-face (67%) + Online (33%)	$43,750
	SIT50422 Diploma of Hospitality Management CRICOS Course Code: 114802G	**78 weeks**	Full time: Face-to-face (67%) + Online (33%)	$37,500
	SIT60322 Adv Diploma of Hospitality Management CRICOS Course Code: 114803F	**104 weeks**	Full time: Face-to-face (67%) + Online (33%)	$50,000

Administrative fees

Course material fee (per term)	FNS-$50 SIT- $300
CoE Issue fee (non-refundable)	$50
RPL application fee	$200
RPL assessment fee (per subject/unit)	$200
Re-issue of final documents/ Priority processing fee	$50
Re-assessment fee(per subject/unit)	$200
Enrolment fee (non-refundable)	$250
Deferment/Suspension fee	$250

Note: The fees and charges stated above are subject to change or variation. Mode of delivery may also be changed in response to any unprecedented circumstances in line with regulatory decision. Due notice will be provided prior to any adjustment.

Statutory Cooling Off Period

The Standards for RTOs 2015 require the Institute to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that our Institute do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period in not applicable to our students who have enrolled into a course. For refund option in other circumstances, students must refer to the refund policy.

2.6 Methods of payment:

- **Bank cheque or bank draft**, made payable to the "Le Rosey Hospitality Institute"
- **Credit card (Visa or MasterCard)**
- **EFTPOS**
- **Direct Debit**
- **Bank Transfer**

Fees can be transferred to the following account:

Account name: **Le Rosey Hospitality Institute Pty Ltd**
BSB number: **062 759**
Account number: **1072 5994**
Bank: **Commonwealth Bank of Australia**
Swift code: **CTBAAU2S**
Reference: Your name & Student number

Note: the Institute will not be responsible for any monies paid to agents.

2.7 Protection of fees

Under the Tuition Protection Service (TPS) framework, if the Institute is unable to fulfil its obligations to deliver a course, the new TPS framework will facilitate the placement of students in the first instance, and where this is not possible, provides a refund of unexpended tuition fees (i.e. tuition the student has paid for but has not been delivered by the provider).

2.8 Late payment of fees

If fees have not been paid in full by the due date written on the invoice, students may be disallowed from attending class, sitting tests/examinations, submitting assessments and/or receiving results until the outstanding fees have been paid in full.

Fee payment plans are available to all students. Once enrolment in a course has been confirmed, the fee for the first term plus all other fees (including learning material costs and other relevant fees) must be paid. Each subsequent term's fee must be paid prior to the commencement of the relevant term.

If tuition fees are not paid on time, the following late payment fees will apply:

- Overdue: $120

Should fees remain overdue for more than one day; the Institute will inform the student of our intention to report the student for non-payment of fees to DHA via PRISMS.

2.9 The Institute refund policy

Situations where a provider default may occur include:

1) The course does not start of the agreed starting date which is notified in the Letter of Offer

2) The course stops being provided after it starts and before it is completed
3) The course is not provided fully to the student because the Institute has a sanction imposed by a government regulator

However, if the student agrees to accept an alternative (replacement) course or part of a course to be provided to the student at the Institute's expenses, then the Institute is relieved of its liability to provide a refund. The student must advise the Institute in writing whether they agree and accept the alternative arrangement.

Local Students

After course commencement students who discontinue their course will not be entitled to any refund. Every effort will be made to negotiate the transfer of training in the event of compassionate or compelling circumstances such as a student's prolonged illness or personal hardship. However, no consideration can be given to extended absences for any other reason.

International Students

The request for refund must be made in writing to the Principal Executive Officer by using the ***Refund Application Form***.

- No refunds will be paid to a third party unless it is indicated at the time the Refund Application Form is lodged, that any refunds due are payable to a third party.
- Where a refund is approved, the Institute will make payment of refunds within 28 days of receipt of the Refund Application Form
- In the case of default by the Institute, the provisions of the ESOS Act 2000 and the ESOS Regulations 2019 apply. For further information about the ESOS Act please see https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx

Enrolment Fee and CoE issuing Fee		Non-refundable
Tuition Fees		
Visa refused prior to course commencement (except for fraud, forge or misleading documents)	Offshore applications	Refund less $500 administration fee.
	Onshore applications	• Prior to course commencement: Refund full tuition fee; $500 Administration fee applies. • After course commencement: Refund unused tuition fee; $500 Administration fee applies.
		No refund will be given if AAT is undertaken.
Withdrawal at least 28 days (prior to agreed start date)		70% refund of tuition fees less $500 administration fee and CoE issuing fee
Withdrawal less than 28 days (prior to agreed start date)		50% refund of tuition fees less $500 administration fee and CoE issuing fee
Withdrawal after the agreed start date		No refund
Visa cancelled due to actions of the student including due to fraud, forge or misleading documents		No refund

Does not commence (i.e. Does not arrive, or has not arranged with us for a later start because of health or compassionate reason)	No refund
Visa extension is refused	Return of unused tuition fees less $500 administration fee and CoE issuing fee
Withdrawal from study - enrolled/current students	Refund of unused tuition fees less $500 administration fee and CoE issuing fee (of the following term/s) * *Deferment, Suspension or Cancellation of Enrolment Application Form must be received at least 28 days prior to the commencement of the following term/s *No refund will be given after an approved deferment or suspension.
Compulsory Health Insurance (Student visa holders only)	Refer to OSHC provider's refund policy
Airport Pick-up	Full Refund only if service cancelled 3 business days prior to flight arrival
Visa refused but when RTO is able to deliver the course online and student can continue study online from offshore	Return of unused tuition fees less $500 administration fee and CoE issuing fee when withdrawal has been requested prior to the agreed start date

RTO Default

- Under the Tuition Protection Service (TPS) framework, if the Institute is unable to fulfill its obligations to complete a course. The TPS framework will facilitates the placement of students in the first instance, and where this is not possible, provides a refund of unexpended tuition fees (i.e. tuition the student has paid for but has not been delivered by the provider).
- The Institute defaults if the course they offer does not start on the agreed starting day.
- The Institute defaults if the course stops being provided after it starts and before it is completed or the course is not provided fully to the student because the registered provider has had a sanction imposed.
- If the Institute defaults, it will refund to the student within 14 days after the default day and receipt of your Refund Application Form.
- The Institute will give the student a statement that explains how the refund amount has been worked out. The Institute dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.
- This agreement and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection law if Australia's consumer protection law applies.
- The Standards for RTOs require the Institute to inform students considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that our Institute does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period in not applicable to our students who have enrolled into a course. For refund option in other circumstances, students must refer to the refund policy.

- The refund policy is subject to review from time to time.
- The Institute recommends that you read the ESOS Framework Information, which provides legislative protection for International students, available at https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx

No refunds will be paid to a third party unless it is indicated at the time the refund application is lodged, that any refunds due are payable to a third party.

Requests for refund should be made in writing to the PEO with documented evidence of the reason for withdrawal. Eligible refunds will be refunded within 28 days of receipt of the claim. The enrolment/application fee and CoE issuing fee are not refundable.

All refunds will include a statement explaining how the refund amount was calculated.

Refund will only be given to the person who paid the tuition fees. For example, if the tuition fee was paid by an agent or parents, the money will only be refunded to either the agent or parents.

This refund policy does not remove students' rights to take further action under the Australian Consumer Protection Laws.

The Institute's dispute-resolution processes do not circumscribe a student's right to pursue other legal remedies.

Staff is responsible for referring all enquiries regarding fees, charges and refunds to the PEO.

2.10 Additional information for overseas students only

Electronic Confirmation of Enrolment
Once we have received your payment, we will forward your electronic confirmation of enrolment (eCoE) to you. You will then need to submit the eCoE and all of the documents required for the student visa application to the Australian High Commission in your country.

Financial status
Under current country assessment levels, students from assessment level 1-2 countries must sign a declaration that they have sufficient funds to cover their stay in Australia. Students from assessment level 2 countries must have evidence that they have sufficient funds to cover travel costs to and from Australia Students from assessment level 3 countries must have evidence that they have sufficient funds to cover their stay and there travel costs to and from Australia. Students accompanied by a spouse should add a minimum of 35% per annum.

Students with school-aged dependants
Please note that there are schooling obligations and options for school-aged dependants of

intending students, including that school fees may be incurred. Students should add a further 20% per annum if they have at least 1 child (plus AUD$8000 per annum or the cost of schooling) if the child is of school age and 15% per annum per additional child (plus AUD$8000 per annum or the cost of schooling) if the children are of school age.

It should also be noted that any dependents accompanying you to Australia will be required to pay full fees if they are enrolled in either a government or non-government Institute.

For more details on student visas and to find the contact details of the Australian High Commission in your country, visit http://www.homeaffairs.gov.au/

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3. STUDENT SERVICES

The Institute personnel are ready to provide friendly and helpful advice covering all aspects of a student's life in Australia, including academic, cultural and social issues. In addition to academic support, we can help with issues such as accommodation, homesickness and culture shock, as well as with career advice, learning support and counselling.

The Receptionist/Student Welfare Officer is the first point of contact for students with questions about any of the Institute's support services.

3.1 Student Support Services

The Institute support students to adjust to study and life in Australia ensuring they are prepared and supported in achieving the learning outcomes of their chosen course.

The Institute assist students to adjust to study and live in Australia, including through the provision of an age and culturally appropriate orientation program that includes information about:

Student support services available to students in the transition to life and study in a new environment:

- Legal services
- Emergency and health services
- Facilities and resources
- Complaints and appeals processes
- Any student visa condition relating to course progress and/or attendance as appropriate

The Institute provides the opportunity for students to participate in services or provides services designed to assist students in meeting course requirements and maintaining their attendance.

The Institute provides the opportunity for students to access welfare related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services are provided at no additional cost to the student. If the Institute refers a student to external support services, the Institute will not charge for a referral. Students are advised that external agencies may charge additional fees payable by the student.

The Institute has a documented Critical Incident Policy together with procedures that covers the action to be taken in the event of a critical incident, required follow up to the incident and records of the incident and actions taken.
The Institute has designated a member of staff or members of staff to be the official point of contact for students.
The Receptionist/Student Welfare Officer will have access to up to date details of the Institute support services. The
Receptionist/ Student Welfare Officer is the initial and official paint of contact for all students. Therefore, if you need assistance, please see the Receptionist in the first instance.

The Institute has sufficient staff personnel to meet the needs of the students enrolled in the Institute.

The Institute ensures that the staff members who interact directly with students are aware of the obligations of the Institute under the ESOS Framework and the potential implications for students arising from the exercise of these obligations. This information is communicated to staff through staff meetings, and through the policies and procedures manual.

The Institute will notify students of any intention to relocate premises (including the head office and campus locations) at least 20 working days before the relocation.

3.2 Welfare and guidance services

Airport pick-up
The Institute provides airport pick-up services. Students who require these services must make prior arrangements. Please contact the Institute for more information or to make a booking.

Additional social activities may also be organised. These could include beach trips, meals at local cafes and restaurants, and sporting activities. There is sometimes a small cost for transport or admission, but you will be informed of this in advance.

Assisting with student visas and work permits
Students are advised to seek the services of a Registered Migration Agent authorised to provide student visa, and other immigration related assistance to students. The Institute regularly updates DHA information on the Institute notice board.

Opening a new bank account
When students first arrive in Australia we can help them to open a new bank account.

3.3 Student facilities

Computer facilities
All students at the Institute are able to use computers and audio-visual equipment. Enrolled students are given access to free Internet, a variety of software, and printing and e-mail facilities.

Photocopying and printing

A photocopier and printer are available for students to photocopy or print their class and assignment work.
Students get 100 pages of printing for free per term. Students can top up their printing account if needed (Fees apply; please see Reception for assistance)

Kitchen and dining area
There is a common kitchen/dining area in the Institute where students can have a snack between classes. The kitchen/dining area is equipped with a microwave and kettle as well as kitchen supplies.

Suggestion box
A suggestion box is available for students to give valuable suggestions to the Institute. Students' suggestions are constantly reviewed and appropriate improvements are implemented.

Reference library
To supplement their own textbooks, students have access to the Institute's physical and online library of textbooks and reference books, please visit the library and ask for any assistance at Reception.

3.4 Academic support services

Tutorial assistance
Trainers at the Institute can provide extra tutorial assistance if required. Please see the Academic Coordinator.

Bilingual personnel
The academic and administrative staff at the Institute speaks a number of languages and have access to interpretation services when needed. Students are able to receive help in their own language wherever possible.

Provision of Language, Literacy and Numeracy (LLN) assistance
Because we aim at all times to provide a positive and rewarding learning experience for all of our students, the Institute provides a formal assessment of the student's level of English. Numeracy is also an important component in most of our courses. Additional assistance with these skills can be arranged if the student requires it.

Quality Training and Assessment
All the Institute training and assessments comply with the standards of the AQF and the requirements of the relevant national training package. These standards are maintained through staff professional development, monitoring, industry liaison, internal auditing and both internal and external moderation.

Flexible learning and assessment
Flexible learning and assessment provides choices to students on how and where they learn, how they are assessed and when and where the learning occurs.

The Institute is committed to providing our students with the opportunity to engage in a flexible learning and assessments process. The Institute's approach to flexible learning and assessment is to offer students a variety of learning and assessment experiences that may include but are not limited to:

- Class-based training/assessment
- Group discussions
- Role-plays
- Presentations
- Interactive web/CD/DVD-based training
- Self-directed study
- Research activities

3.5 Recognition of Prior Learning (RPL)

The Institute offers vocational courses at different levels and recognises that students may already possess the skills and knowledge in areas of the training they seek to enrol in.

Thus enrolling students can apply for Recognition of Prior Learning (RPL) for units of competency in the course they enrol in prior to the commencement of studies or during the first term in the chosen course by the end of the 2nd week. It should be noted that a shortening of overall course duration does not change the requirement for students to be enrolled in full-time study.

All students are offered the opportunity to apply for ***Recognition of Prior Learning (RPL)*** and ***Recognition of Current Competency (RCC)*** on an individual basis, prior to enrolment or during the student's course. The RPL/RCC process allows students to apply for credit for previous study, work, life and educational experience that match the learning outcomes of specific modules within their course. Outcomes will be notified within 10 working days of the date of receipt of the application.

All RPL/RCC applicants will be asked to provide evidence to support their claims, which should be attached to the RPL/RCC Application Form. Evidence includes, but is not limited to:

- Documentation such as certificates issued by other Australian Registered Training Organisations (RTOs)
- Support letters from employers
- Course outlines of previous courses
- Credentials issued by other organisations operating under the Australian Qualifications Framework

Where a student's evidence is insufficient, the PEO may ask the student to complete an assessment or examination relevant to the unit.

The PEO reviews all RPL-related assessments. From time to time or when deemed necessary, we will have an additional person or subject expert be part of the assessment process.

Where RPL is granted prior to the issue of a student visa, the period of the visa will be reduced to compensate. Where RPL is granted after the visa has been issued, students are required to

maintain full study load with supplementary materials and supervised study.

Offshore students also can apply for RPL. Once students arrive in Australia they must meet with the Academic Coordinator, who will finalise this process and apply for RPL. This may involve tests, interviews or assessment and as noted, must be applied for during the first term in the chosen course (by the end of the 2nd week). Please note that if your request for RPL is granted, your course duration may change. If it does, you will be given a new eCoE confirming this, and the duration of your visa may be affected.

3.6 Credit Transfer (CT)

Policy

This policy and procedure supports of the National Code standard which states the 'Registered providers must appropriately recognise course credit within the ESOS framework.'

This policy implements a procedure for the Institute to process any student's applications for course credit and document any results, including student verification of the outcome. It will provide a process that ensures that students receive written verification of the outcome of the course credit application and records are kept with student files.

It also ensures that any changes to course duration that occur from granting a course credit, after a Student Visa is granted, are reported to DHA via PRISMS.

Definitions

'Course Credit' is defined by the National Code as follows:
Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held. This includes academic credit and recognition of prior learning.

'Credit Transfer' (CT)

The granting of exemption or credit by a Registered Training Organisation to students for units of competency completed under accredited training. These unit codes must identically match the units that you are applying for credit, i.e. the unit code and name must be identical.

Procedure for Course Credit

All students are made aware of the ability to apply for course credit via a RPL or CT application throughout the enrolment and induction process of the course. This is supported with information provided in the Student Handbook.

Those students wanting to place an application for course credit must do so by the 2nd week of the first term in their enrolled course.

All applications are to be submitted to the PEO and include original documents to be sighted and copied by Administration. Applications will not be accepted unless all required information has been

included.

Where RPL is being applied for the students must include all relevant evidence of work experience and where learning has occurred.

A Credit Transfer application must be accompanied by nationally recognised Certificates and/or Statement of Attainments with detail indicating the units successfully completed including unit codes and titles and dates of completion.

Students are required to submit their application with supporting evidence as required and outlined in the applications:

Credit Transfer

Students who have completed a Nationally Recognised qualification / unit that have the exact same code as a unit currently enrolled will be eligible for credit transfer for the particular unit(s). The student must provide the original certificate to be sighted by the Institute to verify the Credit Transfer.

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4. STUDENT ISSUES

4.1 Student Grievances, Complaints and Appeals

The Institute recognises that differences can arise from time to time. We have a fair and equitable process for dealing with complaints, grievances and appeals. The quick settlement of these matters is in the best interest of all parties concerned at minimal or no cost to the student and the following policies and procedures are in place to ensure that this happens.

- The Institute ensures that the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process.
- The Institute ensures that the complaints and appeals policy are publicly available.
- If the student chooses to access the Institute's complaints and appeals processes the Institute will maintain the student's enrolment while the complaints and appeals process is ongoing.
- If the internal or any external complaint handling or appeal process results in a decision that supports the student, the Institute will immediately implement any decision and/or corrective and preventative actions required and advise the student of the outcome.

The grievance procedure

ISSUE	Step 1 Whom do I talk to?	Step 2 Who takes over from	Step 3 Where do I go if I'm still not happy?	Step 4 Do I have any other options?
Academic Issue (a question or problem about your class or studies, including further studies at the Institute or another institution)	Your Trainer/ Academic Coordinator	The PEO	Student Appeals Committe e	Independen t mediator
Fees / Application for Refund (a question about the payment of course fees or an application for a refund)	Receptionist/ Accounts Officer	The PEO	Student Appeals Committe e	Independen t mediator
Welfare / Personal Issue (a question about your accommodation, health or safety, or concerns about bullying, abuse or other mistreatment)	Receptionist/ Admin Manager	The PEO	Student Appeals Committe e	Independen t mediator

If you are not satisfied by Step 1 above, a Student Appeals Form will be given to you to complete. The PEO will ensure that your Student Appeals Form is entered correctly and will attempt to resolve the problem and provide reasons for the decision. This will involve a meeting with you - at no cost to you - within 14 working days of the lodgement of your form. You can bring a friend or support person to help you if you like. The result of your meeting will be recorded in writing, and you will be given a copy.

If you are not satisfied at this stage, your complaint/grievance/appeal will be referred to the Student Appeals Committee.

The Student Appeals Committee (SAC)

The SAC comprises the PEO and another staff member. You can present your case directly to the SAC and you will be given a written statement of the outcome and the reasons for the decision reached. You can again bring a friend or support person if you like.

Still have a problem?

You have other avenues of appeal against the decision made if you are still dissatisfied with the outcome of your complaint / grievance / appeal.

If you wish to lodge an external appeal or complain about the decision, you can contact the

Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website http://www.ombudsman.gov.au/about/overseas-students or phone 1300 362 072 for more information.

Please remember that the Institute is committed to delivering quality education. If you are experiencing any difficulties whatsoever during your program of study, you should not hesitate to discuss your concerns with the relevant staff member or the PEO. Staff will make themselves available at a mutually convenient time if you wish to seek assistance outside Institute office hours. At any stage of the process, you can also nominate another person to talk to the Institute staff member directly on your behalf.

The complete Student Grievances, Complaints and Appeals Policy and Procedures and a copy of the Student Appeals Form can be found in Appendix 2.

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5. The Institute POLICIES

5.1 Code of Conduct

Statement
Study today requires students to use their initiative, work as a team and be honest, loyal, tactful and courteous. It is expected that you will treat fellow students and staff members with respect.

The Institute's Code of Conduct sets clear standards of behaviour and defines the roles and responsibilities of members of the Institute in supporting these standards. It also specifies the mandatory consequences for student and staff actions that do not comply with these standards. The standards of behaviour apply to all the Institute students and staff members.

Standards of behaviour

- Demonstrating honesty and integrity
- Respecting differences in people and in their ideas and opinions
- Treating one another with dignity and respect at all times
- Respecting and treating others fairly, regardless of their race, ethnicity, nationality, religion, gender, sexual orientation, age or disability. In particular, students must refrain from all forms of bullying and harassment
- Respecting the rights of others
- Helping those in need
- Respecting people in a position of authority
- Respecting the need of others to work in an environment of learning and teaching
- Respecting school property and the property of others

Students' roles and responsibilities under the Code of Conduct

- Coming to school prepared, on time and ready to learn
- Showing respect for yourselves and for other students and staff; treat staff and fellow students courteously and with consideration at all times.

- Refraining from bringing anything to school that may compromise the safety of others
- Maintaining a reasonable standard of grooming, including appropriate standards of hygiene and clothing
- Refraining from behaviour which would interrupt the work of any class or hinder the learning opportunities of other students
- Refraining from activities, conduct or communication that would reasonably be seen to undermine the reputation of the Institute or trainers or staff members or students of the Institute (including activities on social media or taking photos or videos without their consent);
- Listening and following trainers instructions sincerely and complete tasks set by them to the best of your ability and to take full advantage of the educational opportunities offered at the Institute
- Following the rules and regulations, and taking responsibility for your actions
- Taking reasonable care of the Institute property, equipment, and facilities

The conduct expected of a student is outlined in more detail below. If you are unsure about what is the right thing to do in any circumstance, you are encouraged to ask advice from our staff.

The Institute also operates under a Code of Practice, which can be found in detail in Appendix 4.

5.2 Rules and regulations

Other rules and regulations include:

Student health
Students unable to attend the Institute due to illness must advise the Institute immediately. A medical certificate is required for all illness-related absences. For more information on medical certificates, see Point 6.4, *Compassionate and Compelling Circumstances*.

Dress standards
Students are expected to dress in a manner that is neat, clean and safe at all times, as would be expected in the workplace. You are also expected to wear any PPE (Personal Protection Equipment) as required by your course.

Drugs and alcohol
The Institute is a drug- and alcohol-free environment. The consumption, use, sale or distribution of alcohol and/or prohibited drugs by any student on the Institute premises is strictly forbidden at all times. Any student who attends classes under the influence of alcohol or prohibited drugs is breaching the Institute's policy and guidelines and is subject to severe disciplinary action.

Conduct dangerous to others
Conduct, which constitutes a danger to anyone's health, safety or personal well-being, will not be tolerated. It includes physical abuse, threatening behaviour, harassment, discrimination, possession of dangerous weapons, or the creation of a condition that endangers or threatens the health, safety or well-being of self or others.

Unacceptable behaviour
Conduct which disrupts staff and hinders them from delivering education and training programs and services or other services in an orderly manner is a breach of our code of conduct. This applies not only in classrooms, but in all parts of the campus and during field trips or on work placements. Any individual or group behaviour, which is abusive, indecent, violent, excessively noisy, disorderly,

dangerous, offensive or which unreasonably disturbs other groups or individuals is prohibited.

Misuse of college property
Any act of misuse, vandalism, theft, malicious or unwarranted damage or destruction, defacing (including graffiti), disfiguring, or unsafe or unauthorised use of property is a violation of the Student Code of Conduct.

