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<th>Reason for Version Update</th>
<th>Who by</th>
</tr>
</thead>
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<tr>
<td>01/12/2015</td>
<td>Page 17 update of mediation company email address and company name</td>
<td>Wesley Jones</td>
</tr>
<tr>
<td>22/03/2016</td>
<td>Page 34-35 Student Concern Form updated</td>
<td>Tiffany Ho</td>
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</tbody>
</table>
Street Directions:

Enter from Barlow Street
Student Handbook

All Abbey College Australia students will have access to a copy of this handbook. In it are some guidelines on what is expected in the way of behaviour whilst undertaking training and assessment with Abbey College Australia. Staff and students will be expected to abide by its direction and intent.

Abbey College Australia welcomes any feedback or comments about this Student Handbook.

Abbey College Australia Operations

Abbey College Australia has a Training and Assessment System that ensures:

- all trainers and assessors hold appropriate qualifications and relevant industry experience to deliver services to participants.
- all trainers and assessors are thoroughly familiarised with the procedures for Training and Assessment.

Promotion of Services

Abbey College Australia will not advertise any course as accredited unless it is approved under the ASQA Scope of Registration. We aim to promote our services in a clear and ethical manner.

Participant Admission

All courses delivered to international students are full-time and are not delivered either part-time or by distance education. All enquiries for course registration will be given full and equitable consideration.

Applicants will be told if conditions of admission or pre-requisites apply to courses. Applicants who are accepted for courses will be required to complete a Course Application Form.

Some courses have more participants wanting to enrol than there are places available. The selection criteria are based on:

- age requirements (overseas students must be 18 years or over to attend a VET course at Abbey College Australia);
- ability to complete the course;
- previous training and education and ability in English language, literacy as well as numeracy;
- relevant work/life experience - paid or unpaid - full time, part-time, casual or voluntary;
- relevance of the course to your career plans; and
- identified program prerequisites/priorities.

Applicants accepted for courses will be notified as soon as possible about their enrolment.

Students should also refer to and read the ESOS Framework Document before enrolment.


Package offers

Courses offered as a package are offered as one course and students pay only one administration fee. While students may be able to pay their tuition by instalments as indicated on their invoice, they are liable for the cost of the entire package once the offer of a place is accepted.

Examples of packages
• English course and Certificate III in Hospitality
• English course and Advanced Diploma of Hospitality Management

Fees
Prior to enrolment and or payment of any fee, students are advised to read and understand the Enrolment Policy and Procedures for Students, as well as the Terms and Conditions of Enrolment.

Tuition, other fees and charges are subject to review and/or change at Abbey College Australia discretion. Abbey College Australia will advise the students of these changes prior to enrolment.

Abbey College Australia’s disputes resolution process does not circumscribe the student’s rights to pursue other legal remedies and students have the right to take further action under Australia’s consumer protection laws as:
• students are not permitted to transfer course fees to another student;
• should it be necessary for the student to repeat a course the full amount will be charged; and
• students that fail to pay their fees will:
  • be issued with a warning letter which may result in cancellation of their enrolment and notification to the Department of Immigration and Boarder Protection.
  • will not have assessments or exams marked, nor will they be allowed to graduate.
  • will be refused to re-enrol.

Tuition, paying by instalments is conditional
• Students who pay their instalments late will have to pay AUD $50 penalty and not be allowed to enter classes and this may affect their visa status and lead to their visa being revoked.
• Abbey College Australia reserves the right to cancel an instalment payment and make the remaining fees for the whole offer due immediately.
• If a student applies to transfer to another provider the instalment plan will be cancelled and the outstanding balance of the invoice will be due immediately.
• Unpaid balance for an invoice may be referred to a collection agency.
• If you have any difficulties with payments, please consult a Student Officer in Administration.

Other Possible Fees

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
<th>Fee</th>
<th>FOI Access to Information Application</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reassessments</td>
<td>Recognition of Prior Learning (Non-refundable)</td>
<td>$550/Unit</td>
<td>$35</td>
</tr>
<tr>
<td>Exams</td>
<td>$50-$150</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Practical Activities</td>
<td>$150-$300</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Course deferment application</td>
<td>$300</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Additional Work Placements</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Re-issue/Replacement a qualification</td>
<td>$50</td>
<td></td>
</tr>
</tbody>
</table>
Notes

• Work placement fee is only for one work placement. If due to the student’s action or omission, an additional placement is required a non-refundable placement application fee may apply. The Abbey College Australia Workplace Coordinator will determine if the fee is applicable.

• If the student’s behaviour brings Abbey College Australia into disrepute, this fee may be $1000 to continue.

• Bank charges for refunds made by cheque, bank draft or electronic transfer will be deducted from the refund amount.

• Internal Course Transfer:
  o if a student decides to changes courses within Abbey College’s offering after commencement of the original course, an Application for Transfer Fee will be deducted from the paid tuition fees. The remainder of the tuition fees will then be transferred as payment for the other course.

• Refund Complaints:
  o student’s complaints in relation to refunds are processed using the Abbey College Australia’s complaints and appeals procedures. Abbey College Australia’s dispute resolution processes do not circumscribe the student’s right to pursue other legal remedies; students may take further action under Australia’s Consumer Protection Law.

Cancellations and Refunds

Payment of Refunds: Student identity must be verified. All requests for refunds must be made in writing by completing QFRMIS01504-Request for Refund of Fees. Approved refunds may either be transferred to another institution or sent to your home country via bank transfer. Applications for refunds for a course that is not cancelled are generally processed within 28 days.

Visa Rejection

• It is the responsibility of the student to apply for the visa prior to course commencement and ensure that their visa covers the full duration of the course.

• All requests for refunds must be submitted in writing and include documentary evidence of visa rejection from Department of Immigration and Boarder Protection (DIBP).

<table>
<thead>
<tr>
<th>Timeline</th>
<th>14 Days Prior to Commencement</th>
<th>Less than 14 Days Prior to Commencement</th>
<th>After Commencement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Fee</td>
<td>$180</td>
<td>$180</td>
<td>$180</td>
</tr>
<tr>
<td>Refund and Other Fees</td>
<td>100% Refund of tuition, texts and required equipment. Application fee is non refundable</td>
<td>Admin fee of $250 Refund of all other fees paid Application fee is non refundable</td>
<td>Admin Fee of $250 Texts and required equipment costs of up to $370 Refund of all other fees paid Application fee is non refundable</td>
</tr>
</tbody>
</table>

• If an application for an on-student visa is rejected, no refund will be made for the proportion of the course that was provided to the student before the default date.

