



St Thomas College

Student Handbook

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CRICOS Code: XXXXXX
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Document Control

This document is approved and implemented by St Thomas College. Any ongoing changes made to this document will be documented as below:

Version	Authorised By	Description of the change	Approved Date	Effective Date
Version 1	PEO	Adaptation of the new student handbook	30 th November 2021	4 th January 2022

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Welcome

A warm welcome to St Thomas College (STC)!

We are committed to helping you learn the knowledge, skills and confidence you need to achieve your study goals and settle into the Australian way of life.

This handbook will help answer common questions about STC such as your course, attendance, our services and much more. It is also available on our website and often updated, so please check the website regularly.

If you still have questions after reading this handbook, please come and speak to us. We have supportive and professional staff to help you have an enjoyable learning experience.

We hope you enjoy your time at STC and work hard to improve your vocational skills while you are studying here. Remember that learning a new knowledge & skills take time and effort. So, be patient and make the best of all the opportunities you have to learn and to practice.

We wish you success with your studies and hope you have a safe and rewarding stay in Australia.

Tom Jung

PEO

St Thomas College

College Information

Entity Name: St Thomas College Pty Ltd

ABN: 34 646 956 309

CRICOS Code: 000000

RTO Code: XXXXX

Location/Contact Details

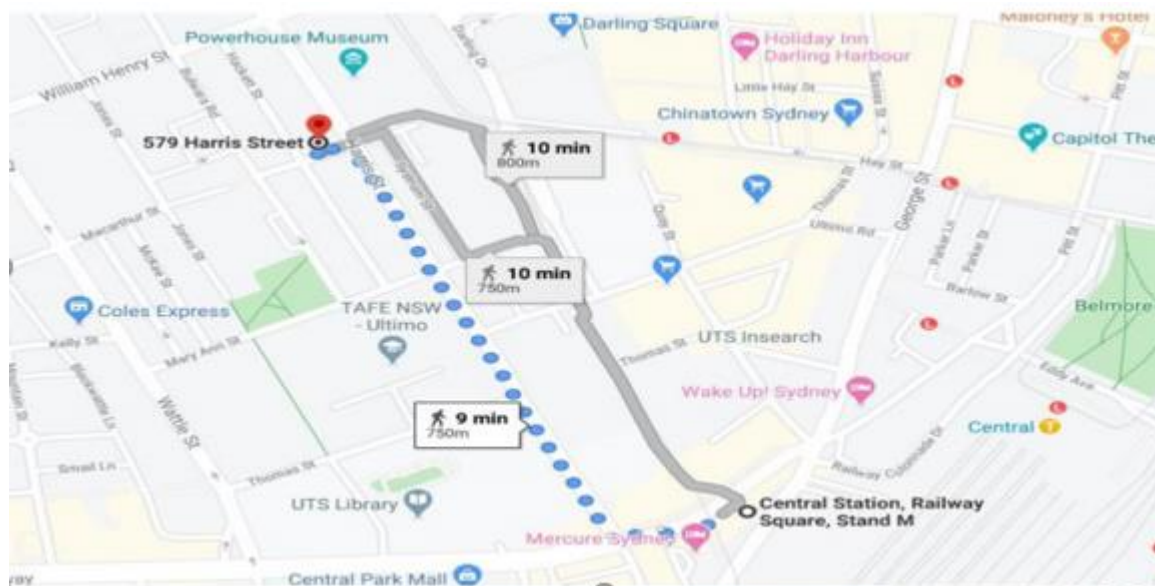
Address: Level 4, 579 Harris Street, Ultimo NSW

Phone: +61 02 8959 7998

Email: admission@stthomascollege.com.au

Website: www.stthomascollege.com.au

Map



After Hours Contact

STC students can contact the college at any time in emergency situations, to report a serious incident that affects them or to get support when needed.

Contact Number: 0406 290 244

Opening Hours

Monday to Friday	8:00 AM to 10:00 PM	Saturday & Sunday	08:00 AM to 9:00 PM
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Who Should I Speak To?