Compliance with published policy
Policies have been developed to guide students in the use of some of the facilities within the Institute. You should make yourselves familiar with these policies, as you are required to comply with them if you use those facilities.

Weapons
You must not bring firearms, knives or any other weapons to the Institute. If you are found with these on school premises, you will be expelled and reported to the relevant authorities.

Extenuating circumstances
'Extenuating circumstances' relating to the welfare of the student may include, but are not limited to the following. The student:

- is missing or has not resumed the studies within 14 days after term break or inactively withdrawals;
- has medical concerns, severe depression or psychological issues which lead the provider
- to fear for the student's wellbeing;
- has engaged or threatens to engage in behaviour that is reasonably believed to
- endanger the student or others; or
- is at risk of committing a criminal offence.
- the student is the subject of investigation relating to criminal matters

The use of extenuating circumstances by the Institute to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.

The final decision for evaluating extenuating circumstances lies with the Principal/CEO.

Mobile phones
You must turn your phone OFF during class. You can use your mobile phone during breaks only, and you must leave the classroom areas to do so.

Smoking
Students are NOT allowed to smoke anywhere in the building (including in the fire exits and toilets). If you must smoke, please go outside the building.

Food and drink in classrooms
No food or drink is allowed in the classrooms. Food and drink is only allowed in the Institute kitchen/dining area where a microwave and kettle are provided for students.

Please ensure that you clean up after yourself and put your litter in the rubbish bins provided.

Computer usage
The Institute's Internet service is provided only for educational purposes. Any other use of the Internet (such as chat programs and downloading/playing/watching games, music, movies etc.) is

not allowed. Only registered the Institute students and staff may use the Institute computers.

When using any the Institute computer, you are expected to show consideration for other users. Disciplinary action will be taken against students who fail to comply with the following regulations:

- No eating or drinking while using the computers
- Keep noise levels to a minimum
- No downloading files or software, including games, music, movies, and television shows, etc.
- Do not use the Institute computers to view, store or transmit offensive materials, including any material of a pornographic nature
- Do not change the settings of any the Institute computer
- If you find a faulty computer please do NOT attempt to fix it yourself. Simply notify the Trainers or the CEO/Principal.
- The Institute reserves the right to refuse any student access to the Institute computer labs.

To make sure that everyone has a chance to use the Internet, Internet service may be restricted to certain students at a certain time.
Please also see the "Social Media Policy" included in the Appendix 8 for detail.

5.3 Failure to adhere to the Institute's rules, regulations and Code of Conduct

Immediate suspension will be the minimum penalty faced by a student for:

- Being in possession or under the influence of illegal drugs or alcohol
- Vandalism causing extensive damage to school property or property located on school premises
- Threatening or committing physical or sexual harm/assault
- Violent or abusive language, including swearing, directed at a the Institute staff member or student
- Being in possession of weapons of any kind

Other violations may attract other disciplinary procedures, including (but not limited to) official warnings.

If anything is causing you concern, please feel free to talk to your Trainers. If your Trainers cannot solve your problem, you will be referred to a more appropriate person (either someone within the Institute or someone outside the Institute who has the necessary training and skills to help). Either way, you will be listened to and your problem will be looked after, with all of the information kept confidential. All students also have full access to the student grievances, complaints and appeals process, which is detailed in Point 4.1.

5.4 Anti-discrimination policy

The Institute complies with the *Anti-Discrimination Act (1977)* and the *Commonwealth Sex Discrimination Act (1984)*, and ensures that all grievances are dealt with fairly.

The Institute has a policy for anti-discrimination toward any group or individuals in any form,

inclusive of:

- Gender
- Pregnancy
- Race, nationality, ethnic or religious background
- Marital status
- Sexual orientation (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

The Institute follows all relevant legislation for CRICOS Institutes, in particular:

- *The Education Services for Overseas Students (ESOS) Act 2000*
- *Work Health and Safety Act 2011*
- *Affirmative Action (Equal Employment Opportunity for Women) Act 1986*
- *The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the National Code)*
- *National VET Regulator Act 2011/ Standards for Registered Training Organisations (RTOs)2015.*

5.5 Access and equity policy

The Institute upholds all Federal and State laws pertaining to human rights, anti-discrimination, equal opportunity and affirmative action in the Education industry in Australia. These include the following:

- *The Human Rights and Equal Opportunities Commission Act 1986*
- *The Racial Discrimination Act 1975 (Commonwealth)*
- *The Sex Discrimination Act 1984 (Commonwealth)*
- *The Disability Discrimination Act 1992 (Commonwealth)*
- *The New South Wales Anti-Discrimination Act 1977*

In the event of a situation that is considered by either staff or students to be in violation of the Institute's Access and
Equity Policy, staff and students are required to report the situation to the management.

Programs are designed and wherever possible facilities are set up to enhance the flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged students.

We are committed to providing opportunities to all people for advancement in training on an equitable basis, including women in industries where they are under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians and rural and remote learners.

- All participants have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.
- All participants who met the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within our scope of registration.
- Any issues or questions raised regarding access and equity can be directed to the PEO.

Some examples of our support include:

- Language and literacy support of participants who have difficulty with written or spoken English
- Support to participants with numeracy issues
- Accommodate the unique needs of expectant or new parents or participants with other carer's responsibilities
- Modify learning and assessment tasks to accommodate the unique cultural or personal needs of participants

The principles of Access and Equity are covered at our staff induction and regularly reviewed to ensure the correct interpretation and application.

Where our training programs have a limited number of available places, these will be filled in order of completed enrolment applications.

5.6 Harassment policy

The Institute will not tolerate harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating any intimidating, hostile, or an offensive learning environment. This includes harassment, victimisation and bullying because of gender, race, national origin, religion, disability, sexuality or age.

Harassment is unlawful under Commonwealth and State Legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning.

Harassment, victimisation and bullying can take many forms and can be overt or subtle, direct or

indirect. Examples of harassment may include:

- Unwelcome physical contact
- Repeated unwelcome invitations
- Insulting or threatening language or gestures
- Continual unjustified comments about a student's work or work capacity
- Jokes and comments about someone's ethnicity, race, religion, nationality, gender or sexual preference
- Picture, posters, graffiti, electronic images, etc. that are offensive, obscene or objectionable

Examples of victimisation may include:

- Persistent and unreasonable unfavourable treatment
- Refusing to provide information to someone
- Intentionally ignoring someone
- Mocking someone's customs or cultures
- Lower assessment of student work

Examples of bullying may include:

- Using strength, power or position to coerce others by fear
- Behaviour that intimidates, degrades or humiliates a person

- Aggression, verbal and/or physical abuse, or similar behaviour
- Frequent and/or repeated 'put-downs'
- Persistent and/or unreasonable criticism of student performance
- Violence (actual or threatened)

All staff and students are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual. Students and staff should be aware that differing social and cultural standards may mean behaviour that is acceptable to some can be perceived as offensive by others. Such conduct, when experienced or observed, should be reported to the Institute management. All complaints will be promptly investigated. The privacy of the student filing a report and the individual under investigation will be respected at all times, in line with the Institute's obligation to conduct a fair and thorough investigation.

The Institute expects all students and staff to uphold the spirit of this policy. Breaches of the policy may result in disciplinary action, including expulsion for students or dismissal for staff.

5.7 ESOS framework

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality and consumer protection for overseas students. These laws are known as the ESOS framework and they include the *Education Services for Overseas Students (ESOS) Act 2000* and the *National Code*.

The full text of the *ESOS Act 2000* is available online at https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx

5.8 Work health and safety

The *NSW Work Health and Safety Act 2011* require the Institute owners to provide a safe and healthy working environment for all employees, students and visitors.

The Institute has the ultimate responsibility for providing and maintaining safe amenities and classrooms, and we take this responsibility very seriously. However, we expect you to help minimise the risk of personal injury to ensure your safety at all times. You can do this by:

- Maintaining a safe, clean and efficient work and study environment
- Using all equipment in the appropriate manner, and asking for help when you need it
- Reporting any unsafe situations or health and safety hazard you might notice to the PEO

5.9 Privacy and use of personal information

Personal information is collected solely for the purposes of operation as a provider according to the National VET Data Policy.

Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and

manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at https://www.dese.gov.au/national-vet-data/vet-privacy-notice.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact LRHI via Email (info@lerosey.edu.au) to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled

ask a question about this Privacy Notice

The Institute must meet the requirements of the relevant Commonwealth privacy legislation. All reasonable steps are taken to protect personal information from misuse, loss, unauthorised access, modification or disclosure, including password protection of electronic files, secure storage of paper files and secure backup of data.

All students are able to access their own personal files held by the Institute and may also request that updates be made to information that is incorrect or out of date. Access may be given to an identified government officer from such agencies as the National VET Regulator (ASQA), DET or DHA for the purposes of an audit. We are required to inform DHA of any changes to your enrolment and any breaches by you of your student visa conditions relating to attendance or academic performance. A copy of student or staff records by a third party can only be obtained by written permission of the person whose file has been requested. This permission must be provided in writing for such access to occur.
Please also see the "Social Media Policy" included in the Appendix 9 for detail.

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6. STUDENT VISA CONDITIONS AND RELATED POLICIES

All student visas are granted subject to conditions that govern the stay of students and their families in Australia.
Failure to comply with visa conditions may result in the cancellation of the visa and removal of the person and their family from Australia.

Visa requirements include, but are not limited to:

- Maintaining full-time enrolment in a registered course
- Maintaining satisfactory course progress and attendance
- Maintaining OSHC for the duration of the visa
- Notifying the Institute within seven days of any change of address

6.1 Attendance policy

The Institute systematically monitors the attendance of its students who are enrolled in its courses, notifies and counsels those students at risk of failing to meet attendance requirements which may lead to a student not meeting course progress requirements and being reported to DHA.

International students must attend **at least 80%** of the scheduled course contact hours (20 hours per week). Daily attendance is monitored and reviewed at the end of each week.

If an overseas student is making satisfactory progress in their course without attending scheduled classes then the course duration will be shortened to the minimum duration required given the student's existing skills and knowledge, while maintaining the minimum scheduled course contact hours (20 hours) per week.

Students who do not register or are absent for the first two weeks (14 days) will be reported to DHA as non-commencement of studies.

Any student experiencing difficulty in attending classes, or struggling with coursework, is encouraged to approach their Trainer or a member of staff as soon as possible to discuss support options available to them so as to minimise the risk of not achieving satisfactory attendance and course progress.

Please note that, the regulator (ASQA) may, at any time, require a training provider (LRHI) to implement policies and procedures to monitor minimum attendance requirements and if students don't meet these requirements, they will be in breach of a condition of their visa.

1. **Policy Statement**

Students must attend **at least 80%** of their scheduled classes, lectures, work place training (if there is any) and online learning sessions to ensure they are appropriately and adequately exposed to course content enabling them to successfully undertake and complete their courses.

2. **Scope**
   a. This policy relates to students and staff

3. **Legislation**
   a. ESOS Act/ National Code

4. **Policy Approval**
   a. This policy was approved by the CEO/PEO

5. **Policy Content**
   a. Daily attendance monitoring (face-to face class attendance)
      i. Daily attendance monitoring is the responsibility of the trainer and assessor.
      ii. The daily attendance record sheet must be marked for each hour timetabling session.
      iii. The daily attendance record sheet must be stored overnight in a locked filing cabinet for security reasons.
   b. Weekly attendance monitoring (face-to face class attendance and online attendance)

      <u>Online attendance</u>

      - Online attendance is timed and recorded using a software system that monitors active participation on the Institute's eLearning site. Online activity time will not be counted towards students' weekly attendance where:

- The system identifies that the student was idle on the site even though he/she was logged in, and/or
- Student was using the eLearning site during a time which is scheduled face-to-face class time.

- Students' weekly online "Activity Log" spans from midnight on Sunday to midnight on the following Sunday. Students can check their online attendance at any time from the eLearning site and from the student portal. A maximum of 390 minutes (6.5 hours) per week will be credited towards students' total attendance record. This means that if a student spends 6.5 hours on the eLearning site in a given week, they will still only receive 6.5 hours of online attendance credit towards their total attendance record for that week.

i. Weekly attendance monitoring is the responsibility of the Administration Manager, who calculates and records students' weekly attendance totals and ensures records are updated in the Student Management System.
ii. The Administration Manager ensures that any student who has not commenced their course/s within 14 days of the expected course commencement date has been reported via PRISMS.

c. Course attendance requirement
   a. Students must attend at least 80% of their scheduled classes, lectures and online learning sessions to ensure they are appropriately and adequately exposed to course content enabling them to successfully undertake and complete their courses.
   b. Attendance is monitored regularly and is used as a variable in determining possible contributing reasons in circumstances where students are identified being at risk or have failed to meet course progress requirements in accordance with the Institute's Course Progress Monitoring Policy.
   c. If an overseas student is making satisfactory progress in their course without attending scheduled classes then the course duration will be revised and will be shortened to the minimum duration required given the student's existing skills and knowledge, while maintaining the minimum scheduled course contact hours per week.

Procedures

1. Overview

a. Daily attendance monitoring is the responsibility of the trainer and assessor
b. Weekly attendance monitoring is the responsibility of the Administration Manager.
c. A failure to attend scheduled classes, lectures and online learning sessions may contribute to a student not meeting course progress requirements and being reported to DHA.

2. Procedures

a. Daily attendance monitoring (face-to face attendance)
   i. The trainer and assessor marks the daily attendance sheet for every hour's timetable-session.
   ii. The trainer and assessor signs off the daily attendance sheet at the end of each week.
   iii. The attendance roll is locked nightly in the filing cabinet in the Main Office for security purposes.

b. Weekly attendance monitoring (face-to-face and online attendance)
   i. The Administration Manager downloads the weekly online attendance register and combine with the weekly face-to face attendance to calculate students' total percentage of attendance for a week
   ii. The Administration Manager ensures an up-to-date master electronic copy of all student attendance records is kept off-site at all times.
      1. Attendance backup occurs every week.
      2. Individual weekly attendance records are backed up electronically at the end of every week and a copy made and kept off-site.
   iii. The Administration Manager reviews each student's attendance on a weekly basis
      1. The Administration Manager estimates each student's attendance and records student totals on the student management system
      2. **Students who have been absent and attendance falls below 80%** will be identified during the weekly review. They will be sent attendance warning letters on week 4 and on week 7
      3. **Students who have been absent for more than five consecutive days without approval**, or are at risk of not attending for at least 80 per cent of the scheduled course contact hours for the course in which they are enrolled (i.e. before the student's attendance drops below 80 per cent), will be contacted and provided appropriate counselling.
      4. The Administration Manager ensures that any **students who have not commenced their course/s within 14 days of the expected course commencement date** have been reported via PRISMS.
      5. Student who is making satisfactory progress in their course without attending scheduled classes or has attendance lower than 80% will be identified during the academic monitoring. The student then will be contacted and the course duration will be shortened to the minimum duration required given the student's existing skills and knowledge, while maintaining the minimum scheduled course contact hours (20 hours) per week.

c. List any related forms/documents/materials
   i. Daily Attendance sheet
   ii. Non-commencement of course warning letter
   iii. 1st and 2nd Attendance Reminder letter
   iv. Student Management System
   v. PRISMS reporting system.

6.2 Course progress policy

The Institute monitors, records and assesses the course progress of each student throughout and at the end of each study period (The length of the study period for the purpose of this policy is one term). Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the units/subjects in any study period of a course. Students who do not achieve satisfactory progress for two consecutive study periods will be reported to DHA via the PRISMS system.

Students can access their results and feedback from the eLearning site or the student ePortal or from the Trainers or by asking the Reception/Academic Coordinator/Academic Coordinator to show them their

recorded results. Students can contact their Trainer as soon as their results are available. Trainers are the first point of contact if students have any issues with assessments.

Course Progress monitoring Policy and Procedure

1. **Policy Statement**
   The institute monitors course progress for all its courses.

   In accordance with the requirements of the National Code, this policy specifies:
   - i. The requirements for achieving satisfactory course progress
   - ii. The process for assessing satisfactory course progress
   - iii. The procedure for intervention for students who are at risk of failing to achieve satisfactory course progress
   - iv. The process for determining the point at which the student has failed to meet satisfactory course progress
   - v. The procedure for notifying students that they have failed to meet satisfactory course progress requirements
2. **Scope**
   a. This policy relates to students, staff and DHA.

3. **Legislation**
   a. This policy is governed by the National Code.

4. **Policy Approval History**
   a. This policy was approved by the CEO/PEO

5. **Policy Content**

   a. Monitoring student progress
      - i. Upon enrolment, the student is given a timetable and a study plan showing the units/subjects to be completed in every study period.
        1. For the purposes of this policy, a study period is defined as a "Term" (13 weeks) duration.
      - ii. The student is assessed throughout the course, in accordance with the requirements of the course.
      - iii. During each study period, the Academic Coordinator/Academic Coordinator reviews student's academic results at least twice (on week 7 and week 13) for that study period to determine whether the student's course progress for that study period has been satisfactory or unsatisfactory. Unsatisfactory course progress is defined as failing more than 50% of the units/subjects delivered within each study period.
      - **iv.** If the Academic Coordinator/Academic Coordinator becomes aware at any point during the study period that a student is *at risk* of not achieving satisfactory course progress for a study period, the Academic Coordinator/Academic Coordinator will conduct an immediate review of the student's academic results with a view to implement the intervention strategy **<u>by sending intervention letter</u>**
      - v. Students can access their results at any time by accessing the student E-Portal and eLearning
        1. Trainers are the first point of contact if students have any issues with assessments.

   b. Intervention strategy
      - i. Any student who has failed more than 50% of the units/subjects delivered in a single study period- is deemed to have-unsatisfactory course progress and an intervention strategy will be activated to assist the student improving their course progress.
        1. After review of the results for each study period (on week 7 and week 13), if a student has unsatisfactory course progress for that study period, an intervention strategy will be activated

by the Academic Coordinator/Academic Coordinator sending the student a Course Progress Intervention or Warning letter, which advises the student of his/her unsatisfactory performance and requests that the student discuss the matter with the Academic Coordinator/Academic Coordinator as a matter of urgency.
2. The student is counselled regarding his/her progress.
3. The student is given the opportunity for reassessment within an agreed timeframe. The fee for reassessment is specified in the Institute's fee schedule and the Reassessment Policy.
4. The Academic Coordinator/Academic Coordinator records in the student's file the outcomes of any counselling session(s) and support services, including reassessment, provided to the student as part of the intervention strategy.

c. Reporting a student for unsatisfactory course progress
   i. If after the implementation of the intervention strategy the student is identified as having **unsatisfactory course progress in two consecutive study periods**, the Academic Coordinator will send the student an "Intention to Report" warning letter notifying the student of the Institute's intention to report the student to DHA for unsatisfactory course progress.

d. Appeals
   i. Students have 20 working days from the date of the Warning of Intention to Report for Unsatisfactory Course Progress is issued to appeal the Institute's decision.
   ii. Appeals will be assessed in accordance with the Institute's student complaints and appeals policy and procedures.
   iii. After completion of the appeals periods, students will be reported to DHA for their unsatisfactory course progress if any of the below occurs:
      1. The student chooses not to appeal
      2. The student withdraws from the appeals process
      3. The outcome of the appeals process favours the Institute's decision

e. Completion of course within the expected duration of the CoE
   i. Overseas students who are enrolled in CRICOS courses must complete their course within the expected duration of their CoE, and the duration of the course must not exceed the course duration registered in CRICOS.
   ii. The Institute may only extend the duration of the course where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as result of:
      1. Compassionate or compelling circumstances
      2. The Institute having implemented its intervention strategy for students who were at risk of not meeting the satisfactory course progress
      3. An approved deferment or suspension having been granted by the Institute
   iii. All course variations affecting the course finish date will be reported to DHA through PRISMS and the supporting documents are kept in the student's file.

Part B: Procedures

1. Overview

a. Marking/assessing students' assessments is the responsibility of the trainer and assessor
b. Reviewing students' academic results and determining the need for intervention is the responsibility of the Academic Coordinator/Academic Coordinator.
c. A failure to meet the course progress requirements may result in the Institute reporting the student to DHA.
d. Students should refer to the student grievances, complaints and appeals policy before lodging an appeal.

2. Procedures
   a. Monitoring student progress

i. Upon enrolment, the student is given a timetable and a study plan showing the units/subjects to be completed in every study period.
ii. Students are expected to attend their scheduled classes, lectures and online learning sessions to ensure they are appropriately and adequately exposed to course content enabling them to successfully undertake and complete their courses
iii. The student is assessed throughout the course, in accordance with the requirements of the course.
    1. The student's assessments are marked by the trainer and assessor
    2. Results are recorded in the student's academic folder. They are also accessible through the student management system
iv. The Academic Coordinator/Academic Coordinator reviews students' academic results on week 6 and at the end of each study period (week 13); to determine students course progress for that study period whether it has been satisfactory or unsatisfactory.
v. If the Academic Coordinator/Academic Coordinator becomes aware at any of the above points that a student is at risk of not achieving satisfactory course progress, then the Academic Coordinator will conduct an immediate review of the student's academic results with a view to implement the intervention strategy (see below).
    1. If a trainer and assessor feels at any time that a student is at risk of not achieving satisfactory course progress for a study period, the trainer must notify the Academic Coordinator/Academic Coordinator immediately.
vi. Students can access their results by accessing the student management system (LMS)/student e-portal
    1. Students can contact their trainers and assessors as soon as their results are available.
    2. Trainers and assessors are the first point of contact if students have any issues with assessments.

b. Intervention strategy
i. Any student who has failed more than 50% of the units/subjects delivered in a single study period is deemed to have-unsatisfactory course progress and an intervention strategy will be activated to assist the student improving their course progress.
    1. The Academic Coordinator/Academic Coordinator sends the student a Course Progress Intervention letter or Warning letter, which outlines the steps the student must take to improve his/her progress.
        - **1st Intervention letter applies for the student who is at risk of failing for the first time or the 1st subject/unit of the term**
        - **1st Warning letter applies for the student who is at risk of consecutive failure in the same term after 1st Intervention**
        - **2nd Intervention letter applies for the student who is at risk of failure in following terms after 1st Warning**
    2. The student is counselled regarding his/her progress.
    3. The student is given the opportunity for reassessment within an agreed timeframe.
    4. The fee for reassessment is clearly stated in the Institute fee schedule.
    5. The Academic Coordinator/Academic Coordinator records in the student's file the outcomes of any counselling sessions and support services provided to the student as part of the intervention strategy.

c. Reporting a student for unsatisfactory course progress
i. If after the implementation of the intervention strategy the student is identified as having **unsatisfactory course progress in two consecutive study periods**, the Academic Coordinator/Academic Coordinator will send the student a Warning of Intention to Report for Unsatisfactory Course Progress, notifying the student of the Institute's intention to report the student to DHA for unsatisfactory course progress.

d. Appeals

i. Students have 20 working days from the date of the Warning of Intention to Report for Unsatisfactory Course Progress to appeal the Institute's decision on the following grounds:
   1. The Institute has not calculated or recorded results or marks accurately or correctly
   2. Compassionate or compelling circumstances
   3. The Institute has not implemented its intervention strategy and/or other policies according to the documented policies and procedures available to students
ii. Appeals will be assessed in accordance with the Institute's student grievances, complaints and appeals policy and procedures.
iii. After completion of the appeals periods, students will be reported to DHA for their unsatisfactory course progress if any of the below occurs:
   1. The student chooses not to appeal
   2. The student withdraws from the appeals process
   3. The outcome of the appeals process favours the Institute's decision

e. Completion of course within the expected duration of the CoE
   i. Overseas students who are enrolled in CRICOS courses must complete their course within the expected duration of their CoE, and the duration of the course must not exceed the course duration registered in CRICOS.
   ii. The Institute may only extend the duration of the course where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as result of:
      1. Compassionate or compelling circumstances
      2. The Institute having implemented its intervention strategy for students who were at risk of not meeting the satisfactory course progress
      3. An approved deferment or suspension having been granted by the Institute
   iii. All course variations affecting the course finish date will be reported to DHA through PRISMS and the supporting documents are kept in the student's file.
      1. Where necessary a new CoE will be issued to students notifying them of their new course completion date.
      2. Changes to the duration of the course may affect the duration of the student's visa.

f. List of any related forms/documents/materials.
   i. Course Progress –
      - 1st Intervention letter
      - 1st Warning letter
      - 2nd Intervention letter
   ii. Warning of Intention to Report for Unsatisfactory Course Progress - 20 Days letter
   iii. Academic Intervention Interview Form
   iv. Student complaints and appeals policy and procedures
   v. Student Complaints and Appeals Form
   vi. CoE
   vii. PRISMS reporting system and student management system communication log
   viii. Continuous Improvement Register

6.2.1 Intervention strategy

At the middle of each term of a study period student's academic progress will be assessed. Students whose course progress is deemed at risk of not meeting course requirements at the middle of each study period/teaching term will be sent an **Academic Intervention Letter** notifying that they are advised to take necessary actions to solve any academic problems urgently.