• Abbey College Australia will reserve the right to cancel an eCoE if the college does not receive an application for refund.
Visa Refusal due to Student’s Fault

Abbey College Australia will not refund tuition fees if visa refused for the following reasons:

1. Applicant no longer wishes to study or obtain a student visa and tries to use the visa refusal to receive full refund;
2. Applicant’s marital status has changed and he/she does not want to study in Australia or obtain a student visa;
3. Applicant has decided to apply for another visa;
4. Applicant refuses to provide evidence to the college or immigration in a timely and accurate manner; and/or
5. Applicant has provided false or misleading evidence to the college or immigration.

Withdrawal from a course

- If a student withdraws from a course and supplies Abbey College Australia written notification 28 days or more before the course commencement date, 70% of the course fees paid will be refunded.
- If a student withdraws from a course 27 days or less before the course commencement date but more than 20 days, 30% of the course fees paid will be refunded.
- If a student withdraws from a course 20 days or less before the course commencement date but more than 10 days, 20% of the course fees paid will be refunded.

<table>
<thead>
<tr>
<th>Timeline</th>
<th>Prior to Commencement</th>
<th>After Commencement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refund Application Received</td>
<td>28 days or more</td>
<td>27 days to 21 days</td>
</tr>
<tr>
<td>Refund and Admin Fee</td>
<td>70% Refund of tuition. Application fee is non refundable</td>
<td>30% Refund of tuition. Application fee is non refundable</td>
</tr>
</tbody>
</table>

No refund will be made by Abbey College Australia:

- **Withdraw after commencement**: If a student withdraws from a course at any time after the commencement date of the course; the balance of any fees still owing will be invoiced.
- **Other fees**: For monies paid for OSHC, airport pickup, accommodation booking and board. Students must apply to the providers of these services for a refund and the refund policy of these organisations will apply.
- **False or misleading information**: No refunds will be given to the applicants or students who provide false or misleading information in their enrolment, withdraw and refund application to the college.
- **Suspension and Cancellation**: Where a student has had their enrolment cancelled by Abbey College Australia and where the appeal process has not been sought by the student or the appeals process has been unsuccessful, no refund will apply and the remainder of the fees will be invoiced.
- **Early completion**: If a student completes the course early, the full tuition fees and additional fees must be paid before a certificate can be issued. If a student extends their course, they will be required to pay additional fees before the commencement of the extended course.
Protection of Tuition Fees Paid

Abbey College Australia is a CRICOS provider delivering courses to overseas students. Our condition of enrolments, collecting fees in advance, refunding fees and financial management comply with the conditions are outlined in the Tuition Protection Service (TPS) Act for CRICOS providers.

If Abbey College Australia defaults and is unable to provide a refund or place the student in an alternative course, the Australian Government’s Tuition Protection Service (TPS) will ensure that international students receive assistance. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider; or
- receive a refund of their unspent tuition fees.

For more information please visit the TPS website: www.tps.gov.au

Default by Abbey College Australia:

- If the offered course does not start on the agreed starting day; and/or
- If the course stops being provided after it starts and before it is completed.

We will pay a full refund to all students within 14 days after the default day. We will provide all students with a refund statement that explains how the refund amount has been calculated.

Refunds for any monies received by Abbey College Australia on behalf of the student for services other than tuition fees must be requested from the companies delivering the services and students will be subject to the respective companies’ refund policies.

Note:

- Abbey College Australia’s dispute resolution process does not circumscribe the student’s rights to pursue other legal remedies;
- This policy does not remove the participant’s rights to take further action under Australia’s consumer protection laws;
- Bank charges for refunds made by cheque, bank draft or electronic transfer will be deducted from the refund amount; and
- Refunds will be in Australian Dollars and will be made within 28 days after we receive a written refund claim by the student in accordance with the Terms and Conditions as outlined on the Letter of Offer. This forms the written agreement with the registering student.
- 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 laws.
Refunds for any monies received by Abbey College Australia on behalf of the student for services other than tuition fees must be requested from the companies delivering the services and students will be subject to the respective companies' refund policies.

Student Transfer

To Abbey College Australia

- Students cannot transfer into Abbey College Australia within the first six months of enrolling in another college after arrival in Australia unless the letter of release and all other relevant documentation is provided.

From Abbey College Australia

- Students may apply for a letter of release to transfer to another provider at no additional cost, prior to completing six months of commencing a course, subject to the Abbey College Australia transfer conditions:
  1. Students must complete ‘QFRMIS01507 - Application of Withdraw/Release’.
  2. Abbey College Australia will assess your application within 15 working days and issue:
     a. a letter of release if the application is successful;
     b. letter of advice that the application is unsuccessful indicating:
        i. the reasons
        ii. the right to appeal
     c. students will be issued a statement of attainment for those units that they have completed successfully.
  3. Students will be advised to contact and inform DIBP by:
     - Phone: 131 881; or

Abbey College Australia Transfer Conditions

- Students must pay all outstanding fees and accepted invoices prior to issuing a letter of release. If a student has selected to pay an invoice by instalments then the student must pay all instalments before applying for a letter of release.
- Students must provide a letter from another registered provider confirming that a valid enrolment offer has been made.

Classroom/Timetable Changes

- Transfer to another Class or Group or Timetable is only allowed within the first two weeks of term 1 or after completion of each term, and only if room, space, timetabling and student numbers allow for such transfer to take place.
- If approved a $300.00 administration fee will apply. Please complete QFMIS01513–Classroom Change Request form and submit to administration.

Recognition of AQF Qualifications Issued by other RTOs

Abbey College Australia will recognise all AQF Statements of Attainments and Certificates issued by other Registered Training Organisations. There is no cost for this service.
Assessment Records

All assessment results are stored both in a hard copy and electronically for 6 months after course completion. A copy of the qualification and the transcript issued is kept electronically for 30 years. Access to your records is available on request. There may be a cost involved in accessing your records once your course has been completed.

Assessment You Will Need To Undertake

Each Unit may require you to undertake one or more assessment tasks. Your assessment tasks may be practical tasks, written questionnaires, presentations (or role play), observations of your performance, projects, or other tasks appropriate to determine your competence in the Unit.

You must complete all assessment tasks by the due date. Assessment tasks may not be accepted after the due dates unless the Assessor grants an extension in writing.

Assessment Prerequisites

To undertake the assessment tasks, students will need to be capable of an independent level of written and spoken English and to present their work typed.

Invalid Assessment(s) due to misconduct, irregularities or plagiarism

Abbey College Australia’s assessment procedures and standards have two related goals:

• Giving participants comparable opportunities to demonstrate their abilities; and
• Preventing students from gaining an unfair advantage over others.

To promote these objectives, we reserve the right to cancel any assessment when, in our judgment, an irregularity occurs, or there is an apparent discrepancy in or falsification of an assessment taker’s identification, a test taker engages in misconduct or plagiarism, or the scores are believed to be invalid for any other reason.

When Abbey College Australia invalidates an assessment that has already been reported, the participant will be informed that the assessment has been invalidated. Abbey College Australia also reserves the right to suspend the student from the college and report the student to DIBP.