Students are advised to contact the Academic Coordinator for a meeting or risk being reported to DHA

if they continue not meeting their course requirements. Students are also advised when re-assessments are to take place by way of notice boards and notices in class rooms

1st INTERVENTION LETTER

Where the student is at risk of failing or has failed for the first time or the 1st subject/unit of the term, will be sent an intervention email/letter (1st intervention) to the students email address (around week 7) requiring that they contact the Academic Manger to discuss strategies to avoid further academic warning and maintain satisfactory course progress.

1ST WARNING LETTER

Where a student has failed more than 50% of the units they attempted in a study period/teaching term, they will be sent a warning email/letter (1st warning) to their email address (at the end of the teaching term) requiring that they contact the Academic Coordinator to discuss strategies to help them achieve satisfactory course progress.

2ND INTERVENTION LETTER

If the student does not respond, and no contact has been made or information received about the students during the study period or if the students continue to fail more than 50% of the units they attempted in the **second** teaching term, they will be warned by email notifying that the student will be offered the intervention strategy program again.

Intervention Strategies should be tailored to suit each individual student's needs. Interventions strategies may include additional study suggestions and referral to other support services such as:

- Change of course
- English Language Support
- Mentoring
- Reassessment
- Reduction in course load
- Referral to external organisation
- Welfare support
- Transition support
- Study skills support

INTENTION TO REPORT

The student will be warned that they will be reported to the Department of Home Affairs (DHA) for not achieving satisfactory course progress (Intention to Report).

Where a student can no longer achieve satisfactory course progress or fails to maintain 50% or above of the units for 2 consecutive teaching terms, they will be sent an email via their provided email address notifying them that the Institute intends to report them for not achieving satisfactory course progress.

Students will be informed that they have 20 (Twenty) working days from the date of the Intention to Report Letter within which to appeal to the Institute. If the student does not respond, if the appeal is not upheld or if the student withdraws from the appeal process, then the Institute must report the student to DHA.

APPEALS

Students can appeal the Institute's decision on the following grounds:

- the Institute has not calculated or recorded results or marks accurately or correctly
- Compassionate or compelling circumstances
- the Institute has not implemented its intervention strategy and/or other policies according to the documented policies and procedures available to students

All appeals must be made in writing on the Student Appeals Form and will be assessed in accordance with the Student Grievances, Complaints and Appeals Policy and Procedures.

The attendance policy is outlined in Appendix 6 and details of the Course Progress Monitoring Policy and Procedures can be found in Appendix 7 of the Student Handbook.

Stages of Intervention Strategy for students at risk for not achieving satisfactory course progress

Stages of Intervention Strategy for students at risk for not achieving satisfactory Course Progress	**Related Intervention/warning letter**	**Intervention time** Study period = 1 term = 13 weeks	**Person responsible**
Stage 1: Early detection of, and intervention in, unsatisfactory course progress	1st Intervention letter: Sent by the Academic Coordinator	During First Study Period – week 7	Meeting with Student Welfare Officer /Trainer
Stage 2: Unsatisfactory course progress (more than 50% NYC's of total units attempted) at end of a designated study period	1st warning letter: Sent by the Academic Coordinator	End of First Study Period – week 13	Pre-scheduled Intervention meeting with Academic Coordinator
Stage 3: Monitoring of students with unsatisfactory course progress during a second consecutive study period	2nd Intervention letter: Sent by the Academic Coordinator	Mid Second Study Period – week 7	Formal meeting with Academic Coordinator by appointment
Stage 4: No improvement noted in student performance midway through the term and/or student constantly failed to meet the assessment	Unsatisfactory course progress- Letter of Intention to Report the student: Sent by the Principal	End Second Study Period- Intention to Report letter the student for unsatisfactory progress	Appeal session with the Principal

requirements in the second consecutive study period			
Stage 5: Reporting of student's breach of visa conditions via PRISMS		20 working days after letter of intention to report; and after internal and external appeal processes have been exercised and exhausted	Administration Manger: approved by the Principal

Intervention strategy (outcome) guideline

Intervention strategy	**Description**
Change of course	A student may transfer to a suitable alternative course as part of an intervention strategy. Administration Manager must be notified as student will be required to complete new application and receive a new Offer of enrolment and sign a new Enrolment Acceptance Agreement. Administration Manager will then cancel the original CoE and issue a new CoE.
English Language Support	Students requiring assistance with English language support may be directed to a suitably qualified Teacher or a partnering ELICOS college. Students can receive assistance in: • Grammar • Oral • Formatting • Research skills presentations • Presentations Concurrently with their normal studies.
Mentoring	Receiving mentoring is a strategy aimed at increasing a Students' knowledge and skills in: • Understanding assessment task • requirements • Delivering presentations • Submitting assessment tasks • Organising their time • Assessment task presentation • Report writing • A unit of competency The mentoring may be conducted by a Trainer or where relevant another Student.

Reassessment	Students are eligible for re-assessment at any time during the term provided whether they have received a Not Yet Competent (NYC) outcome despite of making a genuine attempt at the assessment when initially submitted within the due dates provided or have missed the due date for some inevitable circumstances. Reassessment is a strategy that provides a Student with another opportunity to demonstrate competence in a unit of competency, after being initially assessed as not yet competent. The implementation of reassessment as an intervention strategy assists the Student in meeting their course progress requirements by clearing any not yet competent units they may have. Students must follow their study plan to determine the term, the subjects/units within the term and their end dates (usually subject/unit end date is the due date for the subject/unit). See the re-assessment policy for details.
Reduction in course load	Where it is believed the above intervention strategies will not assist a student in meeting satisfactory course progression a reduction in course load may be considered. Students must complete their studies within the duration of their Confirmation of Enrolment (CoE) however if an approved intervention strategy has been implemented students may apply for a CoE extension if they cannot catch up through study in non-compulsory period. Administration Manager to be advised if student requires changes to length of CoE.
Referral to external organisation	Referral to an external organisation is a strategy that is used when the internal equivalent service has been exhausted and it is determined that by not accessing the external service; the Student will be unlikely to satisfy their course progress requirements. These situations could include, but are not limited to: • Extreme issues with language or

	literacy • skills • Extreme issues with numeracy skills • Extreme welfare related issues
Welfare support	Welfare support is confidential one on one session aimed at helping a Student to overcome any personal issue they may be experiencing. Issues include, but are not limited to, things such as financial issues, family issues, accommodation issues and home sickness etc.
Transition support	Students requiring transition support may be provided assistance with: • Accommodation problems • Cultural shock, homesickness • Local customs and etiquette • Balancing work commitments and studies
Study skills support	Students can receive assistance in one or more of the following. The assistance may be conducted in a one on one or group environment by a Trainer: • Assessment expectations (e.g. due dates) • Exam preparations • Time management • Class attendance and participation • Academic referencing and plagiarism • Reading and note taking skills • Research, web searching, and library skills • Training and assessment content • Unit of competency requirements

6.2.2 Academic integrity and misconduct policy

LRHI treats plagiarism and collusion as extremely serious academic misconduct. They are recognised as forms of cheating therefore severe penalties are associated with them including being expelled from the unit or course or being marked NYC (or a fail grade) for the unit or piece of assessment.

Policy statement:
LRHI is committed to protecting academic integrity by preventing, detecting and addressing academic misconduct by students, including cheating and plagiarism.

SCOPE
This policy applies to all students and staff

DEFINITIONS

Academic Misconduct means any conduct by a student in relation to academic work that is dishonest or unfair and includes, but is not limited to:

a) plagiarism;
b) unauthorised collaboration;
c) cheating in assessment/examinations;
d) theft of another student's work; and/or
e) ghost writing /contract cheating

Plagiarism means to knowingly or unknowingly present as one's own work the ideas or writings of another person without appropriate acknowledgment or referencing. This includes, but is not limited to:

a) paraphrasing or copying text without adequate acknowledgment of the source; and/or;
b) copying, whether identically or in essence, the text of another student's assignment; and/or;
c) copying, whether identically or in essence, of visual representations (for example cartoons, line drawings, photos, paintings and computer programs);

Cheating means dishonest conduct in any assessment/examinations.
Collusion occurs when a student works with another person for a fraudulent purpose with the planned intent of obtaining an advantage by submitting a co-authored assignment or other work.
Ghost Writing occurs when a student pays someone to write an assignment on their behalf.

Please note that **unauthorised** collaboration is a form of collusion. However, when preparing group work, collaboration is expected and authorised.
Under the LRHI academic integrity policy students are responsible for ensuring that:

- The work they submit is entirely their own
- Students take reasonable steps to ensure their work cannot be accessed by others who might seek to submit it in whole or part as their own.

All assessments must be accompanied by an Assessment Cover Sheet which contains an academic integrity declaration statement. For electronic submissions (if there is any), students are required to attach the Assessment Cover Sheet as part of the assessment submission process. For tests and exams, students will be provided with the cover sheet at the time of assessment.

PROCEDURES

Informing Students about Academic Misconduct

1. All LRHI students will be provided with, and have access to, information about academic misconduct and how to avoid it via the Student Handbook and orientation slides.
2. Information about the preferred referencing style at LRHI, the Chicago Referencing system, as well as procedures for dealing with plagiarism will be made available to all students through the online learning management system.
3. Educational guidance on appropriate academic conventions will be provided to students in their lectures and learning support classes.
4. Extra support and remediation will be offered to students found to have plagiarised.

Penalties for Academic Misconduct

1. The Academic Coordinator will impose a penalty on any student who is found to have committed an act deemed to be Academic Misconduct. Penalties include:
    a. A reprimand.
    b. A requirement that the student re-sits or resubmits the assessment for which the misconduct had taken place;
    c. Allocation of "Not Satisfactory" or a zero mark (or other mark as appropriate) for the given task;
    d. Allocation of "Not Yet Competent" or a zero mark (or other mark as appropriate) for the given unit;
    e. Possible expulsion from the program.
2. The incident and outcome will be recorded in the Academic Register.
3. A student has the right to appeal the penalty imposed for Academic Misconduct. The policy and information on how to appeal can be viewed on the student portal.

Academic Misconduct Appeals

1. Appeals for Academic Misconduct are reviewed by LRHI's Academic Coordinator and Principal

Students can ensure they are fully aware of the implications of plagiarism and collusion by referring the Student Handbook, particularly the section that addresses how to avoid plagiarism and collusion. All students who commit an act of academic misconduct will be recorded on the Academic Misconduct register.

How to Avoid Plagiarism and Collusion

Collusion and plagiarism are never acceptable at LRHI. To ensure the integrity of academic work, there are a number of things students should never do, including:

- Submitting an assessment piece without a full and correctly-constructed reference list and appropriate in-text reference notations.
- Copying one or more sentences from a reference source without formatting the material as a quotation.
- Using data in the form of numbers, tables, graphs, diagrams or other images without citing the source of the material.
- Using a program source code, even if it's freely available in the public domain without citing the source of that code.
- Taking material from referenced material and paraphrasing it (making it your own) without citing the source of the material.
- Using any idea created by another person without citing the source of the idea.

6.3 Completion of course within the expected duration of the eCoE

Overseas students who are enrolled in CRICOS courses must complete their course within the expected duration of their eCoE, and the duration of the course must not exceed the course duration registered in CRICOS. The Institute may only extend the duration of the course where it is clear that the student will not complete the course within the expected duration, as specified on the student's eCoE, as result of:

- Compassionate or compelling circumstances
- the Institute having implemented its intervention strategy for students who were at risk of not meeting the satisfactory course progress
- An approved deferment or suspension having been granted by the Institute

Requests to extend course duration must be submitted in writing on the Enrolment Variation Form. Any changes to enrolment that affect the course finish date will be reported to DHA through PRISMS and the supporting documents will be kept in the student's file. Where necessary a new eCoE will be issued to students notifying them of their new course completion date.

6.4 Compassionate and compelling circumstances

Students must submit evidence to show that they are experiencing compassionate and compelling circumstances. This evidence is reviewed by the Institute in the decision-making process.

Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through the

course. These could include, but are not limited to:

- Serious illness or injury, where a medical or psychiatric certificate states that the student was unable to attend classes
- Serious illness, injury or death of a close family member
- Major political upheaval or natural disaster in the home country requiring emergency travel
- A traumatic experience that has had an impact on the student (traumatic experiences include, but are not limited to: involvement in or witnessing of an accident; a crime having been committed against the student; and the student having been a witness to a crime)

Supporting documentation

Supporting documentation is usually required to consider a claim of compassionate and compelling circumstances. This could include, but is not limited to:

- Medical certificate
- Psychiatric certificate
- Police report
- Death certificate

Medical and psychiatric certificates

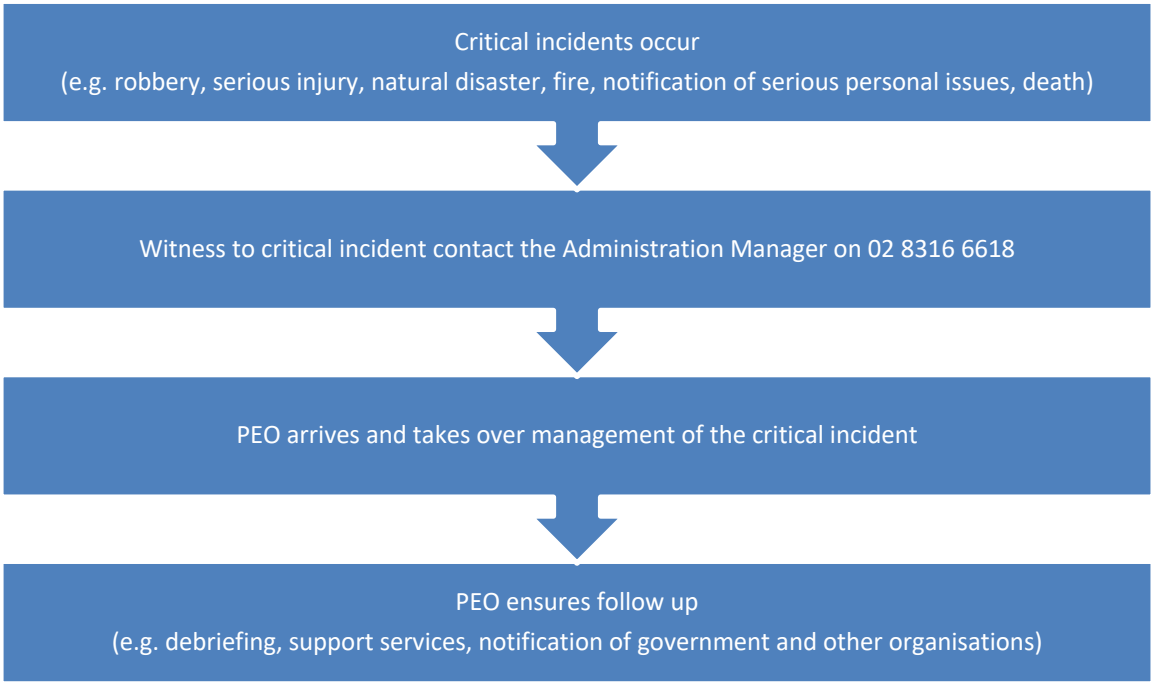
To be considered valid evidence, medical and psychiatric certificates must:

- Be issued by a registered health professional (doctor, RN, psychologist, psychiatrist, etc.)
- State that the student is/was unable to attend classes
- State the dates on which the student was/will be unfit for class
- Include the clinician's contact details
- Be translated into English if not written in English

6.5 Critical incidents

The Institute recognises the duty of care owed to its students and understands that planning for the management of critical incidents is essential.

The critical incident process for the Institute students and staff is:



Details of the Institute's critical incident policy can be found in Appendix 5. If you have any questions, please speak to your Trainers or the Administration team or the PEO.

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7. CHANGES TO YOUR COURSES OR ENROLMENT

Requests for changes to your course or enrolment must be submitted in writing on the Enrolment Variation Form. Additional documentation (e.g., medical certificates) may be required.

The Institute is required to notify DHA about any of the following changes that may occur while the student is studying at the Institute:

7.1 Change of course

A student can change a course before any subject starts. Relevant exemptions will be given if any equivalent subjects have been completed in the previous course. Any balance of the fees from the previous course will be forwarded to the new course. Students will only be charged if a new eCoE has to be issued.

7.2 Discontinuation of studies

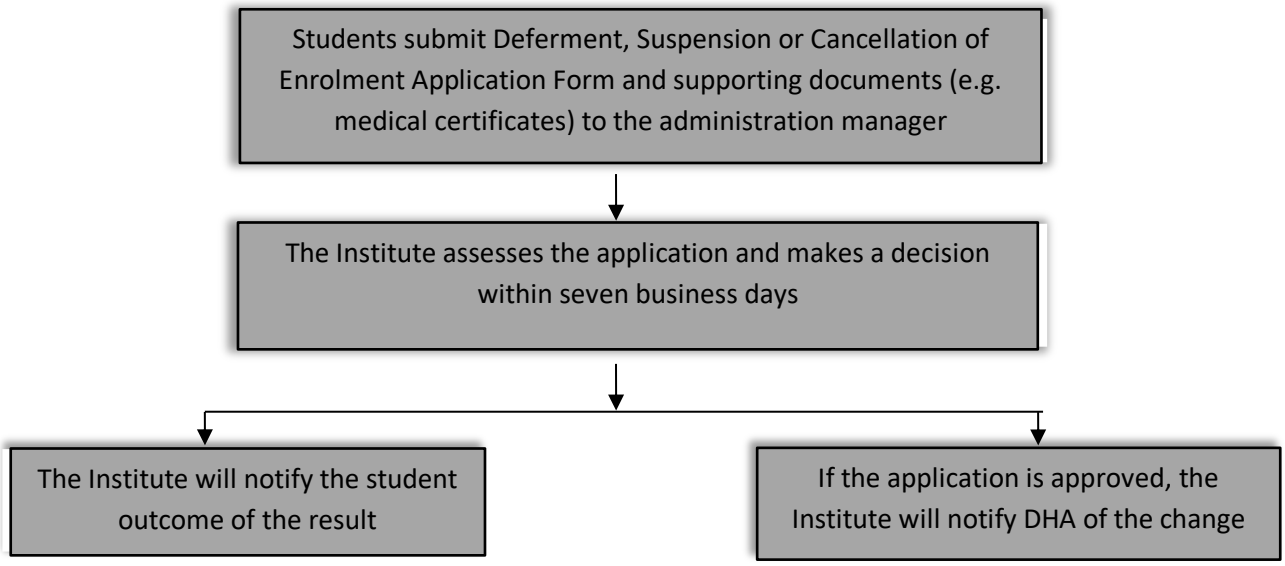
Students are asked to inform the Institute as soon as possible of their intention to discontinue studies. All requests for refunds will be assessed in accordance with the Institute's refund policy, which is available in this handbook.

7.3 Deferring, suspending or cancellation of enrolment

Note: Students should be aware that if enrolment is deferred, suspended or cancelled, their student visa status may be affected. The Institute is obligated to inform DHA of any changes to a student's enrolment that may result in a change of visa status.

Deferring enrolment
Students can defer the commencement of their course on compassionate and compelling grounds (maximum one term). The Institute can also initiate to defer the commencement of a course when a course is not offered or is unavailable. In both cases students will be given a new CoE with the new enrolment details upon the tuition fees for the deferred term and fees for the deferment application been paid in full prior to the deferment. The tuition fees will be credited towards the term that student re-commences.

Temporarily suspending enrolment requested by student
Students can temporarily suspend their studies during the course on compassionate or compelling grounds.
The procedure for students who wish to defer or temporarily suspend their enrolment is as follows:



Suspension or cancellation of enrolment by the Institute
The Institute can temporarily suspend or cancel the enrolment of a student on the following grounds:

1. Non-payment of fees
2. Student misbehaviour resulting in a breach of the Institute's code of conduct
3. Failure to progress through a course
4. Failure to commence a course within 14 days of the nominated course start date (non-commencement)
5. extenuating circumstances relating to the welfare of the student apply

Note: In all cases of suspension or cancellation except no.1, students are still

required to pay their course fees.

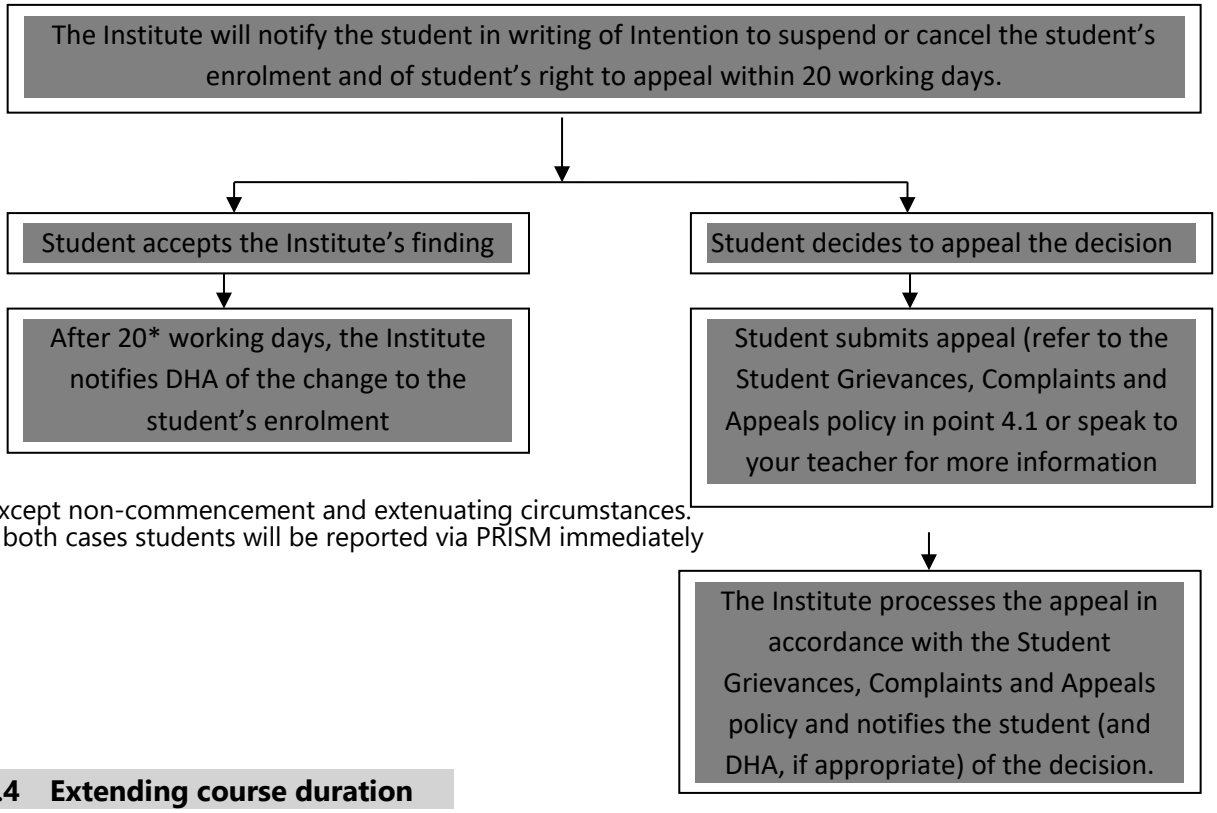
'Extenuating circumstances' relating to the welfare of the student may include, but are not limited to the following. The student:

- is missing or has not resumed the studies within 14 days after term break or inactively withdrawals;
- has medical concerns, severe depression or psychological issues which lead the provider
- to fear for the student's wellbeing;
- has engaged or threatens to engage in behaviour that is reasonably believed to
- endanger the student or others; or
- is at risk of committing a criminal offence.
- the student is the subject of investigation relating to criminal matters

The use of extenuating circumstances by the Institute to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.

The final decision for evaluating extenuating circumstances lies with the PEO.

The procedure for suspension or cancellation of enrolment by the Institute is as follows:



*Except non-commencement and extenuating circumstances.
In both cases students will be reported via PRISM immediately

7.4 Extending course duration

Students who wish to extend studies in the event of deferring or repeating subjects or not completing the course on time should discuss this matter with the Academic Coordinator.

7.5 Failure to commence a course

If a student cannot commence the course due to visa rejection or any other circumstances faced by the student after being issued a visa, then the student must inform the Institute immediately. If a student fails to commence the course within 14 days, the Institute must notify DHA via PRISM

7.6 Transfer between providers

Definitions (source: *the National Code*):

- Principal course: Usually the final course of study a student will undertake. For example, if a student is studying ELICOS followed by a Bachelor degree, the Bachelor degree is the principal course.
- Six months: Calculated as six calendar months from the first day of the principal course.

Overseas student transfer policy and procedure

1. PURPOSE

1.1 This policy sets out Le Rosey Hospitality Institute's (the Institute) policy and procedure for assessing student requests to transfer from another registered education provider to the Institute or transfer from the Institute to another registered education provider.

2. SCOPE

2.1 This policy and procedure relates to students studying in Australia on a student visa who have accepted an offer, or accepted an offer for a package of courses, to study at the Institute.

2.2 This policy and procedure does not apply to domestic students, students on other temporary visas, or student visa holders intending to transfer to an alternate course at the Institute.

3. POLICY STATEMENT

3.1 The National Code of Practice for Providers of Education and Training to Overseas Students (the National Code) prescribes the requirements education providers must follow when assessing student requests for transfer between registered education providers (hereafter called 'registered providers').

3.2 In accordance with the National Code, the Institute is restricted from enrolling transferring students who have not completed six months of their principal course (that is, the highest level course for which the student visa was granted), except in limited circumstances. These circumstances are set out in this document. No restrictions apply after the student has completed six months of their

principal course.

3.3 The procedure below describes the processes for submitting, assessing, processing, and deciding on a student requests to transfer to the Institute from another registered provider, and the Institute student requests to transfer elsewhere.

4. PROCEDURE

4.1 Students are strongly encouraged to read this entire document before submitting a request for release to ensure all appropriate documentation is provided to assess the request.

4.2 Students must submit a request for release to another registered provider on the "Transfer Request Form" and provide all required documentation prior to the commencement date of the study period in which they are enrolled. Requests submitted after commencement date will not be considered.

4.3 All students who have arrived in Australia but not yet enrolled and commenced their studies, and students who have already enrolled and commenced their studies, who submit a request for release will be asked to meet with their Student Services staff to discuss their reasons for requesting a transfer. Students must meet with staff when requested as this will help to identify any support services or alternative courses within the Institute that may be relevant to the student's academic progression.

4.4 Students who have not enrolled and commenced their studies and have not yet entered Australia will need to submit a request to defer their commencement to the Admin Manager. Refer to the student handbook for further information on Deferment, Suspension and Cancellation policy.

4.5 All student requests for release will be assessed in accordance with this policy and procedure, the *Education Services for Overseas Students Act 2000* (ESOS Act) and the National Code.

4.6 All circumstances, including personal, medical, and compassionate and compelling circumstances will be taken into consideration when assessing a request for release.

4.7 Student Services and/or Admin Staff will notify students of the outcome of their request within 10 working days after receiving a complete and fully documented request for release/transfer application (see section 4.8 below).

4.8 Documentation/information required includes:

- A completed the Institute Transfer Request Form
- a one-page statement of the reasons for their request (including how the transfer would be in the student's best interests) and giving the Institute permission to contact the proposed new registered provider to confirm that a valid offer has been made, or permission to contact the pathway provider to confirm the request for release has been assessed by them, and

indicating their support for release (including details of academic progression, attendance and whether support services have been accessed where required)

- recent and appropriate documentary evidence to support and substantiate claims of medical circumstances (that is, a medical certificate or letter that includes the medical practitioner's name and contact details on official certificate or letterhead, including the date of the consultation), or appropriate documentary evidence to support and substantiate claims of compassionate and compelling circumstances
- a valid offer letter (demonstrating/confirming all entry criteria have been satisfied) from a new registered provider
- written evidence of support from the Institute academic staff/support services of the student's inability to cope academically and that support services have been accessed

4.9 If the request is approved, the student will be advised of the requirement to contact the Department of Home Affairs to seek advice on whether a new visa is required. The release approval will be recorded in the Provider Registration and International Students Management System (PRISMS).

4.10 Students who submit a request for release that do not meet eligibility requirements (including undocumented applications) will be advised why their application cannot be accepted.

4.11 If the request is denied, the student will be advised in writing the information/circumstances taken into account, the reasons for the decision in writing, and their right to appeal the decision in accordance with the Student Grievances, Complaints and Appeals Policy and Procedures

4.12 A request for release will be assessed by Admin Staff

4.13 All requests for release to another provider, and copies of all responses, must be kept in the student's file in the Institute's record keeping systems.

4.14 Students are not permitted to transfer to a level of study that is lower than the highest level registered course/s for which the student visa was granted. For details, refer to the Department of Home Affairs.

4.15 If the request is denied or the student subsequently submits an appeal that is unsuccessful, and the student does not intend to continue studies at The Institute, their enrolment and Confirmation of Enrolment (CoE) will be cancelled. These details will be reported via PRISMS to the Department of Home Affairs. Students must seek the Department of Home Affair's advice and be aware of the potential impact on their student visa. To avoid visa cancellation, students may return to their home country and request voluntary cancellation of their current student visa.

Students transferring to The Institute from another registered provider

4.16 The Institute may enrol a student transferring from their principal course of study from another

registered provider if:

- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
- the original registered provider has recorded their release decision in PRISMS
- the original registered provider has had a sanction imposed on its registration by the Australian
  Government or state or territory government preventing the student from continuing their principal course, or
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change (in this case, a provider letter of release is not required).

4.17 Documentary evidence supporting a student's request for transfer to the Institute must be kept on the student's file. Information to be recorded includes confirmation that the release decision has been recorded in PRISMS.

The Institute students transferring to another registered provider

4.18 Subject to the timelines stated in the Individual Study Plan and Refund Policy students may request a release (transfer) to another registered provider within their first six months of study **only** if the following apply:

- Any of the circumstances stated in section 4.16 above apply to the Institute. In these circumstances a release letter is not required, or
- The Institute determines that the transfer is in the overseas student's best interests if any of the following circumstances apply:
  - the student requests transfer to study a course of an academic level considered higher than the level of their principal course, in a discipline area not available in the Institute
  - the student will be reported because they are unable to achieve satisfactory course progress at the level (principal course) they are studying, even after engaging with the Institute's intervention strategies and made a genuine effort with their studies at the Institute
  - evidence of and documented compassionate or compelling circumstances beyond the student's control, e.g. personal or educational problems that cannot be addressed by the Institute support services
  - evidence that the student's reasonable expectations about their course have not been met, the student was misled by their agent/migration agent, and the course is therefore unsuitable to the student's needs and objectives
  - an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student

- The student has no outstanding debt and has paid all fees/penalties owing to the Institute (applicable to all students).

4.19 Government sponsored students will be released to another registered provider where the sponsor considers the change to be in the student's best interest and has provided written support for that change.

Cancelling enrolment and requesting refunds

4.20 The Institute will cancel the enrolment of student whose request for release (transfer) to another provider is approved, and will record the decision in PRISMS.

4.21 Students with credit in their student fees account will be required to apply for a refund of fees in accordance with the Refund Policy

4.22 Students who withdraw from studies without requesting a release or before receiving a release decision they may be subject to visa cancellation by the Department of Home Affairs.

Refusing student requests to transfer to another registered provider

4.23 The following circumstances are considered to have a detrimental impact on the student's educational outcomes for which their student visa was granted and may result in a request for release being denied:

- the student has not completed the first six months of their studies in their principal course and is requesting a transfer to a lower level qualification or different discipline area offered by the Institute, for reasons other than documented academic ability
- the student has already received a Notice of Intent to Report or has been reported to the Department of Home Affairs for unsatisfactory attendance or academic progress
- the student has outstanding tuition fees, other debts or fines
- no written confirmation from another registered provider has been provided that a valid unconditional enrolment offer has been made (unless release has been granted by a pathway/packaged provider of The Institute indicating that the student is unable to satisfy the Institute admission requirements)
- the student requests a release (transfer) to study a course at another registered provider of an academic level and in a discipline area available in the Institute
- the student is able to apply for a transfer to other courses offered by The Institute, but will not be granted a release to enrol with another provider on the basis of change of mind
- the student has only recently started studying and has completed less than four weeks of their principal course and has not accessed the full range of academic and support services available at The Institute
- the transfer would jeopardise the student's progression through a package of courses, for example, but not limited to, where it is clear the student cannot meet the conditions attached to the offer of enrolment made by a new provider

- the student has changed their mind about the course, including students enrolled in a pathway course and have not provided evidence to demonstrate that their course expectations have not been met
- a student of the Institute is seeking transfer to an English Language Centre which is not affiliated with the Institute
- Accommodation difficulties – distance, transport and/or living arrangement, the student wants to live somewhere else (unless documented evidence of compassionate or compelling circumstances is provided that demonstrates the student must move away from their current location).
- If the request is considered detrimental to the student's well-being
- the transfer would result in a breach of the student's mandatory or discretionary student visa conditions
- the student wants to transfer to a provider with lower tuition fees, or
- the student has provided fraudulent supporting documentation to support the claims/reasons for release.

Refunds

4.25 All student requests for refunds are decided in accordance with the Refund Policy

Right to appeal

Internal appeal

4.26 Students who can demonstrate that this policy and procedure has not been followed regarding decisions affecting the student may lodge an appeal. Students may lodge an appeal by completing Student Appeal Form to The Institute CEO/PEO within 20 working days of receipt of the outcome letter.

4.27 Students must submit sufficient details and/or relevant documentation to support their appeal, which specifically indicates a breach of this policy and procedure. The Institute CEO/PEO will notify the student of the appeal outcome within 10 working days after receiving a complete documented request for appeal.

4.28 Appeal requests submitted via email or that do not relate to the adherence of this policy and procedure will not be considered.

4.29 During the internal appeal process, the student's enrolment will be maintained unless the student notifies The Institute of cancellation of studies or fails to re-enrol. Students must attend all classes and continue with their course of study during the appeal process.

4.30 If the appeal to the Institute CEO/PEO is successful, the student will be advised in writing. The release approval will be recorded in PRISMS within five working days.

External appeal

4.31 If the internal appeal to the CEO/PEO is unsuccessful, students will be advised in writing of the outcome and reasons for the decision. Students may follow a further avenue of appeal through the Overseas Students Ombudsman. The internal appeal process must be completed before lodging an external appeal.

4.32 If students are enrolled, their enrolment will be maintained until the external appeal process is completed. Students are required to maintain class attendance and academic progression until the outcome has been finalised by the Overseas Students Ombudsman. Students intending to lodge an external appeal must do so within 20 working days of the outcome of the internal appeal by notifying the Institute CEO/PEO in writing. Proof of lodgement of the external appeal must be submitted within five working days to the Institute CEO/PEO.

4.33 If the external appeal is successful, the Institute CEO/PEO must be notified immediately. The decision of the Overseas Students Ombudsman will be entered into PRISMS within five working days of the official notification of a successful external appeal.

4.34 In all cases, the decision of the Overseas Students Ombudsman is final and no further appeals can be made.

5. RESPONSIBILITIES

Compliance, monitoring and review

5.1 The Institute Management is the process owner for all student transfers between registered providers.

5.2 The CEO/PEO is/are responsible for implementing this policy and procedure in The Institute.

5.3 Admin Staff is responsible for assessing all requests for release (transfer) to another provider in accordance with this policy and procedure, and the National Code.

5.4 The CEO/PEO is/are responsible for ensuring these procedures are followed and assessing internal appeals in accordance with the Student Grievances, Complaints and Appeals Policy and Procedures .

5.5 This policy and procedure is regularly reviewed to ensure its alignment with the ESOS Act and the National Code, and continues to be effective and relevant.

Reporting

5.6 Admin Manager is responsible for ensuring all reporting is completed in PRISMS as required.

Records management

5.7 All records relevant to these procedures must be maintained in The Institute's recognised record keeping systems.

5.8 All requests for transfer, including documentation, assessment details, decisions and letters must be retained for at least two years after the student ceases to be an accepted student.

See Appendix 11 for the application process flowchart

7.7 Refunds

All applications for refunds must be made in writing on the Refund Request Form (see section 2.9 and Appendix 1). Applications for refunds will be assessed in accordance with the Institute refund policy.

7.8 Issue of end-of-course documents

Issuance of Qualifications

In order to ensure that all qualifications and statements of attainment issued are verified and checked, the following process is applied:

- Completion of units is progressively recorded on the student's file and entered into the student management database.
- The checklist (Academic folder cover) has been thoroughly checked, completed and signed off by an authorised person (usually the Administration Manager)
- All assessments have been deemed competent (and the work of that student has met rules of evidence) by the Assessor
- Upon completion of their course of training (or withdrawal of enrolment), their file is reviewed by the PEO.
- The student will complete a "Document request form".
- The Admin Manager (or delegate) will sign the application and forward it onto the Finance Department.
- The finance department will also check that all fees have been paid and if so will forward to the Admin Manager. (If Fees are unpaid, the student will be issued with a Final Fee Reminder notice.)
- Provided all evidence is held for all of the required units, a qualification or statement of attainment is printed and signed by the PEO.
- The original qualification is forwarded to the student and a copy is added to the students file.

End-of-course documents will be issued to students within 30 calendar days of the completion date (if all fees have been paid).

Conditions governing Issuance of Qualifications/Credentials

Condition	Credential issued
Student request – throughout course	Interim Transcript
Students finishes having completed course	Certificate and transcript
Students finishes having not completed course	Statement of Attainment

Re-issue of Qualifications

In the case of any student losing or misplacing a certificate/transcript issued by the Institute, a

replacement may be issued. The cost for reissue of a certificate is a $50 administration fee. The replacement qualification will have the original date of issue. Request for re-issue of a qualification must be provided in writing to the Administration Officer outlining the reason for the re-issue, including any supporting evidence.

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8. ASSESSMENTS

8.1 Competency-based training and assessment

Competency means that students at the Institute must demonstrate their skills, not just answer questions. The level of skill that students are required to demonstrate is listed in the National Training Package, which contains the syllabus. Training is delivered to students so that they can perform the assessment tasks.

Assessment
Assessment is the process of collecting evidence and making judgements on whether or not the student has demonstrated competency. Assessment is carried out by comparing the student's skills and knowledge to the requirements of the standards.

Validity
The assessments must assess what they claim to assess and what they have been designed to assess. Validity of assessment is achieved when:

- Assessors are fully aware of what is to be assessed, as indicated by the standards of competence, including clearly defined performance criteria
- Appropriate evidence is collected from activities that can be clearly related to the units of competency

Authenticity
The evidence collected is proven to be the student's work alone. Plagiarism is unacceptable and Internet- derived material must be suitably acknowledged.

Reliability
The Institute's assessment methods ensure that the competency standards are applied consistently from student to student and from context to context using clear, unambiguous, well documented assessment procedures and competency standards. All of our trainers and assessors are well-trained and from an appropriate background of business experience. Our assessments are carried out within a system flexible enough to allow multiple and diverse forms of evidence.

Consistency
We collect enough evidence to allow judgment across the range of skills, without undue reliance on any small number of select workplace contexts or projects.

Currency
Our assessments evaluate whether or not the student's skills and knowledge are current and can be applied in today's workplace.

Sufficiency

Evidence of competency should be sufficient to cover all the elements, performance criteria and required range of variables in the standards against which assessment is to be carried out. The student must provide enough evidence to prove competency against the standards. This is defined on each of the assessment papers.

Flexibility
Every portfolio and set of candidacy evidence is unique. Students must identify and develop their own specific sets of evidence to prove competency against the standards. These sets will require different types of relevant evidence. Assessors can be flexible in using assessment tools; however, the assessment tools must assess both performance (skill) and the underlying knowledge and understanding over a period of time.

Fairness and equity
Our assessments do not disadvantage any person except those who do not study. Students will have assessments that do not discriminate in any way. Assessment guidelines must include an approach for working with candidates who have special needs.

Trainer-assessors
Our assessor will objectively assess evidence against a set of standards. All our trainers hold:

- Certificate IV in Training and Assessment (or equivalent)
- vocational competencies at least to the level being delivered and assessed
- current industry skills directly relevant to the training and assessment being provided
- current knowledge and skills in vocational training and learning that informs their training and assessment

Forms of evidence

- Evaluation of direct assignment tasks
- Observation
- Skill tests, simulations and projects
- Evaluation of underpinning knowledge and understanding
- Questions and discussion
- Evidence from prior achievement and activity

Assessments should not be stressful. They are conducted in a relaxed and friendly atmosphere. Do not regard your assessments as examinations – our assessors simply need to know which competencies have been mastered and which competencies require further practice, and he/she will be flexible in the assessment method used. It is in the student's interest to ensure that all of the skills necessary for the job have been mastered; our aim is to help you to learn those skills in the right way.

Re-assessment
Students are eligible for re-assessment at any time during the term provided whether they have received a Not Yet Competent (NYC) outcome despite of making a genuine attempt at the assessment when initially submitted within the due dates provided or have missed the due date for some inevitable circumstances.

Students must follow their study plan to determine the term, the subjects/units within the term and their end dates (usually subject/unit end date is the due date for the subject/unit).

See the re-assessment policy for details.

9. LIVING IN SYDNEY

9.1 About Sydney

Sydney has been voted one of the most beautiful cities in the world and has one of the world's most celebrated harbours. There is a wide variety of things you can see and do in Sydney when not studying.

Australia's beaches are well known around the world, and increasingly we are also becoming known for our great food, wines and a multitude of sporting and cultural activities. Add this to our relaxed lifestyle and great weather and you will quickly understand why Sydney is one of the best cities in the world for students to enjoy!

9.2 About Sydney CBD

Sydney CBD is a friendly, multicultural area of Sydney. The Institute is centrally located, close to Sydney CBD shopping areas and a number of cafés and restaurants.

The Institute is only a 10-minute bus ride from Sydney Opera House, where you can enjoy the famous Australian culture and sunshine! You'll also have quick and easy access to Sydney's Darling Harbour and other popular locations via bus, train and light rail from Central Station.

9.3 Transportation

Public transport is very easy in Sydney and is also fairly cheap. The Institute is a 2-minute walk from the Bus stop and a 5-minute walk from Broadway shopping centre, where you can get buses to all locations in Sydney.
Taxis are easy to get but are fairly expensive, so we recommend that you take public transportation to get to the Institute. We also suggest that you don't drive yourself to the Institute because parking in the area is extremely limited.

Bus Train Ferry Information Line PH: 131 500
www.131500.com.au

9.4 Cost of Living (A$)

The Australian government suggests that international students allow funds of approximately $29,710 AUD per year to support their living expenditure. The information below is a GUIDE ONLY for individual living expenses while in Australia. For details please refer to
https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs

EXPENSE	COST	NOTES
Housing	$150+ per week	This will vary greatly depending on where you live and the type of accommodation you choose.
Food	$100+ per	This is for a week's worth of groceries from the supermarket.
Transportation	$25+ per week	A weekly transport pass could save you money. The cost of transport will vary greatly depending on where you live.
Utilities (gas/electricity / Internet)	$25+ per week	If you share accommodation, the costs for utilities will decrease per person.
Mobile phone	$20+ per week	This will vary greatly depending on your plan, international calls, etc.

EXPENSE	COST	NOTES
Medical expenses	$50 per consultation	Your Overseas Student Health Cover (OSHC) will reimburse you for most costs, but you will need to pay up front. Remember there are occasional costs (including consultations) that extend beyond the coverage of your
Clothing	Varies	Most students bring clothes from home and purchase only a few items while in Sydney. Remember that weather in Sydney varies, so you should have some warm clothes in case it gets cold.
Entertainment	$25+ per event	Examples include a film, a dinner, drinks at the pub, etc.

9.5 Accommodation

Rental accommodation

Estimates of average rental accommodation costs per week are:

Type of accommodation	Estimated cost per week (AUD)
1 bedroom	$180 -
2 bedroom	$250 -
2-3 bedroom flat or house	$350 -

Rent in Sydney is usually paid fortnightly. Note that when you move into rental accommodation you will have to pay bond, which is usually four weeks' rent, plus two weeks' rent in advance. The bond will be refunded to you when you move out.

Utilities (gas, electricity, telephone and Internet) are paid separately from your rent. There will also be initial connection fees for these services. 'Green' (more eco-friendly) energy providers are becoming more popular in Australia. You can also save money by investigating different providers, so be sure to shop around!

Boarding houses

Boarding houses range from fairly large commercial properties to average sized houses run by private citizens. Full-board, room with use of facilities, or room-only is available. You can

expect to pay about $150 - $200 per week for a single or shared room in a boarding house.

Full-board/homestay accommodation consists of a single room in a private house where the householder provides meals for you and you share in the life of the family. The average cost for accommodation and meals is $250-350 per week. This is a good way for international students to improve their English and get to know Australian culture.

9.6 Weather

Sydney has a mild climate, especially in winter, but be aware that the weather is subject to quick changes. You should bring clothing for hot and cold weather, wind, rain and strong sunshine, regardless of the time of year. Listen to the weather forecasts carefully.

Remember that the sun in Australia is very strong. You are advised to wear sunscreen whenever you will be in the sun for extended periods – even in winter!

9.7 Trading hours

Post Offices are open from 9:00 am to 5:00 p.m. Monday to Friday. In some shopping centre they are also open on Saturday mornings, usually from 9:00 a.m. to 1:00 p.m.

Most banks are open from 9:30 am to 4:00 p.m. Monday to Friday. Some branches are also open on Saturday mornings. ATM machines operate 24 hours per day.

Shops are usually open from 9:00 a.m. to 6:00 p.m. Monday to Friday, and many larger stores stay open for late-night shopping until 9:00 p.m. on Thursdays. Weekend hours vary, but most are open between 10:00 a.m. and 5:00 p.m. Saturdays and Sunday. Many big supermarkets are open until midnight during the week and until 10.00 p.m. on the weekends.

9.8 Banking

There are many different types of bank accounts. Ask about the different types of accounts before you decide which one you would like to open. A Savings Account is probably the most suitable account for students.