Assessment Irregularities

It refers to events that affect the administration of an assessment. When assessment irregularities occur, they may affect an individual or group of students. Such irregularities include, but are not limited to:

• Administrative errors (such as improper timing, improper seating, defective materials, or defective equipment, an unauthorised participation in assessment by a student);
• Improper or inadvertent access to or disclosure of assessment content involving individuals who cannot be identified; and
• Disruptions of assessment (such as natural disasters, emergencies or other incidents).

If an assessment irregularity occurs, Abbey College Australia may invalidate the assessment, or may cancel or withhold assessment results. Subject to Abbey College Australia policy and procedures, we give affected student/s the opportunity to take the assessment again.

Misconduct
When, in the judgment of Abbey College Australia or your assessor, there is misconduct in connection with an assessment:

- the student will be suspended;
- his/her assessment will be invalid and may not be marked; and/or
- Abbey College Australia may pursue other appropriate remedies.

Misconduct includes, but is not limited to, the following:

- any unauthorised participation in an assessment;
- any unauthorised access to or disclosure of assessment content prior to, during, or after the assessment;
- using any prohibited aids in connection with the assessment;
- engaging in plagiarism;
- leaving the assessment room without permission;
- attempting to remove from the assessment room, in any manner, any exam materials or notes relating to the assessment;
- attempting to give or receive assistance or otherwise communicate with another person during an exam.
- attempting to take the assessment for someone else;
- creating a disturbance;
- failing to follow any instructions given by the college or the assessor; and/or
- copying or attempting to copy all or any part of the exam paper.

Any unauthorised access, reproduction, distribution, or disclosure of the assessment activity before, during, or after a student take the assessment is also a violation of Abbey College Australia Assessment regulations.

Re-Scheduling an Exam

Reassessments will be conducted during term breaks and will normally attract a fee.

Reassessment fees must be paid prior to the event and receipts must be presented to the trainer/assessor conducting the reassessment for a student to be admitted.

If a student does not participate in a particular assessment due to a valid reason, they may request an alternative assessment date. If the rescheduling cannot be conducted during normal class time, a rescheduling fee may apply.

Examples of valid reasons include: medical problems, emergency situations or illness evidenced by a medical certificate that must state that the student was unable to attend class. Abbey College reserves the right to request evidence prior to re-scheduling the assessment date. The request must be presented to the trainer in writing one week prior to the requested re-scheduled date.

Unit Failure

A student may only be reassessed twice for any individual event. Second assessment is only available on appeal. Failing the second reassessment means that the unit involved is failed and the student must re-enrol in that unit at the first available opportunity. If this will affect the end date for course completion, a new eCoE may be issued.
Progressing to the Next Term

Students must pass at least 70% of the theory and 80% of their practical assessments each term before completion of the following term otherwise an intervention strategy will be enforced which may include a condition that an entire term be repeated or additional tuition.

Appeals against not being Recommended to NAATI for Accreditation (PSP61012)

Students may only appeal the marks awarded by an Abbey College Australia marker/assessor. This should be done prior to recommendations being sent to NAATI. There is no local appeal against a mark awarded by a NAATI marker, and if this is the cause of the student not being recommended for NAATI accreditation, there is no local appeal against that decision. However, the student may request a meeting with a trainer who can take the student through the errors they made in the exam.

All other appeals relating to assessments and grades for the Advanced Diploma of Translating follow the normal Abbey College Australia appeals process.

Marking

There are two ways you could be marked depending on the qualification you are being assessed for: Competent (C) or Not Yet Competent (NYC). You receive a Competent (C) grade only for the unit that you have successfully completed.

Recognition of Prior Learning (RPL)

If you consider you are already competent in specific Units of Competency you may be granted an exemption from undertaking the assessment, if your prior learning is relevant to the Unit:

- proof of subject-relevant formal training (conducted by industry or educational institutions in Australia), or work experience, undertaken in the last 2 years;
- submission of authenticated documents or samples of work demonstrating sufficient relevance and currency; and
- participation in an interview to ascertain current skills and knowledge.

Cost of RPL

- A non-refundable administration fee of $550 for each unit or module will be charged for assessing your portfolio.

Conditions Governing RPL

Overseas Students are able to apply for RPL with the following conditions:

- the student MUST still attend full-time study: Approved RPL does not necessarily shorten the length of a course or the hours of study. Students may be required to complete additional projects, holistic assessments and enrichment activities at Abbey College Australia so that their overall attendance remains a minimum of 20 hours per week for the duration of the course.
- if sufficient RPL is granted to the student prior to having their VISA granted, so that the duration of the overall course is reduced, this will be indicated on the Electronic Confirmation of Enrolment (eCoE).
• if RPL is granted to the student after having their VISA granted Abbey College Australia must report the variation in course length if applicable via PRISMS.

If you have successfully completed all the requirements for the course for which you were enrolled, Abbey College Australia will issue you with a Certificate or Advanced Diploma and with a transcript which will record your results in individual Units of Competency. If you lose your certificate or diploma testamur or Statement or Letter of Completion you can apply for a replacement one. There will be a cost for replacement of these documents.

**Abbey College Work Placement**

Work Placement is part of the course requirement for some courses, such Aged Care and Children’s Services courses. Abbey College Australia will assist students for work placement that may count towards their required coursework. Unrelated to this, Abbey College Australia may also assist students to gain relevant experience as part of their trade recognition assessment. Generally these placements are unpaid AND DO NOT COUNT towards the hours of work for trade recognition purposes.

**Qualifications and Statements of Attainment**

Abbey College Australia will within 30 calendar days of a student’s course completion, issue and provide a AQF qualification or a statement of attainment to the individual student or to their nominated representative who:

• has finished the whole qualification and/or at least one unit of competency;
• does not have any outstanding fees;
• provided a USI or consent to the college to apply for USI on their behalf; and
• has completed a “QFRMS1506_Online Student Course Completion Request Form”.

If the student has an outstanding financial account, Abbey College Australia will not issue a qualification or statement of attainment to you unless the outstanding amount is paid. If a student does not make a full payment within next the 20 working days from the notification date, Abbey College Australia will terminate your enrolment without issuing a qualification or statement of attainment. A $300 penalty fee plus the outstanding fee will apply to those who do not make the full payment within the 20 working days for any qualification or statement of attainment that is required after that date.

If a student does not pick up their qualification of statement of attainment within six months of the document being issued, it will be securely destroyed. If after six months and you now require Abbey College Australia to re-issue your qualification or statement of attainment, it will be subjected to a $50 service fee.