When you open an account you will normally receive an ATM card that will also function as a debit card (known as an EFTPOS card in Australia). Most shops in Australia do not accept cheques but will take credit cards and EFTPOS cards.

9.9 Medical issues

If you get sick, you may have to go and see a doctor. In most circumstances you go to a local doctor who has a surgery near your house; in Australia, you do not go to a hospital unless you are seriously ill.

If you cannot come to Institute, the doctor will give you a medical certificate that describes what is wrong with you and states how many days you may stay at home. Don't forget to hand in your medical certificate when you return to Institute so that your absences don't affect your attendance.

Your OSHC will cover some or all of the cost of your doctor's appointment, but in most cases you will need to pay the full fee up-front and claim the refund back from your OSHC provider (so be sure to keep your bills and receipts!). You may have to pay more to see a specialist or if you are staying in a private hospital. Most prescriptions will not be covered by basic OSHC, and if you expect that you will need medication regularly you may want to look at increased health cover.

If you are hurt in an accident or need urgent medical attention in an emergency, you should call 000 and/or go straight to the Emergency Department of a hospital.

10. OTHER IMPORTANT INFORMATION

10.1 Emergency contact information

Ms Gai Warner, PEO
Telephone: 02 8316 6618

Emergency services: 000 (police, fire and ambulance)

Nearest Medical Centre:
Name: Broadway General Practice
Address: Broadway Shopping Centre M105, Level 1, Bay Street, Broadway, NSW 2007
Phone: (02) 8245 1500

Telephone and Interpreting Service (TIS): Phone: 131 450

10.2 Emergency evacuation procedure

In case of fire, please follow the person wearing a safety helmet in your area. They will assist you to evacuate the building. There are seven exits in the building. You will see a plan marked with red arrows pointing at the emergency exit at each exit.

Please collect all your personal belongings and go the exit nearest you. The staff at the Institute will assist you in evacuating the building. Proceed to the meeting point, which is located in the front of the building**.**

10.3 Overseas Student Health Cover (OSHC)

All overseas students on student visas are required to have OSHC for the period of their stay in Australia. Education providers and some agents are able to lodge the OSHC Application Form and payment at the time of processing a student's enrolment to study in Australia.

Most Australian education institutions have a preferred OSHC provider. At the Institute, we prefer Medibank Private, which is a registered health fund. For more information on OSHC, visit the Medibank Private website: http://www.medibank.com.au/.

10.4 Unique Student Identifier (USI)

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course.

Each student will need a USI to obtain their certificate or qualification from their registered training organisation when studying nationally recognised training in Australia.

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that give students access to their USI account:

- A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.
- The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.
- The USI will be is available online and at no cost to the student.
- This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed from when the USI comes into effect on 1 January 2015.

The USI initiative will:

- Seamlessly link information about a student's VET achievements, regardless of where they studied
- Enable students to easily access secure digital transcripts of their achievements
- Give students access to, and more control over, their educational information

As part of this initiative – it is required that students create there USI at the earliest possible.

If you are unable to create a USI and would like the Institute to do it on your behalf – you will need to come to the Admin Office at the Institute and sign a 'Consent Form'. After which the Institute will be able to create it for you.

For more information visit www.usi.gov.au or ask at Reception. You can either apply yourself for your USI or ask at Reception and we can do it on your behalf or assist.

10.5 Working in Australia

Overseas students are allowed to work in Australia *after commencement of their course of study*. They are allowed to work *no more than 40 hours per fortnight* during the semester, provided that it does not adversely affect their studies. During holidays overseas students may work full-time. However, work is not always easy to find, and you should not rely on income earned in Australia to pay your tuition fees.

Obtaining a tax file number (TFN)
You must have a TFN to be assessed for tax. This is a requirement for any job. You will need to complete a special form, which you can get from any taxation office or download from the website http://www.ato.gov.au/. You must then lodge the application at a taxation office. Your tax file number will be sent to your current Australian address. Also to know more about your employment rights and conditions, and how to resolve workplace issues please see https://www.fairwork.gov.au/

10.6 Institute property

Students may be offered additional resources to aid them in their studies. These resources remain the property of the Institute and are only on loan. These resources may take the form of:

- Work papers
- Class sets of notes
- Textbooks belonging to the Institute and for which the student has not paid

Students are required to return all Institute property within the time specified by the issuing staff member.
Failure to do so will result in certification being withheld until all Institute property is returned.

10.7 Student equipment

All students will require the following equipment:

- Paper (A4 white)
- A4 notebook with lined writing paper
- Red, black and blue pens

10.8 Student identification card

All students are issued with the Institute Identification Card that includes their photograph, name, student identification number, commencement and completion dates, and signature. Students are required to have their identification card with them at all times while on the Institute premises.

10.9 Leaving the training room during the lesson

Common courtesy requires that you inform the Trainers before leaving the room. If it is your intention not to return during that or later lessons, you must discuss this with your Trainers.

10.10 Student refreshment breaks

Students are allowed to carry hot/cold drinks in the classrooms; however, there is strictly no eating or drinking while seated at or using the computers.

A microwave and tea/coffee facilities are available for student use in the kitchenette. This and all

other work areas should be kept clean and tidy at all times.

10.11 Student feedback and quality improvement

The Institute collects statistical information regularly to monitor, maintain and achieve ongoing continuous quality improvement in the delivery of our qualifications. We welcome constructive feedback from our students and staff concerning educational and service improvements or changes that would improve our existing educational and student services. Students who wish to provide management with feedback on any issues of concern or areas for improvement are encouraged to ask the Receptionist for a Request for Improvement Form.

11. COURSE INFORMATION

11.1 General information on the course

Entry Requirements:	18 years of age or over Australian Year 11/12 or equivalent (any other course specific requirements are listed in the course information page on our website)
Study Method	Full-time only - with a minimum of 13.5 face-to-face study hours and 6.5 hours of online study per week *(NB- During the COVID-19 pandemic all of our courses will be delivered 100% online to reduce the spread of the virus and safeguard the welfare of our students, staff and the community)*
Teaching Methods:	Learning delivery e.g. combination of training, lectures, demonstrations, simulated work environments (if necessary), workshops, visits
English Proficiency:	IELTS 5.5 (or equivalent) Students who are not fully proficient must take language literacy and numeracy (LNN) training
Work Placement:	Work placement is mandatory for all the Hospitality courses and students are required to undertake the work placement in an appropriate hospitality environment. Students are responsible for finding their own work placements. However, LRHI has agreements with different organisations in case students need any assistance finding placements
Field Trips:	N/A
Assessment Methods:	Assessment procedures e.g. combination of assessment tasks, written assignments, supervised tests, role plays, observations and presentations
Customisation:	Each course and its learning and assessment materials maybe subject to customisation.

For more information on the courses, please see the Institute's website at http://www.lerosey.edu.au/courses

APPENDIX 1: REFUND REQUEST FORM

REFUND APPLICATION FORM

Please submit your completed form to the Institute or forward to account@lerosey.edu.au No refunds will be paid to a third party unless it is indicated at the time the refund application is lodged, that any refunds due are payable to a third party. According to our refund policy Application/Enrolment fee is NOT refundable. Where a refund is approved, the Institute will make payment of refunds within 28 days of receipt of the Refund Application Form.

STUDENT DETAILS:

First Name:			Family Name:	
Student ID:			Date of Birth:	/ /
Contact Number:			E-mail:	
Address:				
Original Payment Method:	○ Credit Card	○ Direct Deposit	○ Other:_____	Payment Date: / /
Reason for Refund:				

(If you require more space please attach a separate sheet. Please include independent, original or certified documentary evidence in your application (e.g. medical certificate)

REFUND PAYMENT DETAILS: *Refund will be processed in Australian Dollars.*

○ I agree for the Institute to refund to a third party other than my student personal account.	Requested Amount:	$
Refund Options:		
○ **Cheque / Draft:**	**Mailing Address** (If different from above): _____ _____	
○ **Direct Deposit into Bank Account:**	BSB No: _____ Account No:_____ Account Name: _____ Bank Name: _____ Branch Address:_____ SWIFT Code (Overseas): _____	

(The Institute will NOT be held responsible if any of the following details are incorrect.)

STUDENT DECLARATION:

I have read the refund policy and understand the terms and conditions. I am aware of the academic and financial consequences of the above request and have sought appropriate advice on these matters. I understand and agree to be bound by the institution policies and deadlines for the processing of refunds. I declare that the information I have given on this application is correct and understand that by knowingly making false or misleading statements that I may be liable for prosecution. I also authorise the Institute to gather and obtain any necessary information pertaining to this application.

I agree to the conditions of this Refund Application and declare that I am the person to whom this refund is to be paid.

Student Signature: _____ Date: ___ /___ /_____

REFUND CALCULATION FOR:

Mr. / Ms. _____ Student ID: _____

Please be advised that your request for refund of tuition fees has been approved according to the following code.

Reason Code	Reasons
○ VR	Visa refused
○ WDA	Withdrawal notified in writing and received by the Institute 28 days or more prior to the course commencement
○ WDB	Withdrawal notified in writing and received by the Institute less than 28 days prior to the course commencement and before the commencement date
○ WDC	Withdrawals notified in writing and received by the Institute on the commencement date or after the course commences
○ RSCA	Course cancelled or rescheduled by the Institute
○ VRO	Visa refused but student can study online from offshore

REFUND CALCULATION TABLE

Tuition Fee paid:	(Label A)	Others Fee paid:	(Label B)

Course Commencement date:	/ /	Withdrawal notification date:	/ /
Days notice provided in writing:	days		

Reason Code VR or RSCA: Refund 100% of the amount identified at Label A and other Refundable fees. *(Evidence that the student visa was refused or the course was rescheduled or cancelled by the Institute is required)*	Refund remitted $
Reason Code WDA: Refund 70% of the amount identified at Label A and other Refundable fees	Refund remitted $
Reason Code WDB: Refund 50% of the amount identified at Label A and other Refundable fees	Refund remitted $
Reason Code WDC: No refund	No refund
Reason Code VRO: Refund of unused tuition fees and other Refundable fees (withdrawal must be requested prior to the agreed start date)	Refund remitted $

FINANCE DEPARTMENT ONLY					
Prepared by:				Refund Amount:	$
Authorised by:		Payment Processed by:		Date:	/ /

APPENDIX 2: STUDENT GRIEVANCES, COMPLAINTS AND APPEALS POLICY AND PROCEDURES

Part A: Policy

1. Policy Statement

- The Institute recognises that differences can arise from time to time and it thus has a fair and equitable process for dealing with complaints, grievances and appeals at a minimal or no cost to the student. The quick settlement of these matters is in the best interest of all parties concerned.
- The Institute ensures that the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process. The Institute ensures that the complaints and appeals policy are publicly available.
- Each student complaint should be dealt firstly by - if possible - the person to whom the complaint is addressed and the person who has first dealt with the complaint should provide the student with a receipt of acknowledgement stating that the complaint has been received
- In accordance with the requirements of the National Code, this policy details the process by which students' grievances, complaints and appeals will be addressed by the Institute.
- Student requested deferment and suspension are not subject to this policy
- Institute initiated suspension and cancellation of enrolment are subject to this policy.
- For the duration of the appeals process, the student is required to maintain his/her enrolment and attendance at all classes as normal. The PEO will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- If the student does not access the Institute's complaints and appeals process within the time provided the suspension or cancellation of enrolment will be reported on PRISMS.
- If students access the complaints and appeals process regarding an Institute initiated suspension or cancellation, the suspension or cancellation will not be reported in PRISMS until the complaints and appeals process is finalised, unless student has not commenced the course within 14 days of the nominated course start date or extenuating circumstances relating to the welfare of the student apply.

'Extenuating circumstances' relating to the welfare of the student may include, but are not limited to the following. The student:

- is missing or has not resumed the studies within 14 days after term break or inactively withdrawals;
- has medical concerns, severe depression or psychological issues which lead the provider
- to fear for the student's wellbeing;
- has engaged or threatens to engage in behaviour that is reasonably believed to
- endanger the student or others; or
- is at risk of committing a criminal offence.
- the student is the subject of investigation relating to criminal matters

The use of extenuating circumstances by the Institute to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.

The final decision for evaluating extenuating circumstances lies with the PEO.

2. Scope

a. This policy relates to students, staff and independent mediators.

3. Policy Content

a. First-level grievance/complaint/appeal (discussion)

i. Each student grievance/complaint/appeal should be handled firstly by the person to whom it is addressed (where possible).

ii. If the resolution provided does not satisfy the student, then he/she should obtain a Student Appeal/Complaint Form from the reception or download from the Institute's website.

b. Second-level grievance/complaint/appeal (submission of Student Appeal/Complaint Form)

i. Student completes the Student Appeal/Complaint Form.

ii. The person who has first dealt with the complaint should record any decision they have made, the response of the student to that decision and any other information deemed important.

iii. The completed Student Appeals Form is submitted to the PEO, who reviews it.

iv. Within 14 working days of the lodgement of the Student Appeal/Complaint Form, the student will be invited for an appointment to discuss the complaint or appeal with the PEO.

v. The appointment outcome will be recorded on the Student Appeal/Complaint Form and signed by the PEO and the student.Where the Institute considers more than 60 calendar days are required to process and finalise the complaint or appeal, the Institute will:

- Inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
- Regularly update the complainant or appellant on the progress of the matter.

vi. If the student is not satisfied, he/she is informed that the matter will be referred to the Student Appeals Committee (SAC).

c. Third-level grievance/complaint/appeal (Convention of SAC)

i. The SAC comprises the PEO and another the Institute staff member

ii. The PEO sets a date for hearing the appeal and convenes the SAC.

iii. The student is informed of the date of the appeal and their right to address the SAC and bring a friend if they wish.

iv. The SAC may call upon any member of staff who has been part of the process to provide any necessary information to assist the committee make its decision.

v. The decision made by the SAC is recorded and filed in the Complaints/Grievances/ Appeals File. vi. If the student is not satisfied, there are other avenues of appeal against the decision made if you are still dissatisfied with the outcome of your complaint / grievance / appeal. If the student wishes to lodge an external appeal or complain about the decision, the student can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website http://www.ombudsman.gov.au/How-we-can-help/overseas-students or phone 1300 362 072 for more information.

Please note that at any stage the student is able to be accompanied by a support

person.

d. Compassionate and compelling circumstances
   i. If a student is submitting an appeal on the grounds of compassionate and/or compelling circumstances, he/she must submit evidence to support the claim. This evidence is reviewed by the Institute in the decision-making process.
   ii. Compassionate or compelling circumstances are generally those beyond the control of the Student and they have an impact on the student's capacity and/or ability to progress through the course.

Part B: Procedures

1. Overview
   a. In this section: Information relating to overall administrative and procedural requirements necessary for the implementation of the policy.

2. Procedures
   a. First-level grievance/complaint/appeal (discussion)
      i. Each student grievance/complaint/appeal should be handled firstly by the person to whom it is addressed (where possible).
         1. The student should discuss the matter with the relevant person.
         2. Where the relevant person is another student, the complainant may request the presence of an Institute staff member to moderate the discussion.
      ii. If the resolution does not satisfy the student, then he/she should obtain a Student Appeal/Complaint Form from the reception or download from the Institute's website.

   b. Second-level grievance/complaint/appeal (submission of Student Appeal/Complaint Form)
      i. Student completes the Student Appeal/Complaint Form to point #1.
      ii. The person who has first dealt with the complaint should record any decision they have made, the response of the student to that decision and any other information deemed important.
      iii. The completed Student Appeal/Complaint Form is submitted to the PEO.
      iv. The PEO reviews the completed Student Appeal/Complaint Form.
      v. Within 14 working days of the lodgement of the Student Appeal/Complaint Form, the student will be invited for an appointment to discuss the appeal with the PEO.
         1. The student can bring a friend if desired.
      vi. The appointment outcome will be recorded at point #2 on the Student Appeal/Complaint Form and signed by the PEO and the student.
         1. The student will be given a copy.
      vii. If the student is not satisfied, then the student is informed that the matter will be referred to the Student Appeals Committee (SAC). The student must be informed of the nature of this committee.

   c. Third-level grievance/complaint/appeal (Convention of SAC)
      i. The SAC comprises the PEO, another staff member of the Institute and an outside independent expert, ideally with experience in education.

ii. The PEO sets a date for hearing the appeal and convenes the SAC.
    1. The student is informed in writing of:
        a. The date of the appeal
        b. The student's right to address the SAC
        c. The student's right to bring a friend if they wish

iii. The SAC may call upon any member of staff who has been part of the process to provide any necessary information to assist the committee make its decision.

iv. The outcome of the appeal is to be given to the student in writing. The student is also informed of any remaining avenues of action such as mediation or the Department of Fair Trading (if appropriate).

v. The decision made by the SAC is recorded and filed in the Complaints/Grievances/Appeals File.

A copy is given to the student.

d. Compassionate and compelling circumstances

i. If a student is submitting an appeal on the grounds of compassionate and/or compelling circumstances, he/she must submit evidence to support the claim.
    1. This evidence is reviewed by the Institute in the decision-making process.

ii. Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through the course. These could include, but are not limited to:
    1. Serious illness or injury, where a medical or psychiatric certificate states that the student was unable to attend classes
    2. Bereavement of close family members (where possible, a death certificate should be provided)
    3. Major political upheaval or natural disaster in the home country requiring emergency travel
    4. A traumatic experience that has had an impact on the student (these cases should be supported by police or psychiatric reports).
        a. Traumatic experiences include, but are not limited to:
            i. Involvement in or witnessing of an accident
            ii. A crime having been committed against the student iii. The student having been a witness to a crime

iii. Medical and psychiatric certificates
    1. To be considered valid evidence, medical and psychiatric certificates must:
        a. Be issued by a registered clinician (doctor, RN, psychologist, psychiatrist, etc.)
        b. State that the student was unable to attend classes
        c. State the length of time the student will be unfit for class d. Include the clinician's contact details
        e. Be translated into English if not written in English

e. List of related forms/documents/materials.
    i. Student Appeal Form
    ii. Student Complaint Form

STUDENT APPEAL FORM

Please return the completed form to Reception or Administration Department. If you have any questions or need advice to fill this request, please see our Student Welfare Officer. Appointment is required; you will be contacted by a member of staff concerning this lodgement within 14 days.

STUDENT DETAILS:

First Name:		Family Name:	
Student ID:		Contact Number:	
Address:			
Email Address:			
Course Name:			

DETAILS OF YOUR GROUNDS FOR APPEAL:

(Attached additional pages as needed AND ground evidence)

Student Signature: _____ Date: ___ /___ /___

OFFICE USE ONLY			
Interview By:		**Position:**	
Signature:		**Interview Date:**	/ /
Appeal Type:	○ Attendance ○ Academic Probation ○ Non Payment ○ Misconduct		
Comments:	**Outcome:** _____		

The copy of this form must be kept in the student file for future reference.

STUDENT COMPLAINT FORM

Please submit directly to Reception or Administration Department. It may take up to 14 working days to review the complaint from the date of submission

STUDENT DETAILS:

First Name:		Family Name:	
Student ID:		Contact Number:	
Address:			
Email Address:			
Course Name:			

COMPLAINT DESCRIPTION:

I request the college to address the following issue (please select):			
○ Academic ○ Financial ○ Personal ○ Procedural ○ Other: _____			
Location of issue (if appropriate):			
Date:	/ /	Time:	
Briefly describe the issue:	*(Attached separate sheet if required)*		

STUDENT DECLARATION:

I declare that all the information I have given above is correct and complete.

Student Signature: _____ Date: ___ /___ /___

OFFICE USE ONLY					
Received By:		Signature:		Date:	/ /
Issue discussed with (staff name):				Date:	/ /
Action taken:					
Resolved:	○ Yes ○ No	Refer to:			
Principal Review:				Date:	/ /
Record Update:	○ Yes ○ No ○ N/A			Date:	/ /

DEFERMENT, SUSPENSION OR CANCELLATION OF ENROLMENT APPLICATION FORM

If you wish to defer or suspend your course due to compassionate or compelling circumstances, you must complete a Deferment, Suspension or Cancellation of Enrolment Application Form and submit the form to the Reception at The Institute.

STUDENT DETAILS:

First Name:		Family Name:	
Student ID:		Contact Number:	
Address:			
Email Address:			
Course Enrolled:			

Are you leaving Australia? *If Yes, please attached a copy of your travel itinerary to this application and complete the overseas contact details below as per DHA requirements.*		○ Yes ○ No
Address:		
Country:	Overseas Contact Number:	

Please tick one of the following options below to indicate the type of enrolment variation is required to be processed.

○ **Deferral of Course** - An administration fee of $250* is required to process the application.	From / /	To / /
○ **Suspension of Course** - An administration fee of $250* is required to process the application.	From / /	To / /
○ **Cancellation of Course** (Terminate the Enrolment Permanently) - If the release of course is requested, an administration fee (course variation fee) of $500* is required to process this application.		

***** Standard payment accepted include debit and credit cards (Visa and MasterCard), personal or bank cheques, bank transfer or cash all in AUD. Credit card payment is not accepted over the phone. Please refer to student Handbook for refund policy.

Reason for deferring, suspending or cancelling your course: *(Please tick one of the following options)*	
○ Serious illness or injury *(where a medical certificate states that you are unable to attend classes.)* ○ Delay in issuing a student visa. ○ Misbehaviour	○ Bereavement of close family members such as parents or grandparents *(where possible a death certificate should be provided).* ○ Other reason: _____

Are you planning to do 'catch up' classes to compensate the time lost during deferment or suspension? *(If Yes, please see Academic Coordinator to revise your study plan and a copy must be attached)*	○ Yes ○ No

VISA INFORMATION:

This written application must include supporting documentary evidence to be assessed and approved by authorised officers (Administration Manager, and Principal Executive Officer) including (where appropriate):

Death Certificate, Marriage Certificate, Police Report, Medical Certificate, Travel Itinerary, Letter of Offer or a Statutory Declaration where evidence is unavailable.

The process of deferring, suspending or cancelling an enrolment may affect your student visa. If you have any enquiries, you should visit the DHA website **http://www.homeaffairs.gov.au/** or call the **DHA helpline on 131 881** or contact your **local DHA office** for advice to prevent an unsatisfactory visa outcome.

If you return prior to the deferment or suspension stated date or expected date, you must notify the Institute as soon as possible.

STUDENT DECLARATION / CONSENT:

I declare that the information provided above is true and complete. I acknowledge that the provision of incorrect information or the withholding of relevant information relating to my application may delay the process of my application. I am aware that the decision to grant my deferral, suspension, or cancellation of enrolment may affect my Student Visa. I authorise the Institute to obtain official student records from any educational institution necessary to make an informed decision about the application or matters that concern enrolment. Where my application to defer, suspend or cancel my enrolment is for period more than 28 days, I may be required to return to my home country unless approved by the Department of Home Affairs (DHA). I am responsible for contacting DHA to clarify my Visa status.

Student Signature: _____ Date: ____ /____ /____

OFFICE USE ONLY			
This application ○ Approved ○ Rejected			
Assessed by:		Position:	
Signature:		Date:	/ /
Deferral or Suspension Start Date:	/ /	Deferral or Suspension Date:	/ /
Reason(s) / Comment(s):			

STUDY PLAN REVIEW				
Reviewed by:		Date of Action:	/ /	○ Study Plan on
FINANCE REVIEW				
Reviewed by:		Date of Review:	/ /	
ATTACHMENTS OF EVIDENCE REVIEW				
Reviewed by:		Date of Review:	/ /	
PRISMS ACTION				
Action by:		Date of Action:	/ /	
Processed Copy on:			○ Study Plan on File	
RTO REVIEW				
Reviewed by:		Date of Review:	/ /	

APPENDIX 4: CODE OF PRACTICE

Statement

The Institute is registered with the Commonwealth Register of Institutions and Courses for Overseas Student (CRICOS) and is bound by the National Code of Practice for Registration Authorities and Providers of Education & Training to Overseas Students under the Federal Education Service for Overseas Students (ESOS) Act 2000 and subsequent Acts.

Standards

- The Institute will at all times act with integrity in dealings with students and members of the public.

- The Institute will adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with:
  - Commonwealth/State legislation and regulatory requirements
  - Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)
  - The Education Services for Overseas Students Act 2000 (ESOS)
  - National Code of Practice for Registration Authorities and Providers of Education and
  - Training to Overseas Students (the National Code)
  - National VET Regulators Act 2011/Standards for Registered Training Organisations 2015
  - AQF 2013

- The Institute will refrain from any activities that could be detrimental to the Australian International industry or any of its members.

- The Institute will ensure:
  - The provision of adequate facilities in which to conduct training programs
  - The employment of qualified staff and maintenance of staff training sufficient to deliver programs on an on-going basis
  - The accuracy of any marketing and promotional advertising material
  - Compliance with an acceptable refund policy
  - Compliance with current Work Health & Safety and Duty of Care requirements
  - Maintenance of adequate records and security of all current and archival records
  - That students have access to their records upon request
  - The maintenance and continual improvement of a Quality Assurance System
  - Compliance with proper requests made by ASQA of which due notice has been given

- The Institute undertakes to ensure that all its staff, agents and representatives are familiar with and agree to comply with this Code of Practice.

- The Institute shall refrain from associating with any enterprise that could be regarded as acting in breach of this Code of Practice.

APPENDIX 5: CRITICAL INCIDENT POLICY AND PROCEDURES

The purpose of this critical incident policy and procedure is to recognise the duty of care owed by The Institute to its students and to document the process for managing critical incidents if and when they occur.

The Institute recognises the duty of care owed to its students, and understands that planning for the management of a critical incident is essential. A critical incident is defined by the *National Code* as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'.

CRICOS registered providers must have a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

Critical incidents are not limited to, but could include:

- missing students;
- Severe verbal or psychological aggression;
- death, serious injury or any threat of these
- natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.
- Deprivation of liberty
- Severe verbal aggression
- Robbery
- Death or serious injury
- Suicide or threat of suicide
- Natural disasters (e.g., earthquakes, floods, electrical storms)
- Fire
- Bomb or hostage threat
- Explosion, gas or chemical hazard
- Issues such as domestic violence, sexual assault, and drug or alcohol abuse

(Note: Non-life threatening events may qualify as critical incidents.)

Responding to a critical incident: Staff roles and responsibilities

- Please note that the Receptionist/ Student Welfare Officer is your **official or first** point of contact
- Ph: 02 8316 6618 during business hours 9.00am-6.00pm
- **Staff, students or visitors involved or witnessing a critical incident after hours should immediately contact the Marketing Director (Kellen Chen) on 0402 089 692**

The senior the Institute staff member present is the lead the Institute representative at the site until

the arrival of the PEO. When the PEO arrives, he/she assumes responsibility for controlling the recovery from the incident. The PEO will ensure that debriefing occurs and support services are available to those affected by the incident.

The key the Institute personnel responsible for the implementation of the critical incident procedures are:

Gai WARNER (CEO/ PEO)
Kellen CHEN (Marketing Director)
Garry STOKES (Course Coordinator)
Lilis LEE (Administration Manager)
Azalia CHARRISTA / Chatchanan SRIPIYAPAT (Receptionist/Student Welfare Officer)
Trainers (various)

However, the PEO is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

- If you have a question or are confused about something, please talk to the Receptionist/ Student Welfare Officer at Reception or ph: 02 8316 6618

- **Azalia CHARRISTA / Chatchanan SRIPIYAPAT are** usually here to assist the students
- However, all the Institute staff members are responsible for reporting a critical incident involving students to the PEO.

Staff Roles and Responsibilities (cont)

Any Institute staff member receiving news or information regarding a critical incident must contact the PEO as soon as practicable. If this is not possible then the most senior person available (Administration Manager, Marketing Director, Academic Coordinator,) must be contacted and informed. **If the incident is life threatening then a staff member must contact (Emergency No. 000) relevant emergency departments (Ambulance, Police, Fire) to seek help at first as an immediate response and then inform PEO about the incident.**

On receipt of news or information regarding a critical incident the PEO or most senior person (Administration Manager, Marketing Director, and Academic Coordinator) must:

- Create for themselves a clear understanding of the known facts
- If an emergency exists contact the relevant emergency services by phoning 000
- If translators are required contact Translating and Interpreting Service by phoning 131 450
- If counselling services are required contact Life Line on 131 114
- Plan an immediate response.
- Plan ongoing strategies.
- Allocate individual roles/responsibilities for ongoing tasks.

Based on an evaluation of the critical incident the PEO or most senior person (Administration Manager, Marketing Director, and Academic Coordinator) must, where appropriate, implement the following actions:

- Contact with next of kin/significant others
- Informing Institute staff and students.
- Prepare a guideline to staff about what information to give students.
- Prepare a written bulletin to staff and students if the matter is complex.
- Briefing staff and delegating a staff member to deal with telephone/counter inquiries.
- Managing media/publicity
- Identify students and staff members most closely involved with the incident and ensure they are offered support and counselling
- Arrange a time and place for an initial group/individual debriefing session with Counsellor/s
- Arrange access to emergency funds if necessary.
- Record the incident and the following key details to report include:

    - The time of the incident
    - The location and nature of the incident
    - The names and roles of persons directly involved in the critical incident
    - The action taken by the Institute including any opportunities for improvement
    - The organisations and people contacted by the Institute

Notification of government organisations

The *ESOS Act 2000* requires the Institute to notify the Australian Government (currently DHA) as soon as practical after the incident.

The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the Institute to notify DET and DHA as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).

When an international student dies or sustains serious injury, the Institute may be required to assist the student's family. This may include:

- hiring interpreters
- making arrangements for hospital/funeral/memorial service/repatriation
- obtaining a death certificate
- assisting with personal items and affairs including insurance issues
- assisting with visa issues

Useful Phone Numbers

Group		Phone Number
NSW Police	Life-threatening or time critical emergency	000
	Non-life threatening incident requiring Police response	131 444
	Local Police Station	02 9265 6595
Ambulance		000
Fire and Emergency Services Authority		000
State Emergency Service		132 500
Hospital (St Vincent's)		02 8382 1111
Poisons Information Centre		131 126

APPENDIX 6: ATTENDANCE MONITORING POLICY

Student Attendance Policy

The Institute systematically monitors the attendance of its students who are enrolled in its courses, notifies and counsels those students at risk of failing to meet attendance requirements which may lead to a student not meeting course progress requirements and being reported to DHA.

International students must attend **at least 80%** of the scheduled course contact hours (20 hours per week). Daily attendance is monitored and reviewed at the end of each week.

If an overseas student is making satisfactory progress in their course without attending scheduled classes then the course duration will be shortened to the minimum duration required given the student's existing skills and knowledge, while maintaining the minimum scheduled course contact hours (20 hours) per week.

Students who do not register or are absent for the first two weeks (14 days) will be reported to DHA as non-commencement of studies.

Any student experiencing difficulty in attending classes, or struggling with coursework, is encouraged to approach their Trainer or a member of staff as soon as possible to discuss support options available to them so as to minimise the risk of not achieving satisfactory attendance and course progress.

Please note that, the regulator (ASQA) may, at any time, require a training provider (LRHI) to implement policies and procedures to monitor minimum attendance requirements and if students don't meet these requirements, they will be in breach of a condition of their visa.

6. **Policy Statement**

Students must attend **at least 80%** of their scheduled classes, lectures, work place training (if there is any) and online learning sessions to ensure they are appropriately and adequately exposed to course content enabling them to successfully undertake and complete their courses.

7. Scope

a. This policy relates to students and staff

8. Legislation

a. ESOS Act/ National Code

9. Policy Approval

a. This policy was approved by the CEO

10. Policy Content

a. Daily attendance monitoring (face-to face class attendance)
   i. Daily attendance monitoring is the responsibility of the trainer and assessor.
   ii. The daily attendance record sheet must be marked for each hour timetabling session.

iii. The daily attendance record sheet must be stored overnight in a locked filing cabinet for security reasons.

b. Weekly attendance monitoring (face-to face class attendance and online attendance)

Online attendance

- Online attendance is timed and recorded using a software system that monitors active participation on the Institute's eLearning site. Online activity time will not be counted towards students' weekly attendance where:
  - The system identifies that the student was idle on the site even though he/she was logged in, and/or
  - Student was using the eLearning site during a time which is scheduled face-to-face class time.
- Students' weekly online "Activity Log" spans from midnight on Sunday to midnight on the following Sunday. Students can check their online attendance at any time from the eLearning site and from the student portal. A maximum of 390 minutes (6.5 hours) per week will be credited towards students' total attendance record. This means that if a student spends 7.5 hours on the eLearning site in a given week, they will still only receive 6.5 hours of online attendance credit towards their total attendance record for that week.

iii. Weekly attendance monitoring is the responsibility of the Administration Manager, who calculates and records students' weekly attendance totals and ensures records are updated in the Student Management System.

iv. The Administration Manager ensures that any student who has not commenced their course/s within 14 days of the expected course commencement date has been reported via PRISMS.

c. Course attendance requirement

d. Students must attend at least 80% of their scheduled classes, lectures and online learning sessions to ensure they are appropriately and adequately exposed to course content enabling them to successfully undertake and complete their courses.

e. Attendance is monitored regularly and is used as a variable in determining possible contributing reasons in circumstances where students are identified being at risk or have failed to meet course progress requirements in accordance with the Institute's Course Progress Monitoring Policy.

f. If an overseas student is making satisfactory progress in their course without attending scheduled classes then the course duration will be revised and will be shortened to the minimum duration required given the student's existing skills and knowledge, while maintaining the minimum scheduled course contact hours per week.

Procedures

3. Overview

a. Daily attendance monitoring is the responsibility of the trainer and assessor
b. Weekly attendance monitoring is the responsibility of the Administration Manager.
c. A failure to attend scheduled classes, lectures and online learning sessions may contribute to a student not meeting course progress requirements and being reported to DHA.

4. Procedures

a. Daily attendance monitoring (face-to face attendance)
   i. The trainer and assessor marks the daily attendance sheet for every hour's timetable-session.
   ii. The trainer and assessor signs off the daily attendance sheet at the end of each week.
   iii. The attendance roll is locked nightly in the filing cabinet in the Main Office for security purposes.

b. Weekly attendance monitoring (face-to-face and online attendance)
   i. The Administration Manager downloads the weekly online attendance register and combine with the weekly face-to face attendance to calculate students' total percentage of attendance for a week
   ii. The Administration Manager ensures an up-to-date master electronic copy of all student attendance records is kept off-site at all times.
      1. Attendance backup occurs every week.
      2. Individual weekly attendance records are backed up electronically at the end of every week and a copy made and kept off-site.
   iii. The Administration Manager reviews each student's attendance on a weekly basis
      1. The Administration Manager estimates each student's attendance and records student totals on the student management system
      2. **Students who have been absent and attendance falls below 80%** will be identified during the weekly review. They will be sent attendance warning letters on week 4 and on week 7
      3. **Students who have been absent for more than five consecutive days without approval**, or are at risk of not attending for at least 80 per cent of the scheduled course contact hours for the course in which they are enrolled (i.e. before the student's attendance drops below 80 per cent), will be contacted and provided appropriate counselling.
      4. The Administration Manager ensures that any **students who have not commenced their course/s within 14 days of the expected course commencement date** have been reported via PRISMS.
      5. Student who is making satisfactory progress in their course without attending scheduled classes or has attendance lower than 80% will be identified during the academic monitoring. The student then will be contacted and the course duration will be shortened to the minimum duration required given the student's existing skills and knowledge, while maintaining the minimum scheduled course contact hours (20 hours) per week.

c. List any related forms/documents/materials
   i. Daily Attendance sheet
   ii. Non-commencement of course warning letter
   iii. 1st and 2nd Attendance Reminder letter
   iv. Student Management System
   v. PRISMS reporting system.

APPENDIX 7: COURSE PROGRESS POLICY

1. **Policy Statement**
   The institute monitors course progress for all its courses.

   In accordance with the requirements of the National Code, this policy specifies:
   i. The requirements for achieving satisfactory course progress
   ii. The process for assessing satisfactory course progress
   iii. The procedure for intervention for students who are at risk of failing to achieve satisfactory course progress
   iv. The process for determining the point at which the student has failed to meet satisfactory course progress
   v. The procedure for notifying students that they have failed to meet satisfactory course progress requirements
2. **Scope**
   a. This policy relates to students, staff and DHA.

3. **Legislation**
   a. This policy is governed by the National Code, Standard 8.

4. **Policy Approval History**
   a. This policy was approved by the PEO

5. **Policy Content**

   a. Monitoring student progress
      i. Upon enrolment, the student is given a timetable and a study plan showing the units/subjects to be completed in every study period.
         1. For the purposes of this policy, a study period is defined as a "Term" (13 weeks) duration.
      ii. The student is assessed throughout the course, in accordance with the requirements of the course.
      iii. During each study period, the Academic Coordinator reviews student's academic results at least twice (in week 7 and week 13) for that study period to determine whether the student's course progress for that study period has been satisfactory or unsatisfactory. Unsatisfactory course progress is defined as failing more than 50% of the units/subjects delivered within each study period.
      iv. If the Academic Coordinator becomes aware at any point during the study period that a student is *at risk* of not achieving satisfactory course progress for a study period, the Academic Coordinator will conduct an immediate review of the student's academic results with a view to implement the intervention strategy **by sending an intervention letter**
      v. Students can access their results at any time by accessing the student E-Portal and eLearning
         1. Trainers are the first point of contact if students have any issues with assessments.

b. Intervention strategy
   i. Any student who has failed more than 50% of the units/subjects delivered in a single study period is deemed to have unsatisfactory course progress and an intervention strategy will be activated to assist the student improving their course progress.
      1. After review of the results for each study period (in week 7 and week 13), if a student has unsatisfactory course progress for that study period, an intervention strategy will be activated by the Academic Coordinator sending the student a Course Progress Intervention or Warning letter, which advises the student of his/her unsatisfactory performance and requests that the student discuss the matter with the Academic Coordinator as a matter of urgency.
      2. The student is counselled regarding his/her progress.
      3. The student is given the opportunity for reassessment within an agreed timeframe. The fee for reassessment is specified in the Institute's fee schedule and the Reassessment Policy.
      4. The Academic Coordinator records in the student's file the outcomes of any counselling session(s) and support services, including reassessment, provided to the student as part of the intervention strategy.

c. Reporting a student for unsatisfactory course progress
   i. If after the implementation of the intervention strategy the student is identified as having **unsatisfactory course progress in two consecutive study periods**, the Academic Coordinator will send the student an "Intention to Report" warning letter notifying the student of the Institute's intention to report the student to DHA for unsatisfactory course progress.

d. Appeals
   i. Students have 20 working days from the date of the Warning of Intention to Report for Unsatisfactory Course Progress is issued to appeal the Institute's decision.
   ii. Appeals will be assessed in accordance with the Institute's student complaints and appeals policy and procedures.
   iii. After completion of the appeals periods, students will be reported to DHA for their unsatisfactory course progress if any of the below occurs:
      1. The student chooses not to appeal
      2. The student withdraws from the appeals process
      3. The outcome of the appeals process favours the Institute's decision

e. Completion of course within the expected duration of the CoE
   i. Overseas students who are enrolled in CRICOS courses must complete their course within the expected duration of their CoE, and the duration of the course must not exceed the course duration registered in CRICOS.
   ii. The Institute may only extend the duration of the course where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as result of:
      1. Compassionate or compelling circumstances
      2. The Institute having implemented its intervention strategy for students who were at risk of not meeting the satisfactory course progress

3. An approved deferment or suspension having been granted by the Institute

iii. All course variations affecting the course finish date will be reported to DHA through PRISMS and the supporting documents are kept in the student's file.

Part B: Procedures

5. Overview

a. Marking/assessing students' assessments is the responsibility of the trainer and assessor
b. Reviewing students' academic results and determining the need for intervention is the responsibility of the Academic Coordinator.
c. A failure to meet the course progress requirements may result in the Institute reporting the student to DHA.
d. Students should refer to the student grievances, complaints and appeals policy before lodging an appeal.

6. Procedures

a. Monitoring student progress

i. Upon enrolment, the student is given a timetable and a study plan showing the units/subjects to be completed in every study period.

ii. Students are expected to attend their scheduled classes, lectures and online learning sessions to ensure they are appropriately and adequately exposed to course content enabling them to successfully undertake and complete their courses

iii. The student is assessed throughout the course, in accordance with the requirements of the course.

1. The student's assessments are marked by the trainer and assessor
2. Results are recorded in the student's academic folder. They are also accessible through the student management system

iv. The Academic Coordinator reviews students' academic results on week 6 and at the end of each study period (week 13); to determine students course progress for that study period whether it has been satisfactory or unsatisfactory.

v. If the Academic Coordinator becomes aware at any of the above points that a student is at risk of not achieving satisfactory course progress, then the Academic Coordinator will conduct an immediate review of the student's academic results with a view to implement the intervention strategy (see below).

1. If a trainer and assessor determines at any time that a student is at risk of not achieving satisfactory course progress for a study period, the trainer must notify the Academic Coordinator immediately.

vi. Students can access their results by accessing the student management system (LMS)/student e-portal

1. Students can contact their trainers and assessors as soon as their results are available.
2. Trainers and assessors are the first point of contact if students have any issues with assessments.

b. Intervention strategy

i. Any student who has failed more than 50% of the units/subjects delivered in a single study period is deemed to have unsatisfactory course progress and an intervention strategy will be activated to assist the student improving their course progress.

1. The Academic Coordinator sends the student a Course Progress Intervention letter or Warning letter, which outlines the steps the student must take to improve his/her progress.
   - **1st Intervention letter applies for the student who is at risk of failing for the first time or the 1st subject/unit of the term**
   - **1st Warning letter applies for the student who is at risk of consecutive failure in the same term after 1st Intervention**
   - **2nd Intervention letter applies for the student who is at risk of failure in following terms after 1st Warning**
2. The student is counselled regarding his/her progress.
3. The student is given the opportunity for reassessment within an agreed timeframe.
4. The fee for reassessment is clearly stated in the Institute fee schedule.
5. The Academic Coordinator records in the student's file the outcomes of any counselling sessions and support services provided to the student as part of the intervention strategy.

c. Reporting a student for unsatisfactory course progress
   i. If after the implementation of the intervention strategy the student is identified as having **unsatisfactory course progress in two consecutive study periods**, the Academic Coordinator will send the student a Warning of Intention to Report for Unsatisfactory Course Progress, notifying the student of the Institute's intention to report the student to DHA for unsatisfactory course progress.

d. Appeals
   i. Students have 20 working days from the date of the Warning of Intention to Report for Unsatisfactory Course Progress to appeal the Institute's decision on the following grounds:
      1. The Institute has not calculated or recorded results or marks accurately or correctly
      2. Compassionate or compelling circumstances
      3. The Institute has not implemented its intervention strategy and/or other policies according to the documented policies and procedures available to students
   ii. Appeals will be assessed in accordance with the Institute's student grievances, complaints and appeals policy and procedures.
   iii. After completion of the appeals periods, students will be reported to DHA for their unsatisfactory course progress if any of the below occurs:
      1. The student chooses not to appeal
      2. The student withdraws from the appeals process
      3. The outcome of the appeals process favours the Institute's decision

e. Completion of course within the expected duration of the CoE
   i. Overseas students who are enrolled in CRICOS courses must complete their course within the expected duration of their CoE, and the duration of the course must not exceed the course duration registered in CRICOS.
   ii. The Institute may only extend the duration of the course where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as result of:
      1. Compassionate or compelling circumstances

2. The Institute having implemented its intervention strategy for students who were at risk of not meeting the satisfactory course progress
3. An approved deferment or suspension having been granted by the Institute

iii. All course variations affecting the course finish date will be reported to DHA through PRISMS and the supporting documents are kept in the student's file.
1. Where necessary a new CoE will be issued to students notifying them of their new course completion date.
2. Changes to the duration of the course may affect the duration of the student's visa.

f. List of any related forms/documents/materials.
i. Course Progress –
- 1st Intervention letter
- 1st Warning letter
- 2nd Intervention letter

ii. Warning of Intention to Report for Unsatisfactory Course Progress - 20 Days letter
iii. Academic Intervention Interview Form
iv. Student complaints and appeals policy and procedures
v. Student Complaints and Appeals Form
vi. CoE
vii. PRISMS reporting system and student management system communication log
viii. Continuous Improvement Register

INTERVENTION STRATEGY

At the middle of each term of a study period student's academic progress will be assessed. Students whose course progress is deemed at risk of not meeting course requirements at the middle of each study period/teaching term will be sent an **Academic Intervention Letter** notifying that they are advised to take necessary actions to solve any academic problems urgently.

Students are advised to contact the Academic Coordinator for a meeting or risk being reported to DHA if they continue not meeting their course requirements. Students are also advised when re-assessments are to take place by way of notice boards and notices in class rooms

1st INTERVENTION LETTER

Where the student is at risk of failing or has failed for the first time or the 1st subject/unit of the term, will be sent an intervention email/letter (1st intervention) to the students email address (around week 7) requiring that they contact the Academic Manger to discuss strategies to avoid further academic warning and maintain satisfactory course progress.

1ST WARNING LETTER

Where a student has failed more than 50% of the units they attempted in a study period/teaching term, they will be sent a warning email/letter (1st warning) to their email address (at the end of the teaching term) requiring that they contact the Academic Coordinator to discuss strategies to help them achieve satisfactory course progress.

2ND INTERVENTION LETTER

If the student does not respond, and no contact has been made or information received about the students during the study period or if the students continue to fail more than 50% of the units they attempted in the **second** teaching term, they will be warned by email notifying that the student will be offered the intervention strategy program again.

Intervention Strategies should be tailored to suit each individual student's needs. Interventions strategies may include additional study suggestions and referral to other support services such as:

- Change of course
- English Language Support
- Mentoring
- Reassessment
- Reduction in course load
- Referral to external organisation
- Welfare support
- Transition support
- Study skills support

INTENTION TO REPORT

The student will be warned that they will be reported to the Department of Home Affairs (DHA) for not achieving satisfactory course progress (Intention to Report).

Where a student can no longer achieve satisfactory course progress or fails to maintain 50% or above of the units for 2 consecutive teaching terms, they will be sent an email via their provided email address notifying them that the Institute intends to report them for not achieving satisfactory course progress.

Students will be informed that they have 20 (Twenty) working days from the date of the Intention to Report Letter within which to appeal to the Institute. If the student does not respond, if the appeal is not upheld or if the student withdraws from the appeal process, then the Institute must report the student to DHA.

APPEALS

Students can appeal the Institute's decision on the following grounds:

- the Institute has not calculated or recorded results or marks accurately or correctly
- Compassionate or compelling circumstances
- the Institute has not implemented its intervention strategy and/or other policies according to the documented policies and procedures available to students

All appeals must be made in writing on the Student Appeals Form and will be assessed in accordance with the Student Grievances, Complaints and Appeals Policy and Procedures.

The attendance policy is outlined in Appendix 6 and details of the Course Progress Monitoring Policy and Procedures can be found in Appendix 7 of the Student Handbook.