**Complaints, Grievances and Appeals**

Abbey College Australia is committed to:

• a request for a review of decisions and respond to allegations involving:
  • our academic, administration or management staff;
  • our services or a third party providing services on our behalf; and/or
  • one our students.
• reassure students that any disputes or grievances will be taken seriously, handled professionally and confidentially in order to achieve a speedy resolution;
• ensure that students have a clear understanding of the steps involved;
• inform our students of their right to take their complaint to an arbiter if they wish to do so;
• provide students with contact details of public and/or independent arbiter; and
• inform our staff of the Complaints and Appeals Policy and Procedures to assist the students with their concerns.

Informing the Student
We publish our complaints and appeal policy and procedures in this student handbook and this is available on our website. Trainers will also go over these policy and procedures during our students’ orientation.

Procedures for Complaints and Appeals
Procedures

Step 1: Collecting information

- Students and prospective students are encouraged to communicate their concerns.
- Verbal comments or concerns should be recorded. Abbey College Australia staff should encourage any student if they have a concern to lodge a formal complaint by completing the "QFRMS01503-Student Concern Form" in the international student handbook available on our website.
  - However, students have the right to stay anonymous if they are only making a comment. E.g. a comment is where a student may raise a verbal issue such as bad smell or a cold classroom but they may not wish to make a formal complaint. Staff shall record their concern and raise it in the next staff meeting without mentioning the student’s name unless the student has given consent.
- A copy of the completed form shall be returned to the individual who completed the form as part of the acknowledgement process.
- Staff receiving the complaints or appeal should treat the compliant with integrity and privacy.
- There is no cost for the complaints and appeals process unless it is referred to a third party.
- Students will be advised that they can have a friend/support person with them at any time during any interview or when they present their case.

Step 2: Processing the information

- Academic appeals will be reviewed by the Course Coordinator and Vocational Training Manager for corrective and preventative actions as well as for continuous improvement.
- Non academic complaints are reviewed by the Business Manager, CEO and administration team for corrective and preventative actions as well as for continuous improvement.
- A complaint can be directed to the CEO immediately if there is a conflict of interest or the complaint is related to a manager’s conduct.

Step 3: Further investigation

- The complaint will be investigated by the appropriate staff member. They may be required to arrange two separate interviews with the person making the complaint and the person the complaint is about.
- Staff shall respect the rights of our students, staff and others when inviting the students and their friend/support person to prepare their evidence and to respond to arguments presented by the opposite side.
- The investigation of a complaint or appeal will commence within 10 working days of the complaint or appeal being lodged with Abbey College Australia.
- During this time, a student’s enrolment will be maintained and a student is requested to attend classes and submit assessments as required.

Step 4: Making a decision

- Staff must ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process by considering a fair and unbiased procedure when making decisions.
- The complainants must be given a written statement of the complaint or appeal outcome, including details and reasons for the decision.
• Any decision and/or corrective and preventative action will be implemented immediately.
• A copy of the completed form and decision will be maintained on the student’s file.
• Regardless of outcome, all parties are to be notified of the outcome as soon as possible but no later than 60 days.
• We will provide a written explanation to the student, if the matter is not resolved in less than 60 days.
• If the matter is not resolved internally, the student shall be advised to contact an independent mediator (such as The Resolution Institute (combining LEADR & IAMA) http://www.resolution.institute/) or a government agency such as National Training Complaints Hotline, International Student Ombudsman or ASQA.

Independent Mediator

• If the Complainant is not satisfied with the outcome of their appeal and then an independent mediator will be sourced by Abbey College Australia through LEADR, the Association of Dispute Resolvers. Complainants may request that their grievance is referred to the independent mediator by completing a student request form within 10 days of receiving written notification of the result of the appeal to Abbey College Australia.
• Costs of such mediation will be shared equally by Abbey College Australia and the Complainant. It is common for most disputes to be resolved within the initial four hour allocation.
• Alternatively an overseas student may lodge an external appeal by contacting 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 training provider. Refer to the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.
• Remedial action:
  o Abbey College Australia will give due consideration to any recommendations arising from the external review of the grievance within 30 days of receipt of the recommendations.

Student Orientation

Induction Session

At the start of each course, Abbey College Australia runs an Orientation Program for all new international students. It will be conducted during your first class. It is about making friends, having a good time, and finding the information and skills you need to succeed.

It will cover things like:
• the Academic Calendar, number of study terms, and length of terms.
• scheduling of assessments.
• attendance and Code of Conduct requirements.
• our amenities and staff.
• the local area.
• your rights and responsibilities.
• grievance and appeal procedures.
• information on the qualification for which you have enrolled.
• options for further study.
• discussion of issues you may have.
• obtaining a USI.

Prior to your arrival to Australia:
If you have any problems finding either short or long-term accommodation on arrival you can contact your Abbey College Australia Administration. We are able to give advice on your options, including information about the different accommodation options available.

properties

Homestay: This option offers a safe, secure and friendly family environment and is great for students who wish improve their English and find out more about the Australian culture.

Hostels: Hostels provide single and shared accommodation including meals and facilities such as recreation areas and laundry facilities. These may vary in each hostel, but most include servicing of rooms. Staying in a hostel gives students the opportunity to make contact with students from other cultures.

Part board: This is a more economic option in which a furnished room is provided. Students must provide their own meals and do their own laundry, cleaning etc.

Renting/leasing: This option is for students who wish to organise their own place to live. You could be living alone or with a couple of friends. In most cases the properties are unfurnished, and you must provide everything. You lease the entire property and are responsible for the rent and all related expenses.

Cost of Living
General Study in Australia. This is the official Australian Government website for international students. This site provides useful information on living costs and finding accommodation in Australia.

www.studyinaustralia.gov.au

You may also find the following websites useful:
• General information about the City of Sydney: www.cityofsydney.nsw.gov.au/
• Overseas qualifications recognition: https://internationaleducation.gov.au/About-AEI/Pages/default.aspx

Awards/Job Search/Volunteer work
Schooling for your Children

You are welcome to bring your children with you to Australia if they hold the appropriate visa requirements. However, if they are of school age they must attend school, and you may be required to pay school fees for them.


Student Counselling

Our administration is your first contact point for assistance. The administration staff will be able to direct you to the most appropriate person or organisation to help you with your problems (e.g. legal, counselling etc.). You may contact our administration staff by email: support@abbeycollege.edu.au

We wish to ensure that all students are supported in their studies to the fullest extent possible, thus anyone who is experiencing any difficulties with their studies should see their trainer, or contact the receptionist.

Students seeking advice on Welfare or Guidance on other matters may make an appointment at any time to see the Course Coordinator or a Student Services Officer for free advice and guidance relating to:

- maximising your attendance and attention in class;
- managing your time;
- setting and achieving your goals;
- motivation;
- ways of learning;
- coping with assessments;
- looking after yourself; and/or
- academic progress.

Our Student Services Officers will also assist you with personal problems and may refer you to local welfare and guidance services. Advice provided by our staff is free of charge. Any services provided by a third party is subject to the third party terms and condition.