Stages of Intervention Strategy for students at risk for not achieving satisfactory course progress

Stages of Intervention Strategy for students at risk for not achieving satisfactory Course Progress	**Related Intervention/warning letter**	**Intervention time** Study period = 1 term = 13 weeks	**Person responsible**
Stage 1: Early detection of, and intervention in, unsatisfactory course progress	1st Intervention letter: Sent by the Academic Coordinator	During First Study Period – week 7	Meeting with Student Welfare Officer /Trainer
Stage 2: Unsatisfactory course progress (more than 50% NYC's of total units attempted) at end of a designated study period	1st warning letter: Sent by the Academic Coordinator	End of First Study Period – week 13	Pre-scheduled Intervention meeting with Academic Coordinator
Stage 3: Monitoring of students with unsatisfactory course progress during a second consecutive study period	2nd Intervention letter: Sent by the Academic Coordinator	Mid Second Study Period – week 7	Formal meeting with Academic Coordinator by appointment
Stage 4: No improvement noted in student performance midway through the term and/or student constantly failed to meet the assessment requirements in the second consecutive study period	Unsatisfactory course progress- Letter of Intention to Report the student: Sent by the Principal	End Second Study Period- Intention to Report letter the student for unsatisfactory progress	Appeal session with the Principal
Stage 5: Reporting of student's breach of visa conditions via PRISMS		20 working days after letter of intention to report; and after internal and external appeal processes have been exercised and exhausted	Administration Manger: approved by the Principal

Intervention strategy (outcome) guideline

Intervention strategy	**Description**

Change of course	A student may transfer to a suitable alternative course as part of an intervention strategy. Administration Manager must be notified as student will be required to complete new application and receive a new Offer of enrolment and sign a new Enrolment Acceptance Agreement. Administration Manager will then cancel the original CoE and issue a new CoE.
English Language Support	Students requiring assistance with English language support may be directed to a suitably qualified Teacher or a partnering ELICOS college. Students can receive assistance in: • Grammar • Oral • Formatting • Research skills presentations • Presentations Concurrently with their normal studies.
Mentoring	Receiving mentoring is a strategy aimed at increasing a Students' knowledge and skills in: • Understanding assessment task • requirements • Delivering presentations • Submitting assessment tasks • Organising their time • Assessment task presentation • Report writing • A unit of competency The mentoring may be conducted by a Trainer or where relevant another Student.
Reassessment	Students are eligible for re-assessment at any time during the term provided whether they have received a Not Yet Competent (NYC) outcome despite of making a genuine attempt at the assessment when initially submitted within the due dates provided or have missed the due date for some inevitable circumstances. Reassessment is a strategy that provides a Student with another opportunity to demonstrate competence in a unit of competency, after being initially assessed as

	not yet competent. The implementation of reassessment as an intervention strategy assists the Student in meeting their course progress requirements by clearing any not yet competent units they may have. Students must follow their study plan to determine the term, the subjects/units within the term and their end dates (usually subject/unit end date is the due date for the subject/unit). See the re-assessment policy for details.
Reduction in course load	Where it is believed the above intervention strategies will not assist a student in meeting satisfactory course progression a reduction in course load may be considered. Students must complete their studies within the duration of their Confirmation of Enrolment (CoE) however if an approved intervention strategy has been implemented students may apply for a CoE extension if they cannot catch up through study in non-compulsory period. Administration Manager to be advised if student requires changes to length of CoE.
Referral to external organisation	Referral to an external organisation is a strategy that is used when the internal equivalent service has been exhausted and it is determined that by not accessing the external service; the Student will be unlikely to satisfy their course progress requirements. These situations could include, but are not limited to: • Extreme issues with language or literacy • skills • Extreme issues with numeracy skills • Extreme welfare related issues
Welfare support	Welfare support is confidential one on one session aimed at helping a Student to overcome any personal issue they may be experiencing. Issues include, but are not limited to, things such as financial issues, family issues, accommodation issues and home sickness etc.
Transition support	Students requiring transition support may be

	provided assistance with: • Accommodation problems • Cultural shock, homesickness • Local customs and etiquette • Balancing work commitments and studies
Study skills support	Students can receive assistance in one or more of the following. The assistance may be conducted in a one on one or group environment by a Trainer: • Assessment expectations (e.g. due dates) • Exam preparations • Time management • Class attendance and participation • Academic referencing and plagiarism • Reading and note taking skills • Research, web searching, and library skills • Training and assessment content • Unit of competency requirements

ACADEMIC INTEGRITY AND MISCONDUCT POLICY

LRHI treats plagiarism and collusion as extremely serious academic misconduct. They are recognised as forms of cheating therefore severe penalties are associated with them including being expelled from the unit or course or being marked NYC (or a fail grade) for the unit or piece of assessment.

Policy statement:
LRHI is committed to protecting academic integrity by preventing, detecting and addressing academic misconduct by students, including cheating and plagiarism.

SCOPE
This policy applies to all students and staff
DEFINITIONS
Academic Misconduct means any conduct by a student in relation to academic work that is dishonest or unfair and includes, but is not limited to:

f) plagiarism;
g) unauthorised collaboration;
h) cheating in assessment/examinations;
i) theft of another student's work; and/or
j) ghost writing /contract cheating

Plagiarism means to knowingly or unknowingly present as one's own work the ideas or writings of another person without appropriate acknowledgment or referencing. This includes, but is not limited to:

d) paraphrasing or copying text without adequate acknowledgment of the source; and/or;
e) copying, whether identically or in essence, the text of another student's assignment; and/or;
f) copying, whether identically or in essence, of visual representations (for example cartoons, line drawings, photos, paintings and computer programs);

Cheating means dishonest conduct in any assessment/examinations.
Collusion occurs when a student works with another person for a fraudulent purpose with the planned intent of obtaining an advantage by submitting a co-authored assignment or other work.
Ghost Writing occurs when a student pays someone to write an assignment on their behalf.

Please note that **unauthorised** collaboration is a form of collusion. However, when preparing group work, collaboration is expected and authorised.
Under the LRHI academic integrity policy students are responsible for ensuring that:

- The work they submit is entirely their own
- Students take reasonable steps to ensure their work cannot be accessed by others who might seek to submit it in whole or part as their own.

All assessments must be accompanied by an Assessment Cover Sheet which contains an academic integrity declaration statement. For electronic submissions (if there is any), students are required to attach the Assessment Cover Sheet as part of the assessment submission process. For tests and exams, students will be provided with the cover sheet at the time of assessment.

PROCEDURES

Informing Students about Academic Misconduct

1. All LRHI students will be provided with, and have access to, information about academic misconduct and how to avoid it via the Student Handbook and orientation slides.
2. Information about the preferred referencing style at LRHI, the Chicago Referencing system, as well as procedures for dealing with plagiarism will be made available to all students through the online learning management system.
3. Educational guidance on appropriate academic conventions will be provided to students in their lectures and learning support classes.
4. Extra support and remediation will be offered to students found to have plagiarised.

Penalties for Academic Misconduct

1. The Academic Coordinator will impose a penalty on any student who is found to have committed an act deemed to be Academic Misconduct. Penalties include:
    a. A reprimand.
    b. A requirement that the student re-sits or resubmits the assessment for which the misconduct had taken place;
    c. Allocation of "Not Satisfactory" or a zero mark (or other mark as appropriate) for the given task;
    d. Allocation of "Not Yet Competent" or a zero mark (or other mark as appropriate) for the given unit;
    e. Possible expulsion from the program.
2. The incident and outcome will be recorded in the Academic Register.
3. A student has the right to appeal the penalty imposed for Academic Misconduct. The policy and information on how to appeal can be viewed on the student portal.

Academic Misconduct Appeals

1. Appeals for Academic Misconduct are reviewed by LRHI's Academic Coordinator and Principal

Students can ensure they are fully aware of the implications of plagiarism and collusion by referring the Student Handbook, particularly the section that addresses how to avoid plagiarism and collusion. All students who commit an act of academic misconduct will be recorded on the Academic Misconduct register.

How to Avoid Plagiarism and Collusion

Collusion and plagiarism are never acceptable at LRHI. To ensure the integrity of academic work, there are a number of things students should never do, including:

- Submitting an assessment piece without a full and correctly-constructed reference list and appropriate in-text reference notations.
- Copying one or more sentences from a reference source without formatting the material as a quotation.
- Using data in the form of numbers, tables, graphs, diagrams or other images without citing the source of the material.
- Using a program source code, even if it's freely available in the public domain without citing the source of that code.
- Taking material from referenced material and paraphrasing it (making it your own) without citing the source of the material.
- Using any idea created by another person without citing the source of the idea

APPENDIX 8: RE-ASSESSMENT POLICY

Students are eligible for re-assessment at any time during the term provided whether they have received a Not Yet Competent (NYC) outcome despite of making a genuine attempt at the assessment when initially submitted within the due dates provided or have missed the due date for some inevitable circumstances.

Students must follow their study plan to determine the term, the subjects/units within the term and their end dates (usually subject/unit end date is the due date for the subject/unit)

If the student has submitted assessments on time and the outcome is Not Satisfactory (NS) or Not Yet Competent (NYC) then-	**1st reassessment (2nd attempt) for the term subjects/units^: $0 if submitted before the end of the term^**
	2nd reassessment (3rd attempt): $200 fees apply if submitted before the end of the term^ or after
If the student has missed the due date for the term^ subject/unit and the results have been already submitted to administration team then-	**1st reassessment for the term subjects/units^ will be considered as a 2nd attempt: $0 if submitted before the end of the term^**
	2nd reassessment (3rd attempt): $200 fees apply if submitted before the end of the term^ or after
If the student submits 1st or 2nd reassessment for the term subject/unit^ in the following term/s then-	**1st reassessment: $200 fees apply**
	2nd reassessment : additional $200 fees apply

^The term:

- 1 term = 10 weeks of study + followed by 3 weeks term break

^Term Subjects/units:

- Subjects/units that have been delivered in a particular term

APPENDIX 9: SOCIAL MEDIA POLICY

1. Purpose

(The Institute) embraces the use of technology by staff, students and affiliates/agents to connect with each other on digital platforms such social media. The Institute's objective is to seek opportunities to build communities and to encourage dialogue through the exploration and consideration of diverse thoughts and views.

This Policy sets out guidelines by the Institute for acceptable use of social media.

2. Scope

This Social Media Policy applies to:

- Staff members: who are employed by the Institute (i.e. full time, part time and casual employees) and who work at or with the Institute in a voluntary capacity,
- Students: Current students and graduates
- Affiliates: Contractors (including Teachers, Trainers and Assessors), Agents, Consultants or any other persons who participate in social media and who may be identified as having an association with the Institute

This Policy must be complied with at all times. Failure to comply with this Policy may lead to disciplinary action including termination of employment or contract and cancellation of enrolment. Serious cases may result in legal proceedings or referral to appropriate authorities.

Any person concerned that the conduct of a staff member or student or affiliate using social media contravenes this policy may report their concern to the Institute, preferably via email to: info@lerosey.edu.au reports will be reviewed to determine whether the matter requires investigation or action under the appropriate the Institute policy and procedure and/or a response on behalf of the Institute.

3. Responsible Officers

The Marketing Director and Marketing Managers are responsible for content posted on official the Institute social media accounts.

Aspects of responsibility include;

- Establishing the account
- Publishing content generated, produced, commissioned or acquired by the Institute
- Moderating user generated content posted on the account, and
- Determining if and when the account is to be modified or closed.

4. Principles

4.1. the Institute encourages open conversation and ask you to respect the Institute community members by following a few simple guidelines on the use of the Institute's social media sites:

a. Please be respectful of other users and their opinions. Do not harass, abuse, threaten or make personal attacks against others.
b. Any inappropriate, inflammatory, offensive, repetitive, or unlawful comments will be deleted.
c. Do not disclose any personal or sensitive information about yourself or others on this page. And do not disclose any confidential information, or infringe the intellectual property rights, of others.
d. Employees, contractors or supplementary labor of the Institute who use this site must ensure they comply with all obligations contained within our relevant policies and obligations.
e. Do not spam us by posting requests, offers or appeals (or reposting those of others), or by posting anything else that could be considered spam.
f. Do not link to other Facebook pages, or to any non---government or off---topic pages. We do not have the time to check the content of links, so any such links will be removed at our discretion.
g. Any comment which we deem not to comply with these guidelines will be subject to deletion. If you repeatedly breach these guidelines you will be banned from this page.
h. Opinions posted by users of this page do not reflect those of the Institute.

4.2. Although the Institute takes care in providing the content for our social media sites, the information or data we provide on these sites is on an "As is, As Available" basis. We do not guarantee that the information or data is accurate, complete, current, or that it is free from defects, malicious code (such as viruses) or from other contamination.

4.3. Use of our social media sites is at your own risk. The Institute does not accept any liability to you if you incur any loss or damage (however caused) in connection with the use of or reliance upon, any content on our social media sites (or any website that our sites may link to).

4.4. The Institute may not have any control over content contained on other websites. Should the Institute's social media sites link to any other site or follow any other account, this does not mean that we endorse or approve of that site, the account, its operators, or any particular content on that site.

5. Use of social media in the course of employment/engagement/contract

5.1. Staff members and affiliates must not use the Institute's computer system to access social media unless the access is for teaching, pastoral care or educational purposes and the staff member or the affiliate has the permission of the PEO in writing.

5.2. Staff members and affiliates who have permission to use social media under 4.1 must be apolitical, impartial and professional and avoid any statements that might be interpreted as advocating government policies or criticising the policies of political parties or groups.

6. Personal social media use-staff member and affiliates

6.1. Staff members and affiliates may also be held accountable for any social media use both within and outside the Institute, on the Institute-owned or private equipment, where the Institute may be recognised and its name brought into disrepute.

6.2. Staff members and affiliates are reminded that they should not have any expectation of privacy when it comes to content and information stored or posted in the social media environment. Even if staff members and affiliates intend to keep the information private, it may unintentionally enter the public domain. For example, online content may inadvertently be viewed or accessed by other staff members, affiliates, students or families of students.

6.3. When participating in social media use in a personal capacity, either at work or at home, where the staff member and affiliates can be associated with the Institute in any way, the staff member and affiliates must not:

(a) Contravene their contract of employment or engagement with the Institute, any the Institute Policy or any legal obligations to the Institute;

(b) Use social media to represent the Institute or make any comment about the Institute;

(c) Post anything that is obscene, defamatory, threatening, bullying, discriminatory, hateful, abusive or unlawful;

(d) Disparage or speak adversely about the Institute, the Institute business matters or activities, its staff or its students;

(e) Post anything that is contrary to the best interests of the Institute or which may damage the Institute's reputation;

(f) Use social media to communicate with current students of the Institute unless it is for education or teaching purposes and the staff member has the permission of the Principal in writing. For example, staff members must not add or accept a current student as a "friend" on Facebook. Staff members are advised to use professional discretion before accepting ex-students or parents of current students as "friends" or "followers" on social media;

(g) post images that include the Institute students on social media;

(h) Identify or discuss staff members the Institute or post photographs that include the Institute staff members, unless permission is first obtained from the staff member;

(i) Use or disclose any confidential information the Institute which is not otherwise publically available;

(j) Use the Institute's logo or create the Institute branded accounts which could be interpreted as representing the Institute;

(k) Be disrespectful of the Institute, or other employees, contractors, volunteers or students of the Institute; or

(l) Use social media during work in a manner which detracts from their performance.

7. Use of Social Media – Student Responsibilities

When using social media in the context of education or research training, and when making identifiable personal use of social media, students must:

a) only disclose and discuss information about the Institute or its activities that is not confidential and is publicly available;
b) take reasonable steps to ensure that content published is accurate and not misleading;
c) ensure that the use, including content published, complies with all relevant rules of the Institute;
d) when making a statement on a matter of public interest, expressly state that the views expressed are those of the student and not those of the Institute (unless they are officially authorised by the Institute);
e) be respectful and courteous in communications;
f) adhere to the Terms of Use of the relevant social media provider; and
g) comply with the law, including laws about copyright, privacy, defamation, contempt of court, discrimination and harassment.

7.1. Specific Prohibitions

When using social media in the context of education or research training, and when making identifiable personal use of social media, students must not:

a) make any comment or post material that is, or might be construed to be, racial or sexual harassment, offensive, obscene (including pornography), defamatory, discriminatory towards any person, or inciting hate;
b) make any comment or post material that creates, or might be construed to create, a risk to the health or safety of a student, contractor, staff member or other person, including material that amounts to bullying, psychological or emotional violence, coercion, harassment, sexual harassment, aggressive or abusive comments or behaviour, and/or unreasonable demands or undue pressure;
c) make any comment or post material that infringes copyright, is fraudulent, breaches intellectual property rights, constitutes a contempt of court, constitutes stalking, breaches a court order, or is otherwise unlawful;

d) imply that they are authorised to speak as a representative of the Institute, or give the impression that the views they express are those of the Institute (unless they are officially authorised by the Institute);
e) use the identity or likeness of another student, contractor, staff member or other stakeholder of the Institute;
f) use or disclose any the Institute confidential information obtained as a student of the Institute;
g) sell, purchase or offer to write assignments or other assessable work, or to request help with such work. Furthermore, students are required to take steps to minimise opportunities for others to cheat by, for example, not saving work to a shared network drive that is accessible by others and not sharing work on social media sites;
h) make any comment or post material that might otherwise cause damage to the Institute's reputation or bring it into disrepute; and
i) use the Institute's logo or name without permission, in a manner that is likely to be misleading or bring the Institute into disrepute.

7.2. Using images and video

In most cases, prior permission (i.e. a release) must be obtained to post, share or distribute images of individuals whose images are identifiable. Students should not post content that might be embarrassing to an individual or that could be construed as placing an individual in a negative or false light.

Students should not post content that might cause someone to believe that his/her name, image, likeness or other identifying aspect of his/her identity is being used, without permission, for commercial purposes.

Special care must always be taken when dealing with images of "special populations", e.g. minors, patients or research subjects. Stringent legal requirements apply. Generally speaking, such images should never be used for social media posting or distribution.

8. Privacy collection notice

The Institute views the privacy of personal information as a very important issue.

Your name, profile name, location, comments, messages and replies are collected by the Institute for the purposes of attending to your enquiries, maintaining records of correspondences and for statistical purposes. We may use this information for coaching and development and quality control. No other personal information is collected by the Institute from social media sites.

Your personal information will generally not be given to any other person or agency by the Institute unless you have given us permission or we are required or authorised to do so by law. In limited circumstances we may disclose personal information in the ordinary course of operating our business. Any such disclosures will be on a confidential basis. However, depending upon your own social media privacy settings, by participating in the Institute social media sites, note that you may be making your personal information accessible to people or

to organisations that access social media sites in Australia and overseas.

Please also refer to the appropriate social media site's (eg Facebook) privacy policy for how your personal information is stored, shared and protected. The Institute recommends you regularly review and select appropriate privacy settings.

9. Monitoring

9.1. The Institute may, where it considers appropriate, monitor social media use and use and disclose information obtained from social media in such manner as it considers appropriate.

10. Related Policies:

This policy should be read in conjunction with all other the Institute policies: including the Code of Conduct for All Staff and students; Acceptable Use of computers; the Privacy Policy.

APPENDIX 10: COMPASSIONATE AND COMPELLING CIRCUMSTANCES

In order for a student to establish compassionate and compelling circumstances they must provide proof of these circumstances. The evidence will be reviewed and a decision made at the discretion of the Institute

Definition

Compassionate or compelling circumstances are generally those beyond the control of the student, when they have an impact on the student's course progress or wellbeing. These could include:

- Serious medical condition or injury
- Bereavement of close family members such as parents or grandparents.
- Major political upheaval or natural disaster in the home country requiring their immediate travel

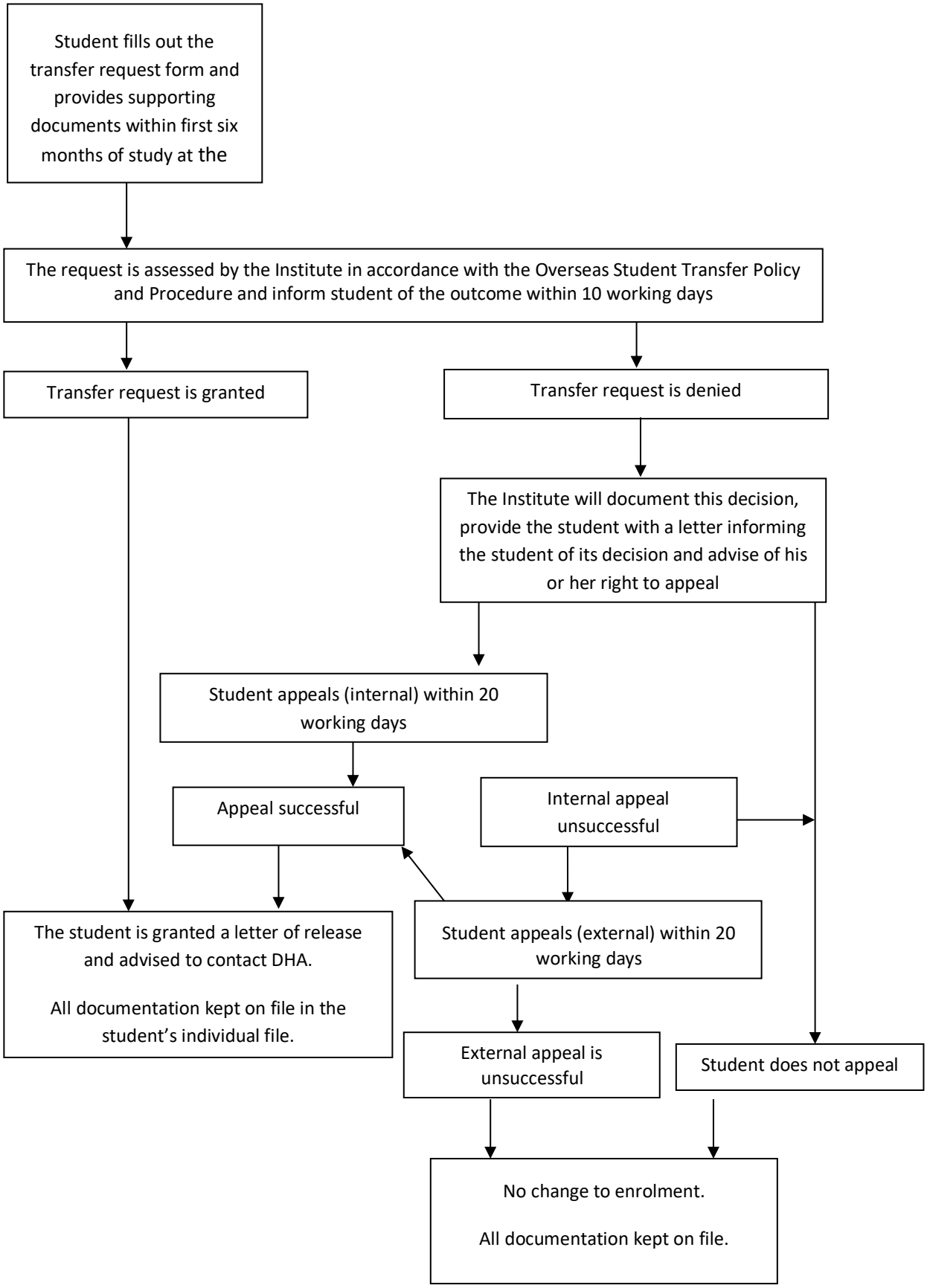
- A traumatic experience which could include but is not limited to:
  - Involvement in or witnessing of an accident or
  - A crime committed against the student or
  - The student has been a witness to a crime and this has impacted on the student.