Consulting Procedures – Unless the matter is urgent

1. Students should contact administration to make an appointment in advance for an interview with one of our Student Support Officers.
2. Students may need to fill-in the ‘QFRMS01507 – Student Service Request’ form available from administration.

Support, Welfare and Guidance

International Students are also able to access an independent mediator as an additional support service to assist in problem resolution. The college has identified Leader as one possible mediator, but Abbey College Australia is also open to the use of other qualified mediators. Leadr & IAMA can be contacted on 1800 651 650 or at www.leadriama.org.au.
The following contacts are also provided for support of students:

- Australian Tax Office  
  http://www.ato.gov.au
- Department of Immigration and Boarder Protection  
- Commonwealth of Australia Law  
- Department of Education and Training  
- Australian Industrial Relations Commission  
- Wage Net  
- Human Rights & Equal Opportunity Commission  
- Office of the Federal Privacy Commissioner  
- Australian Drug Foundation  
- Quit (Smoking)  
  http://www.quit.org.au

Library

On commencement, students are provided with textbooks and workbooks required for the course. Other texts may be required on recommendation of the trainers. A library of texts and reference books is available in each campus and students may borrow the books by asking their trainers. It is the responsibility of student to return the book in a good condition. The borrowed book shall be return to the trainer within one fortnight. Failure to return the book in a good condition may result a penalty of $50 to $200 depending on the purchase price of the book.

Legal Rights and Responsibilities

For the latest information about relevant legislation please visit www.austlii.edu.au and/or www.legislation.nsw.gov.au

Sexual Harassment

Sexual harassment is any verbal, visual or physical sexual conduct that is unwelcome, uninvited or intimidating. Sexual harassment is unlawful within the terms of the Federal and State Equal Opportunity Legislation and may result in the harasser being liable to significant penalties.

Sexual harassment may include:
- leering, patting, pinching, touching or unnecessary familiarity;
- demands for sexual favours;
- unwelcome comments about a person's sex life;
- displays of offensive posters, pictures or graffiti; and/or
- sexual jokes, suggestive behaviour, sexual innuendo, spoken comments, swearing, offensive telephone calls or obscene gestures.

Sexual harassment is regarded as misconduct which may, after due investigation, result in expulsion of the offending student.

To learn more please refer to the Sex Discrimination Act (1984) and the NSW Anti-Discrimination Act (1977)
Copyright

Students must respect the copyrights of others. Plagiarism will not be accepted and may lead to suspension. If you did not write it, you cannot copy it without giving recognition to the original writer. Copying, including the taking of electronic photos is also expressly prohibited.

To learn more please refer to the Copyright Act (1968).

Access and Equity

Abbey College Australia will ensure:

- all reasonable steps will be taken to ensure students are given an equal opportunity to undertake training and/or assessment.
- while on the college campus, students will be treated equitably regardless of your race, sex, marital status, age or sexual preference.
- should students require special equipment due to a physical impairment, students should discuss this with one of the trainers immediately. Every effort will be made to accommodate your impairment, however, where we are unable to assist you we will endeavour to refer you to an alternative Registered Training Provider who would be able to provide training to meet your needs.

To learn more please refer to the: NSW Anti-discrimination Act (1977).

Discrimination

You will not discriminate against any person because of their race, gender, sexual preference, background or religion. You are not to incite hatred, serious contempt, and severe ridicule of a person or group of persons based on their race, sex, sexual preference, marital status or disability.

You should report any cases of discrimination towards yourself, or to another participant, to your trainer immediately. Discrimination is a serious offence and appropriate steps will be taken to address any situations that might arise.

To learn more please refer to the: NSW Anti-discrimination Act (1977).

Your Privacy and Personal Information Protection

When you enrol at Abbey College Australia the personal information you provide is protected under the Privacy and Personal Information Protection Act (1998). This Act imposes obligations regarding the collection, storage, use and disclosure of your personal information.

Abbey College Australia will use your personal information for the purpose of general participant administration, planning and communication. In addition, your personal information may be provided to governmental agencies that accredit this course or have a formal involvement in the Australian Training Market.

We are obliged to tell you the purpose of collecting personal information, who receives this information and where it is held. We must also provide for your ongoing rights to access this information about yourself and make corrections if necessary. We are also obliged to protect your personal and private
information and not disclose it without your knowledge and approval. Information we ask you to provide will only be that which is necessary for the purposes of your course enrolment, learning and study records.

Information is collected during your enrolment in order to meet our obligations under the ESOS Act (2000) and the National Code 2007; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Department of Education and Training is also a government department to which the college is obliged to disclose certain information. Information collected about you can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme. In other instances information collected can be disclosed without your consent where authorised or required by law.

To learn more please refer to the Privacy Act and National Privacy Principles (2001)

Abbey College Australia USI Privacy Notice
The term “personal information” has the meaning given to it in the Privacy Act. In general terms, it is any information that can be used to identify an individual whether or not the information is true. If the information we collect identifies a student, or their identity can be reasonably ascertained from it, the information will be considered personal information.

Abbey College Australia recognises the importance of protecting individual’s privacy and personal information.

Abbey College Australia is bound by the Australian Privacy Principles (APPs) in the Privacy Act 1988 (Cth) (the Privacy Act), Student Identifiers Act 2014. These Acts regulates how we can collect, use, disclose and store personal information, including sensitive information, and how individuals may access and correct records containing their personal information.

We respect student rights to privacy under the Privacy Act and we comply with all the Privacy Act’s requirements in respect of the collection and management of your personal information.

Collecting Student’s Personal Information
From 1 January 2015, if a student is undertaking nationally recognised training, they need to have a Unique Student Identifier (USI). This includes all students who are continuing a course they started prior to 2015 and all new students.

Abbey College Australia collects personal information that is reasonably necessary for, or directly related to, its functions and activities pursuant to the Student Identifiers Act (2014). Abbey College
Australia will only use and disclose your personal information for the purposes it was collected for and in accordance with the Privacy Act.

The type of personal information we may collect includes, but is not limited to:

- name;
- mailing and/or street address;
- contact details;
- age and/or birth date;
- sensitive information as defined by the Privacy Act (such as information about your country of birth); and
- city or town of birth.

When collecting student’s personal information, we may collect it in different ways including, but not limited to:

- from various forms input such as enrolment application and orientation acknowledgement forms;
- via phone, online, digitally, correspondence, and in person;
- directly from a student and / or during a conversations with a student; and
- government agencies; law enforcement other educational institute, educational agents and others legal and appropriate methods and other service providers.

Using Personal Information
We collect personal information about a student so that we can perform our functions and activities and to provide the best possible quality of customer service.

We collect, hold, use and disclose our student personal information to:

- correctly identify them;
- process services such as verifying a USI or applying for USI on behalf of student; and
- comply with any Australian law and regulations.