Guidelines for Compassionate and Compelling Circumstances

- Medical certificates provided as evidence must:
  - Be issued by a registered doctor
  - State that the student has a 'medical condition and is unfit for class'
  - State the length of time the student will be unfit for class
  - Include the doctor's contact details
- Death certificates provided as evidence must be certified and translated into English.
- Evidence of a major political upheaval or natural disaster must be within reasonable proximity to the students' family and will be investigated by the Institute.

- Evidence of a traumatic experience must include a police report or psychologists' report/letter or a report/letter issued by a suitably qualified professional.
- The psychologist report/letter must:
    - Be issued by a registered psychologist
    - Include the psychologist's contact details

APPENDIX 11: STUDENT TRANSFER REQUEST FLOWCHART



List of External Counselling Services and Assistance

The College has Student Welfare/Support Officers to help you with personal problems but if you would like to see a counsellor independent of the College, you can contact one of the following counselling services nearby or any other services that you may need from the table below:

Counselling service centre	Address	Phone no.
Amicus Counselling Services	Level 56, MLC Centre, 19-29 Martin Place, Sydney	0413 233 963
Associated Counsellors & Psychologists	31 Mort St, Surry Hills 2010	0416 041 699
Therapeutic Axis	125 St John's Rd, Glebe2037	02 9692 9788

Other services:

Problem	Website	Phone no.
Alcoholism	www.aa.org.au	938 777 88
Anxiety (including phobias & Obsessive-Compulsive Disorder)	www.ada.mentalhealth.asn.au	9879 5351
Anxiety	www.serenitynsw.com.au/	9740 9539
Asthma	www.asthmansw.org.au/	1800 645 130
Consumer credit and debt	www.cclcnsw.org.au/	1800 808 488
Crimestoppers (report crime anonymously)		1800 333 000
Crisis counselling (Wesley Mission)	www.lifelinesydney.org/	9951 5522 13 11 14
Depression	www.depressiondoctor.com/	
Depression (National Initiative)	http://www.beyondblue.org.au/	1300 22 4636
Disbialities	www.ideas.org.au/	1800 029 904
Domestic violence		8745 6999
Domestic violence		1800 656 463
Drug addiction: Narcotics Anonymous	www.na.org.au	1300 652 820
Drug addiction (Christian help)	www.naranon.com.au/	9418 8728
Drugs and mental health	www.thewaysidechapel.com/	9358 6577
Families & friends with mental illness	www.arafmi.org/	9805 1883
Eating disorders	www.edf.org.au/	9412 4499
Eczema	www.eczema.org.au/	1300 300 182
Emergency services (police, fire, ambulance)		000
Epilepsy	www.epilepsy.org.au/	9856 7090
Family planning information	www.fpahealth.org.au/	1300 658 886
Gambling Counselling (Wesley)	www.wesleymission.org.au	9951 5566

G-Line (gambling)		1800 633 635
Gay & lesbian counselling line	www.glccs.org.au/	8564 9596
Grief support		9489 6644
Grief support	www.solace.org.au/	9519 2820
Hepatitis C	www.hepatitisc.org.au/	9332 1599
HIV/AIDS	www.sesiahs.health.nsw.gov.au/	9332 9700
Telephone Interpreter Service		131 450
Legal information and advice	www.lawaccess.nsw.gov.au/	1300 888 529
Mental health advice	www.mentalhealth.asn.au/	9816 5688
Overseas Student Ombudsman	http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page	1300362 072
Poison Information Centre		131 126
Police Assistance Line (non-emergency)		131 444
Pregnancy counseling	www.pregnancysupport.com.au/	1300 737 732
Rape Crisis Centre	www.nswrapecrisis.com.au/	1800 424 017
Relationship counselling	www.interrelate.org.au/	9745 5544
Schizophrenia	www.sfnsw.org.au/	9879 2600
Serious illness (sufferers & families)	www.can-survive.org/	1300 364 673
Smoking - Quitline		13 18 48
Suicide Prevention	www.suicideprevention.com.au/	1300 360 980
Victims of crime support		9374 3000
Women's refuge referral service		9560 1605

Work placement information (for Hospitality students only)

The work placement hours allow students to develop their skills and applied knowledge learnt in class to practice in the actual workplace. The emphasis is also on training through gaining first-hand knowledge by working in a real workplace. Because work placement aims at enabling students to become effective employees, all other aspects of the course have been designed to encourage the overall development of skills and knowledge that are directly related to a workplace.

All of our Hospitality courses have mandatory work placement components which also provide students with the opportunity to learn in a real environment under the direction of a qualified practitioner.

Students are supervised by a workplace supervisor and will be assessed by an LRHI assessor. The assessor will use the Work Placement Assessments, workplace visits and the observations of the supervisor to determine if a student is competent in the workplace. Students will maintain a Logbook as well. This enables the student's completed hours and hospitality experience to be recorded and monitored

Work placement is mandatory and LRHI does not guarantee at any stage that a student will gain employment due to work placement.

Work placements as course requirements

To gain a hospitality qualification at LRHI, students are required to undertake a period of work placement. This is a compulsory work placement that needs to be completed to complete two units of competency (SITHCCC043 – Work effectively as a cook and SITHKOP013 – Plan Cooking Operations) within the Hospitality courses. Students are required to complete a minimum of 200 hours for each of them outside the Institute in a real-life industry environment to demonstrate their overall competence. LRHI has allocated two terms to complete these service hours. Students are encouraged to undertake work placements during the term 4.

Students will complete their work placements in an appropriate hospitality environment. Students are responsible for finding their own work placements. However, LRHI has agreements with different organisations in case students need any assistance finding placements. If students are already working in a hospitality business, they may select their own workplace for work placement providing it is suitable. An LRHI assessor will assess and decide on the suitability of the work placement settings.

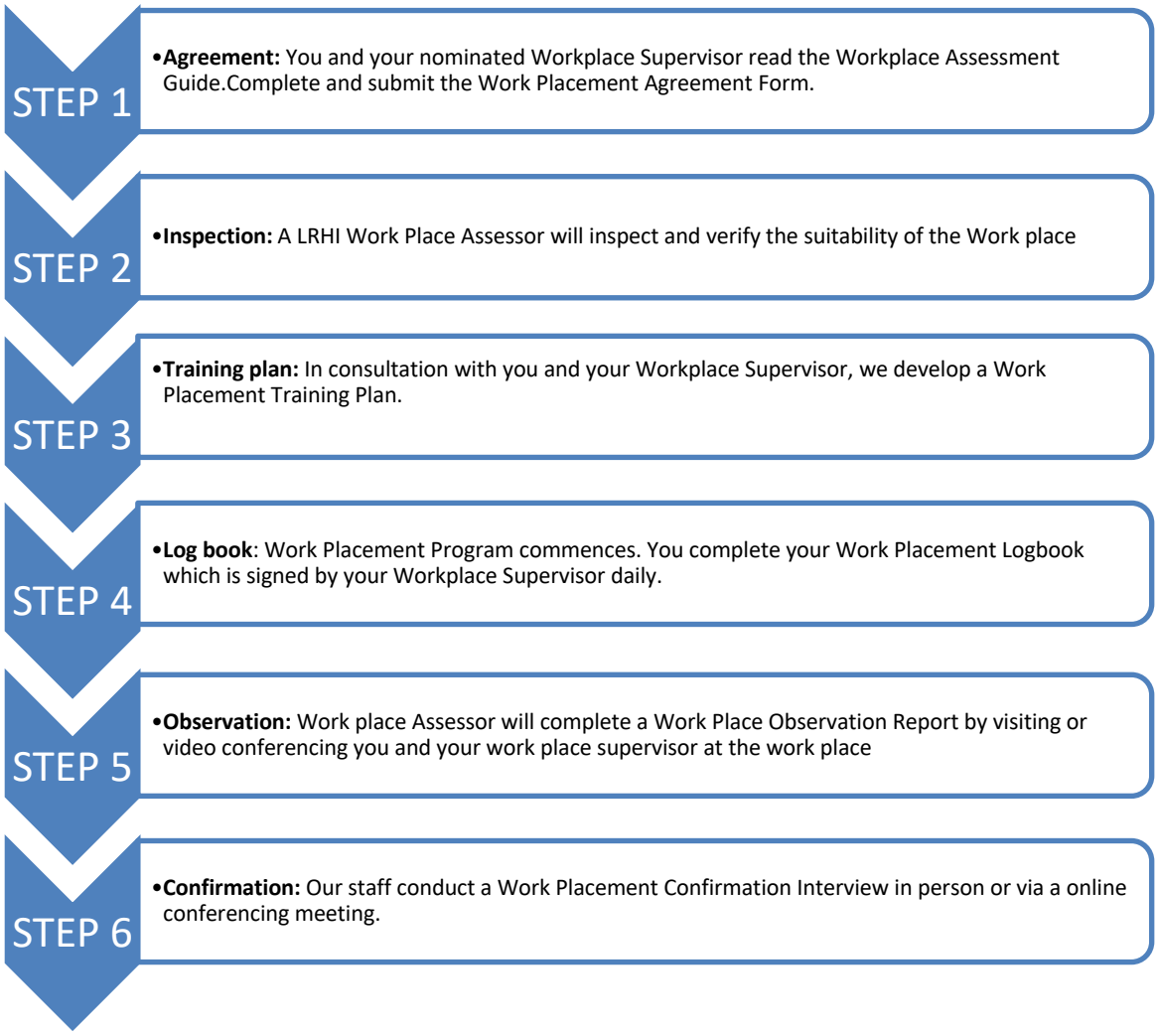
In general, students will not be paid during their work placement; unless they are employed in which case, they have a contract with the employer.

Work placement eligibility

Students are eligible to participate in work placement upon completion of at least one term of theoretical study at the institute. The students are only deemed eligible to participate if they possess the required attributes and skills.

Students who are scheduled to participate in work placement, but are not deemed ready to do so, will be interviewed and an alternative course of action will be agreed upon. This may mean continuing with more theoretical units or repeating the appropriate term of study, or in some cases, discussions about the suitability of the course in general. For more details on Eligibility, refer to the FAQs available on LRHI website or ask your trainer or Student Welfare Officer.

LRHI work placement process



Work Placement Assessment

Work placement assessment requires students to demonstrate the skills and knowledge learnt at campus or online in an actual workplace situation. Students are expected to use the range of skills they have acquired throughout their course and apply these to each work placement situation.

Students are reminded that they must successfully complete their work placement to complete their course. If there are gaps in any of the required skills, students may be asked to undertake more hours in work placement to develop skills or may be required to undertake additional training.

The Work Placement Assessments includes 4 components:

Induction and logbook

As a part of the Assessment Kit, you will be required to undergo an induction and keep a logbook, in which you will record work placement hours.

Portfolio

You will also be required to complete a portfolio of evidence including recording different tasks and activities

you have performed during work placement sessions. All sections must be completed and deemed satisfactory. If sections are not completed, you may be required to do additional work placement hours in order to complete them.

Supervisor's report

This section requires your supervisor to sign off on the activities you have undertaken in the workplace and determine whether these tasks are completed to the standard required in the industry.

Assessor visit/observation

The assessor will visit the student in the workplace and speak to the supervisor in order to assess their ability to meet the requirements of each unit of competency.

Students must be assessed in the workplace in order to meet the requirements of the course. An assessor visit will be arranged in the final weeks of your placement. We will specify a date range in which this visit will occur on your Work Placement Confirmation Form. If you complete your work placement without this visit, you will not be eligible to receive the qualification. Therefore, you must notify LRHI immediately of any changes to your work placement as this mean that you will not be at the workplace within the date range on your Work Placement Confirmation Form.

Roles and Responsibilities

Role and Responsibilities of the Workplace Supervisor

- To explain the expectations of the workplace regarding performance and tasks, workplace standards, hours of work and other details pertinent to the student, at the commencement of work placement.
- To support the student's work on a day to day basis and to actively encourage the student in achieving their specific objectives.
- To ensure that the student is adequately briefed on workplace policies and procedures.
- To take responsibility for the general supervision and educational development of the student whilst on placement (or delegate this to an appropriate person).
- To notify LRHI immediately if it is felt that the student is not complying with the general rules of the workplace, or not making satisfactory progress.
- To validate the attendance record of the student.
- To give an evaluation of the student's level of skills (or to delegate this to an appropriate and qualified third party).

Roles and Responsibilities of the Student

- To arrange work placements
- To organise travel, parking and meal arrangements prior to placement.
- To notify LRHI of any changes to work placement hours and arrangements from the Work Placement Confirmation Form.
- In some industries, workers are required to use "own vehicle for transporting clients or other work purposes" is not covered in the placement agreement. This is not covered by this work placement agreement.
- To work within workplace structure, meeting workplace standards.
- To demonstrate sensitivity and discretion toward the clients of the service.

- To represent the service / host employer in a professional manner.
- To dress appropriately in agreed uniform. Typically, this means hair must back, all facial piercings removed, minimal jewellery and minimal makeup.
- To actively participate in the professional learning process.
- To be aware and adhere to confidentiality. Breaches of confidentiality are regarded as serious violations of professional ethics and will be dealt with accordingly.
- To work under the direction of the nominated supervisor, in so far as the direction is compatible with their level of skill and knowledge.
- To be aware that student doing work placement in a host employer's premises is not an extra staff member.
- To notify nominated supervisor and LRHI in your campus if there are any difficulties with the placement.
- To inform nominated supervisor and the LRHI Student Services Team in your campus of any lateness, leaving early, taking extended breaks or non-attendance. It will be necessary for the student to make up time.
- To participate in a continual evaluation process.
- To not turn up to work placement under the influence of alcohol or illicit drugs

Roles and Responsibilities LRHI Student Support

- To issue Work Placement Confirmation Form to students.
- Ensure all agreements with facility and supervisors are in place.
- To develop field placement competencies in conjunction with trainers to meet unit objectives.
- To provide the supervisor with resource materials and course information as required.
- In consultation with the host employer, to arrange the assessment of each student placement and devised appropriate strategies where problems arise during placement.
- To liaise and meet with host employers and evaluate the placement process to be actively encouraging "feedback".
- To be available to the students undertaking placement throughout the placement to provide support and assist with any issues that arise.
- To be the point of contact for students to notify the College of any lateness, leaving early, taking extended breaks or non-attendance.

Dress Code and Personal Hygiene

To maintain professionalism, students attending work placement are required to maintain a clean & tidy appearance and upheld the good reputation of LRHI at all time.

- Students must wear their uniform (if there is any specific requirements from the host employer)
- Jewellery is not permitted for personal safety reasons (clients may accidentally pull jewellery resulting in injury to the wearer)
- Students are required to have short, clean nails, clean clothing and no strong body odours.
- Appropriate clothing and closed in footwear must be worn.
- Name badges must be worn at all times. (if there is any)

- If you are unsure about the appropriate dress code, please check with your supervisor prior to attending work placement.
- Smoking is not permitted on LRHI campus or at work placements at any time. Please refrain from smoking before shifts/during breaks to avoid odour from cigarette smoke affecting clients, staff.

A student who is not appropriately attired may not be permitted to work by their host employer and will be required to make up any missed hours.

Attendance at the work placement

The following conditions apply to all students undertaking their work placement hours:

Arrival, Break and Departure Times

Students must arrive in the nominated host employer's premises as per the required **START** time and date stipulated on the Work Placement Confirmation Form. There is no flexibility in arriving late for work placement.

Arriving after the start time at the host employer's premises, leaving prior to the finish time, returning to the host employer's premises late from a break or non-attendance are not acceptable

Students arriving after the start time, taking extended breaks, leaving early or non-attendance may no longer be eligible to participate in subsequent work placement sessions.

Students are required to:

- Arrive and sign-in by the **START** time indicated and be ready to commence work placement at the start times specified in the Work Placement Confirmation Form*
- Be present for the work placement induction
- Be present in the workplace for the duration of the work placement (exclude allocated breaks)
- Strictly adhere to break times.
- Strictly adhere to **FINISH** time

*Any changes to the start times, shifts or durations of work specified in your Work Placement Confirmation Form must be advised immediately in order to reschedule your assessor visit.

Non-attendance

Your attendance for scheduled work placement is mandatory. As you are aware, YBII has negotiated this work placement with a real employer in the industry. In order to maintain an ongoing relationship with the host employers, we must be reliable and professional. We rely on students completing these work placements with the same approach.

If a student does not attend a scheduled work placement session, then the host employer is left without a student who they have planned for. They may view us as unreliable and we may lose them as a host employer.

Students will need to make up the hours that they have missed.

Non-attendance and illness

We realise that sometime people fall ill and will be unable to attend a scheduled work placement session. If this happens:

- Notify your host employer or Supervisor immediately via phone
- Notify LRHI Student Services or your Trainer via email

Your host employer will also have given you a contact number in case you are sick, be sure to ring the host employer and advise them that you will not be coming in.

Even though you are sick, you must fulfil the number of hours specified in your qualification. This means you will have to make up the hours that you have missed.

Non-attendance due to illness must be accompanied by a medical certificate and provided to LRHI within 14 days from the date you missed the scheduled work placement session. The medical certificate must cover the specific day that you missed the work placement session.

If you miss a scheduled work placement session without giving at least 24 hours' notice or without providing a medical certificate which resulting in you may no longer being welcome at the host employer's premises and then you might be required to arrange a new host employer. Your suitability for the course will also need to be discussed.

Electronic Devices

The use of electronic devices, including but not limited to mobile phones, is not allowed whilst performing your work placement hour (exclude allocated breaks).

Rearrangement of Assessor Visit

An estimated week for the assessor visit will be provided on your Work Placement Confirmation Form. You must advise your trainer if your host employer initiates any changes in your working days and shift times as this may mean that you will complete your work placement earlier than expected. LRHI must be notified as soon as you are aware of the changes in order to reschedule the visit date.

Changes with insufficient notice may mean that the student has to complete more work placement hours to receive the assessor visit. If students are not present at the time of the assessor visit or provide less than 48 hours' notice of non-attendance without providing a medical certificate, a $200 reassessment fee will be imposed to the student account.

If a student requires a second assessor visit in order to meet the requirements of assessment, this will be arranged at a cost of $200. In addition, students may be required to undergo additional work placement hours in order to schedule the second assessor visit.

Assessment Outcome – Not Yet Competent

Should a student not demonstrate competency within a single work placement, students may be required to undergo additional work placement hours and an additional assessor visit. An additional assessor visit will incur a fee of $200.

No resubmission fee applies for the first resubmission of the portfolio.

Work Placement Code of Ethics

All students are required to conduct themselves in a professional manner at all times. In order to complete work placement, the student agrees to the following:

- Adherence to the organisation's Code of Ethics
- Adherence to the work placement arrangement as per the Work Placement Confirmation Form and refrain from initiating changes to the work placement arrangement
- Ensure that all personal behaviours and actions will be in accordance to the appropriate legislation
- Dress appropriately for the workplace, adhering to the Dress Code and Personal Hygiene policy
- Endeavour to fit in with the centre, work collaboratively with staff and undertake duties as directed
- Treating others with courtesy, dignity and respect and avoiding any behaviour which may be regarded as offensive, discriminatory or unethical
- Respecting the right of others to have their own views, opinions, beliefs and values
- Respecting the right of others to privacy and confidentiality
- Avoiding the use of slang, swearing or other language that may be regarded as offensive
- Attempting at all times to act as a role model

Work Placement Health & Safety Guidelines

Your health and safety responsibilities are taught in more depth within your course. However, for work placement, students must adhere to the following:

General Health & Safety

- If students have skin breaks, they must use an occlusive bandage
- Students must wash their hands thoroughly (covering all surfaces between fingers etc. and up to and including the elbows) – refer to hand washing procedure in your course notes
- Students should not be participating in work placement if they are sick with a contagious disease or condition.
- To protect your own health, you should not be attending to clients with contagious conditions either. If you have reason to believe a client has a condition that may pose a threat to your own health, approach your supervisor immediately for guidance
- Where there are any visible lesions or wounds on a client's skin, students should seek advice from the supervisor

Staying Alert to Health and Safety Hazards

If students spot any hazards to the health and safety of anyone in the work placement (including them) they should report them immediately to the supervisor.

Harassment in the Workplace

Workplace harassment is offensive, belittling or threatening behaviour directed at an individual worker or group of workers. Harassment consists of behaviour that is unwelcome, unsolicited, usually unreciprocated and usually (but not always) repeated. It makes the workplace or association with work unpleasant, humiliating or intimidating for the individual or group targeted by this behaviour. It can also make it difficult for effective work to be done.

Workplace harassment should not be confused with advice or counselling on the work performance or work-related behaviour of an individual or group, which might include critical comments indicating performance deficiencies. Feedback or counselling on work performance or work-related behaviour differs from harassment

in that feedback or counselling is intended to assist staff to improve work performance or the standard of their behaviour. Feedback or counselling should always be carried out in a constructive way that is not humiliating or threatening.

Workplace harassment that must be avoided may include:

- offensive physical contact and derogatory or intimidating behaviour;
- insulting or threatening gestures or language or continual and unwarranted shouting in the workplace;
- unjustified and unnecessary comments about a person's work or capacity for work;
- openly displayed pictures, posters, graffiti or written materials which are offensive;
- phone calls or messages on electronic mail or computer networks which are threatening, abusive or offensive to staff; and
- persistent following or stalking within the workplace, or to and from work or elsewhere.

Sexual Harassment

Sexual harassment is when a person makes an unwelcome sexual advance, or an unwelcome request for sexual favours, to the person harassed, or engages in other unwelcome conduct of a sexual nature in relation to the person being harassed.

It may be an isolated incident or a series of incidents. Both men and women can be subjected to sexual harassment from persons of the same or the opposite sex. A person need not actually intend to offend, for conduct to amount to sexual harassment.

Racial Discrimination

Racial discrimination could involve distinction, exclusion, restriction or preference based on the race, colour, descent or national or ethnic origin of a person. Any form of racial discrimination is unacceptable. It may be an isolated incident or a series of incidents.

Any type of harassment or discrimination must be avoided at the work placement. If you believe you are a victim of any form of workplace harassment or discrimination the first thing you should do is contact your trainer or LRHI student support and notify your supervisor to decide upon the most appropriate action.

Work Placement Privacy Guidelines

Students must adhere to the following.

Confidentiality

Any details collected by students during a work placement, and any information disclosed verbally to a student by a client during a work placement must be treated as strictly confidential.

This means that students must never discuss information about their clients with any third party (except the supervisor) – i.e. you cannot tell your friends, or anyone else, anything about your clients, even who your clients were.

Also note that you must never take any documentation away with you from your host employer's premises or copy information from any documentation about a client. Any notes required to complete your work placement

portfolio must be de –identified (i.e. the name of the client must be removed).

Information on Coronavirus (COVID-19)

The health, safety and wellbeing of our students, staff, agents and the entire community are our highest priority and we are committed to protecting them.

All our training and assessment activities will be delivered online in case there is an outbreak and the authority advised to stay home.

We are continually reviewing the pandemic situation; acting on the latest Australian Government, health authority and ASQA regulatory advice; taking all of the necessary precautions; and doing our part to stop the spread of the virus.

If you need any assistance or you are unsure of class arrangements please contact us via phone or email. We have a dedicated support team for our students and agents who are affected or have any queries. Contact details are available on our website www.lerosey.edu.au

For the latest on these measures and updates on COVID-19, please visit our website and Government Coronavirus (COVID-19) resources-

- NSW Government information
- NSW Health FAQs
- Australian Department of Health information

DECLARATION

I have read, understood and agree to comply with all the information outlined in the Student Handbook of Le Rosey Hospitality Institute.

I consent to the collection, use and disclosure of my personal information in accordance with the Privacy notice and I understand that my personal information may be made available to Commonwealth and State Agencies and the Tuition Protection Service.

Student name: ……

Student signature: ……

Date: ……

Please complete this page then detach it and return it to our Administration Manager.