Protecting and Disclosing Personal Information
No personal information will not be released unless the law permits it or the relevant individual permission is granted. We take reasonable steps to ensure student personal information is protected from misuse and loss and from unauthorised access, modification or disclosure.

Abbey College Australia cannot guarantee:

- the security of transmission of information individual communicate to us;
- the information a student supplies will not be intercepted while being transmitted over the internet; and/or
- any personal information or other information which individual send to us is transmitted at their own risk.

Where our website contain links to other websites operated by third parties. We cannot guarantee the privacy practices of any third party website and we are not responsible for the privacy policies or the content of any third party website. Third party websites are responsible for informing individuals about their privacy practices. Students are strongly advised to examine each website’s privacy policy thoroughly.
Destroying Personal Information

In accordance with Section 11 of the Student Identifiers Act (2014) Cth (SI Act), we will securely destroy students personal information which we collect from a student is solely for the purpose of applying for a USI on student’s behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about student that we provide to the Registrar, including your identity information, is protected by the Privacy Act (1988) Cth. The collection, use and disclosure of your USI are protected by the SI Act.

Updating and Accessing Personal Information

Students may access to most of their personal information online free of charge. In addition, students can complete a service request form to receive a copy of their personal information. Abbey College Australia will collect an administration fee of $35 for the cost of making copies requested by a student.

Students could request to update their personal information. We will assess this request. In the unlikely event that we do not agree that there are grounds for amendment, we will give the student a written notice and reasons for the refusal within 30 days of receipt of the request, together with information about mechanisms available to seek review if a student do not agree with our decision.

There may be instances where we cannot grant an individual access to their personal information we hold. For example, we may need to refuse access if required or authorised to refuse access under Commonwealth legislation. If that happens, we will give the student a written notice of the reasons for the refusal within 30 days of receipt of the request, together with information about how they can complain about our refusal if you wish to do so.

Privacy Policies and Complaints

Students can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar’s Privacy Policy by contacting the Office of the Student Identifiers Registrar on 13 38 73 or visiting the USI website: www.usi.gov.au

The Registrar’s Privacy Policy contains information about how a student may access and seek correction of the personal information held about them and how they may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with. Students may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs; and
- a failure by Abbey College Australia to destroy personal information collected by the student only for the purpose of applying for a USI on their behalf.

Exemptions from the USI
The Industry and Skills Council of Ministers has determined a range of exemptions from the Unique Student Identifier (USI) scheme and a consequential amendment to the National VET Provider Collection Data Requirements Policy.

Where an exemption applies:

- training organisations will be able to issue VET qualifications or statements of attainment to students who do not have a USI; and
- will not be required to include a USI in respect of those students in any submission of AVETMISS compliant data to the National VET Provider Collection.

Exemptions for Training Organisations

Training organisations exempted by their Regulator from the need to collect and submit AVETMISS compliant data on nationally recognised training activities on the grounds that submission of such data:

- would conflict with defence or national security legislation; and/or
- could jeopardise the security or safety of defence, border protection, customs, national security or police personnel will continue to be exempted from the submission of AVETMISS compliant data and will not be required to participate in the USI scheme.

Training organisations exempted by their Regulator from the need to collect and submit AVETMISS compliant data on nationally recognised training activities on the grounds that doing so would adversely affect their ability to continue to deliver vital community services to the Australian community are exempted as follows:

- for training delivered before 1 January 2016, in respect of all nationally recognised training activity;
- from 1 January 2016, the exemption from the USI and AVETMISS reporting will apply only in respect of training activity not delivered on a fee-for-service basis. Therefore, these training organisations will be required to submit AVETMISS compliant data and participate in the USI scheme in respect of all nationally recognised training delivered on a fee-for-service basis. This will ensure that competitive neutrality applies to registration requirements for training organisations. To give effect to this arrangement the National VET Provider Collection Data Requirements Policy has been updated.
- for training activity before 1 January 2016, training organisations delivering single day training courses will be permitted to issue a VET qualification or a VET statement of attainment to students who have not been able to provide a USI before completion of training. This transitional arrangement is intended to give training organisations specialising in this type of training activity time to develop their business processes and will be expected to participate fully in the USI scheme from 1 January 2016. However, during 2015 these training organisations must still:
  - record and verify a USI where it is provided by the student before completion of training; and
  - submit AVETMISS compliant data in respect of all nationally recognised training delivered, including to those students who do not provide a USI.

Exemptions for Individuals

Exemptions are provided for an individual where:

- The individual is an offshore international student studying outside of Australia:
this means that international students who are enrolled with an Australian training organisations but are not in Australia while undertaking their training do not require a USI in order to receive a VET qualification or statement of attainment. However, training organisations will still be required to submit AVETMISS compliant data in respect of their offshore international students; and

• The individual has completed the requirements for a VET qualification or statement of attainment prior to 1 January 2015:
  o this means that individuals who have completed all the requirements for a VET award by 31 December 2014, but did not receive that award in 2014, do not require a USI in order to be issued with a VET qualification or statement of attainment after 1 January 2015.

In addition, individuals who have a genuine personal objection to being assigned a student identifier will be able to apply for an exemption to the Student Identifiers Registrar.

National VET Provider Collection Data Requirements Policy – Amendment

The Industry and Skills Council of Ministers has updated Section 4 of the June 2013 National VET Provider Collection Data Requirements Policy as follows:

Freedom of Information (FOI) – Your rights to access documentation

The Freedom of Information Act gives you the right to access documents held by Abbey College Australia (as well as most government agencies). Under the Act, you are also able to ensure that records held concerning your personal affairs are not incomplete, missing, out of date or misleading.

If you want to access documents held by Abbey College Australia, you do not have to explain why you want access. To request access to documents, you will need to fill out the “QFRMS01507-Student Service Request Form” and pay a fee (see page 6). You can only ask to see documents which may contain the information you are seeking. You cannot ask for an answer to a specific question or ask for a document to be created specially to meet your request.

To learn more please refer to the Freedom of Information Act (1989)

Aged Care Services

Operators of aged care service require staff, volunteers and work placement students to undergo a police check and assessment for suitability to work in aged care. This must be provided by you prior to work placement.

Children’s Services

Students will need to get a “Working with Children Check” before work placement can occur. Further information can be found at http://www.kidsguardian.nsw.gov.au/working-with-children/working-with-children-check.

Work Health and Safety

Abbey College Australia has a duty to ensure the health, safety and welfare of all employees, students and visitors. At enrolment you will be informed of any course requirement that you provide and wear
protective clothing and equipment. During an orientation session on your first attendance you will be given information on what to do in case of an emergency or if you are injured and require first aid.

You must not interfere with or misuse anything provided for you in the interest of health and safety. You should report any safety issues or concerns to your teacher or campus staff as soon as possible. You are also required to take responsibility for your own health and safety and that of the equipment provided to you.

If your course leads to a career with specific WH&S requirements, these will be taught as part of the curriculum.

**ESOS ACT Requirements**


**Overseas Student Health Cover**

All international students are required to take out Overseas Student Health Cover (OSHC). Students must register with a health care provider.

**Deferment, Suspension or Cancellation during Enrolment**

**Prior to Commencement of Course**

Students on a student visa are not permitted to defer the commencement date of their course unless on grounds of medical reasons (illness), or other exceptional circumstances beyond the students control e.g. weddings or festive occasions are not normally acceptable reasons. Any doctor’s medical certificates must state the reason of illness and the date range of absence (backdated certificates cannot be accepted). For more information: [https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD13.aspx](https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD13.aspx).

**Deferment after Commencement of Course**

Students on a student visa are permitted a temporary break in their studies or to defer their course but only on compassionate grounds (e.g. due to the student suffering a serious illness, or the death or life-threatening illness of a close family member). Documentary evidence is required to support any break or deferment application.

Students must specify in writing the duration and reason for the deferral. If approved, Abbey College Australia will enter a Student Course Variation via the PRISMS System. Visa cancellation may be initiated by DIBP if the deferral is for more than one semester. You can get the Request for Deferment Form from administration or the back page of the Student’s Handbook (on our website).

**Deferment Application Conditions**

- A $300 non-refundable application fee applies irrespective of outcome.
- Students must pay all outstanding fees prior to approval of this application.
• Abbey College Australia may transfer you to a different classroom or a different intake group, and may need to extend your electronic Course of Enrolment.

• Students may be required to pay for one additional term and restudy the term they have missed.

• If the reason for deferral includes any overseas travel, or medical reasons, proof of travel and medical certificates is required.

Deferment may also be initiated by the college due to suspension (e.g. for misbehaviour). Students have 20 days to lodge a complaint in this instance for any such decisions using Abbey College Australia’s internal complaints process.

It may be necessary for the college to issue a new eCoE with a more appropriate end date as a result of the break, suspension or deferment in the course. Abbey College Australia must inform DIBP through PRISMS. Breaks, suspensions or deferments may also affect the student’s visa.

**International Student Visa Requirements**

International students are required to remain with the same education provider with whom they originally enrolled for at least, the first 6 months of the course (or the duration of the course if it is less than 6 months).

Where a student undertakes a prerequisite course prior to commencing their principal course they must complete the prerequisite study and 6 months of the principal course before changing provider.

**Student’s Australian Residential Address Requirements**

All international students are required to provide and keep Abbey College Australia updated of their Australian residential address within seven (7) days of arrival in Australia and any subsequent change of residential address must also be notified to your college within seven (7) days.

**Note:** You are required at all times to provide and keep Abbey College Australia informed of your current residential address details, email address and telephone number. Notification of Change of Address Forms are available administration and you must notify any changes in address and contact details as soon as possible and within seven (7) days.

**Commencement**

Students who arrive more than one week after the commencement date for a vocational course will normally have their offer or place cancelled. They may be offered a place in the next available course and, if necessary, a new eCoE will be issued.

**Visa Cancellation**

Mandatory cancellation of student visas will occur when a student visa holder is assessed as not complying with the requirements of their visa conditions relating to meeting course requirements. Visa cancellation can mean detention, removal from Australia and a bar on applying for other visas, other than a Protection Visa. Please refer to the DIBP website for further information.

Current visa conditions that international students must:
• study full-time whilst in Australia;
• satisfy course progress requirements;
• maintain a valid enrolment with the chosen provider;
• notify of any change of address within seven days;
• have sufficient funds to cover tuition fees and living expenses whilst in Australia;
• not work more than 20 hours per week during the semester;
• maintain a valid Overseas Student Health Cover;
• inform DIBP of any change in their student status;
• inform DIBP if they withdraw from the course they are enrolled in; and
• extend their student visa before it expires (if applicable).

Reporting Procedures for Attendance and Course Progress

Attendance
The Department of Immigration and Border Protection requires that students’ performance be monitored, as a less-than-satisfactory academic result for a period exceeding one semester may be considered a breach of visa conditions. Trainers are in a position to closely monitor both attendance and performance.

Monitoring the student attendance
Abbey College Australia monitors the attendance as follows:

Trainers record the student attendance on a daily basis:

- review the attendance summary every two weeks and inform the Course Coordinator if a student has missed five consecutive days of training.
- review the attendance summary every 12 weeks and inform the Course Coordinator if a student attendance is below 60%.

- A low attendance below 60% may trigger an intervention strategy.
- The Course Coordinator will contact the students accordingly for further action.
Meeting Course Progress Requirements

All student visa holders are required to meet course requirements.

- Students on a Student Visa may not repeat a unit of competency more than once.
- Overseas students are required to achieve satisfactory progress of each term or semester period.
  
  a. Any student who does not reach at least competence in 50% of their course requirements for two consecutive terms will be automatically reported to DIBP and
  
  b. this will usually result in the cancellation of their student visa. This is in line with the ‘DEEWR – DIAC Course Progress Policy and Procedures for CRICOS Providers of VET Courses’.

Abbey College will assess each student’s progress at the end of each compulsory study period.

- A 12 week period is usually considered the minimum length of time in which it is reasonable for Abbey College Australia to make an assessment of a student’s course progress.
- This period may vary if the Training and Assessment Strategy of a particular course is set a different period.
- The Training and Assessment Strategy will define the course requirements for each study period and be able to identify when a student has not passed or demonstrated competency in 50% or
more of the course requirements. The course requirements for each study period will also be made clear to the student at the start of the course, or if variable, each study period.

- The trainers will generate a report at the end of each study period to identify the student at risk.
- A copy of the report will be provided to Course Coordinator for further action.
- The Course Coordinator will send the "QFRMIS01509-Intervention First Letter" to the student and invite them to a meeting for organising additional assistance to the student.

- Course Coordinator will:
  - Identify the problems that are impeding the course progress of the student.
  - Provide assistance to the student by:
    - Scheduling extra study for the student within next study period;
    - Scheduling re-assessments for all outstanding assessments;
    - Considering whether the course is still suitable for the student;
    - Reinforcing to the student that unsatisfactory course progress in two consecutive study periods will lead to the student being reported to DIBP and cancellation of his or her visa, depending on the outcome of any appeals process; and
    - Ask the student to complete the "Improvement Commitment Pledge Form".
  - Record the discussion and outcomes in RTOManager.

- If the student fails to improve their performance within the next study period, then the Course Coordinator will notify the student of its intention to report the student to the Department of Immigration and Border protection for unsatisfactory progress. The Course Coordinator will:
  - Send the "QFRMIS015010-Notification-Intention to Report" to the student and will inform the student that he or she is able to access the college complaints and appeals process under Standard 8 and that the student has 20 working days in which to do so. A student may appeal on the following grounds:
    - Abbey College Australia’s failure to record or calculate a student’s marks accurately;
    - compassionate or compelling circumstances; and/or
    - Abbey College Australia has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.
• Where the student’s appeal is successful, the outcome may vary according to the findings of the appeals process.

• If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), Abbey College Australia will not report the student and there is no requirement for intervention.

• If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the student through the college’s intervention strategy. Abbey College Australia will not report the student [See adjoining explanatory notes].

• Abbey College Australia will notify the DIBP through PRISMS as soon as practicable of the student not achieving satisfactory course progress if:
  o The student has chosen not to access the complaints and appeals processes within the 20 working day period;
  o The student withdraws from the process; and/or
  o The process is completed and results in a decision supporting the college decision (e.g. the student’s appeal was unsuccessful).

**Absenteeism**

• Students who are absent on the date of major assessments must notify Abbey College Australia of their inability to attend prior to the assessment time. A medical certificate must be supplied if a student is absent for medical reasons as soon as possible and on or before the first class after the illness.

• Students who know in advance that an assessment date cannot be met, must inform the member of staff responsible for setting the assessment who may then organise another assessment and inform the Course Coordinator. The Course Coordinator may organise a time for any extra assessments and/or re-sit exams. Generally extra examinations or assessments will be conducted during or prior to the first week of term break.

**First Aid**

• First Aid Kit is located near the Administration Area on Level 2

• Administration will provide you with the name of First Aid Officer

**Emergencies**

A copy of the Emergency Procedures in Case of Fire and Evacuation is on display. If there is a fire on the premises you must follow the procedures below:

**Signal:** Tell the staff there is a fire.

The staff will call 000 if it is safe to do so and provide details:
• Name and address
• Location of fire
• What is burning
• Staff person’s name

Upon the Direction of the Staff:
VENTILATION: Stop ventilation by closing doors and windows.
EXTINGUISH: Put out fire if trained in use of a fire extinguisher and if fire is containable.

Evacuation Procedures
• Do not enter the fire area.
• Evacuate all walking people first, wheel-chaired people, then staff.
• Follow Exit signs.
• Check all toilets, rooms, if it is safe to do so.
• Everyone meet at a location designated on the wall chart displayed.

You are required to follow any instructions given to you by the staff in the case of emergency.

If you have any injury or disability that limits your mobility, even if only for a short time, please inform the Course Coordinator who will assign another student or staff member to assist you in an emergency.
Annex A: Abbey College Australia Student’s Code of Conduct

A student who disregards the Abbey College Australia Student’s Code of Conduct may be suspended or even expelled from the College.

**Code 1: Presentation and Cleanliness**

You are entering a professional area. As such, thongs, singlets, offensive T-shirts and shorts are not appropriate. Depending on the field of study, you may be required to wear uniform or conform to a dress code.

You are required to clean up after yourself and wash up your own cups, dishes, utensils etc. It is expected that you ensure your class areas are left clean and tidy and any rubbish is removed.

**Code 2: Behaviour and Misbehaviour**

It is important you are aware that inappropriate conduct will not be tolerated. You must treat all other students, trainers and visitors with respect.

Some examples of inappropriate conduct:

- aggressive or potentially dangerous behaviour.
- plagiarism or cheating or copying (including the taking of photos) of assessments.
- using offensive language.
- visiting offensive websites including, but not limited to, websites with explicit sexual content or racial intolerance.

Misbehaviour, such as the above, but not limited to the above, is a ground for suspension.

**Code 3: Drug, Alcohol and Smoking**

Abbey College Australia is a smoke, alcohol and drug free learning environment.

- You are not permitted to smoke inside the buildings including lifts and toilets.
- You are permitted to smoke outside the building.

You are not to enter the premises if you are under the influence of drugs or alcohol

**Code 4: Mobile Phones**

Mobile phones can be switched off or left on silent while in Abbey College Australia training venues. If you need have your phone active because of some personal emergency, please speak to your trainer about your situation.

**Code 5: Students Only at College Campus**

Abbey College Australia has a policy, like most other colleges, that college, facilities and classrooms are for students only, nobody else. Therefore friends, relatives and the children (offspring) of our students are not permitted on college premises and classrooms. There are all kinds of complicated legal (e.g. Child Protection) and WH&S and National Code (for International Students) issues involved which compel the college to apply this ‘students only’ policy.

Exception to Students Only at College: Students may bring an advocate to a formal appeal or complaint meeting.
**Code 6: Email and Internet**

Access to Abbey College Australia systems is a privilege, not a right. Access to any Abbey College Australia-provided IT resource may be denied or revoked at any time for any reason without notice.

Unacceptable uses:

- to use for illegal or malicious purposes;
- to share data which is not authorised for distribution;
- to use profane, obscene, offensive or inflammatory speech, or to personally attack any individual or entity;
- to knowingly or inadvertently spread a computer virus - do not import files from unknown or questionable sources;
- to deliberately attempt to degrade or disrupt the performance of Abbey College Australia computer systems or networks, or any other computer system;
- to transmit confidential or "secret" information across the Internet without encryption;
- to misrepresent oneself;
- to send chain letters, etc;
- to display or transmit sexually explicit or suggestive materials; and/or
- for personal and/or profit-making purposes.
QFRMS01503 Student Concern Form

Abbey College Australia is committed to improving services to you and future students. If you have a concern about any part of the services provided to you, please read the Abbey College Australia grievance procedures. If for some reason you are unable to (or do not wish to) talk about the concerns, and you would like a Abbey College Australia representative to follow up the matter, please complete and return the following form to our administration office or email it to support@abbeycollege.edu.au.

<table>
<thead>
<tr>
<th>Student Name</th>
<th>Mobile</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student ID</td>
<td></td>
</tr>
<tr>
<td>Course Name</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
</tr>
</tbody>
</table>

Describe your concerns: and any efforts you have made to resolve this matter

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Student Signature: ___________________________________________ Date: _____/_____/______

ABBEY COLLEGE AUSTRALIA OFFICE USE ONLY

Received By: ___________________________________________ Date: ________/______/_______

Please provide a copy of this form to the student or individual who has some concern and the relevant manager or staff.

For Office Use Only

Person/s handling the Grievance: ____________________________
### Steps taken:

- …………………………………………………………………………………………………
- …………………………………………………………………………………………………
- …………………………………………………………………………………………………
- …………………………………………………………………………………………………
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### Resolution:

- …………………………………………………………………………………………………
- …………………………………………………………………………………………………
- …………………………………………………………………………………………………
- …………………………………………………………………………………………………
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<table>
<thead>
<tr>
<th>Results given to student</th>
<th>Yes</th>
<th>No</th>
<th>Date given: <em><strong><strong><strong>/</strong></strong></strong></em>/_______</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has the matter resolved</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

If not the matter referred to: _________________________

Next meeting date: ________/_______/_______