TYPE OF ASSISTANCE	CONTACT PERSON	CONTACT DETAILS
General Information Support	Reception	+61 02 8959 7998 or admission@stthomascollege.com.au
My Enrolment/Visa	Admissions	admission@stthomascollege.com.au
My Studies	Academic Manager	academic@stthomascollege.com.au

International Students

Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework, and they include the Education Services for Overseas Students Act 2000 (ESOS Act) and the National Code 2018. Please find out more about the ESOS framework and your rights as an international student at:

- <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>
- <https://docs.education.gov.au/system/files/doc/other/esosstudentfactsheetv3.pdf>
- <https://www.studyinaustralia.gov.au/English/Australian-education/Education-system/ESOS-Act>
- <https://www.australia.gov.au/information-and-services/education-and-training/international-students>

STC has obligations as part of its registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check that the details of your course, including location, match the information on CRICOS at <http://cricos.education.gov.au/>.

The ESOS Act includes consumer protection that helps you to receive a refund, or to be placed in another course if your education provider is unable to teach your course for any reason. This is managed under the Tuition Protection Service (TPS). Visit <https://tps.gov.au/Home> for more information.

Overseas Student Visa Requirements

If you are granted a visa, you must follow its conditions. If you do not do this, your visa may be cancelled. Conditions include (but are not limited to) those below:

- Satisfy your student visa conditions
- Be enrolled in a registered course
- Maintain at least 80% attendance in your course
- Achieve satisfactory results for course progress
- Comply with any requirements of STC

- Maintain Overseas Student Health Cover (OSHC) for the total period of your stay (student visa holders)
- Notify STC in writing if you change your address, contact details and emergency contact details **within 7 days** of the changes. If you do not, this may affect your visa including cancellation.
- Can only work 40 hours per fortnight while studying full time
- Can work for more than 40 hours per fortnight during recognised course breaks at STC
- Cannot do any paid work until you have started your course
- Continue to have sufficient financial capacity to support your study and stay in Australia
- Achieve the required course requirement to receive a Certificate of Completion.

Working While Studying

- You can work for a maximum of 40 hours per fortnight (2 weeks) while studying full time.
- You **should not** rely on work to fund your studies.
- You cannot work at all if you are on a Visitor visa. Check your visa conditions on the Department of Home Affairs (DHA) website at: <https://immi.homeaffairs.gov.au/home>.
- You will need a tax file number (TFN) and can apply online at <https://www.ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN/>.

Some useful job websites are:

- Seek: <https://www.seek.com.au/>
- Indeed: <https://au.indeed.com/>
- CareerOne: <https://www.careerone.com.au/>
- One Shift: <https://au.oneshiftjobs.com/>

Your Workplace Rights

Australia's workplace laws protect overseas workers. Information on your employment rights including how to resolve workplace issues, can be found at:

- <https://immi.homeaffairs.gov.au/visas/working-in-australia/work-rights-and-exploitation>
- <https://www.fairwork.gov.au/>
- <https://www.fairwork.gov.au/employee-entitlements/protections-at-work/protection-from-discrimination-at-work>
- <https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants>.

Information on pay rates, shift calculations, leave arrangements/notice and redundancy entitlements is at <https://www.fairwork.gov.au/>, by using the Fair Work Ombudsman Pay and Conditions Tool (PACT).

Overseas Student Health Cover (OSHC)

The Australian government requires that all Student Visa holders have medical insurance called OSHC. OSHC must be paid before coming to Australia to cover students from the day they arrive in Australia, until the end date of their visa. Students who have arranged their OSHC themselves or through their education agent, must directly contact the OSHC

provider for any questions, a refund request or to make a claim. If you see a doctor, you must pay at the time of your visit and keep the receipt to make a claim. For more information, please visit: Department of Home Affairs (DHA) website: <https://immi.homeaffairs.gov.au/> and <https://www.studyinaustralia.gov.au/english/live-in-australia/insurance>. Also, you can compare Australian Government approved OSHC providers at: <https://oshcaustralia.com.au/en>.

Courses

Diploma of Business BSB50120

Content Overview

The BSB50120 Diploma of Business covers the skills and knowledge required to engage and manage the work of others or to add value to or review management practices.

This qualification would apply to individuals with various job titles including executive officers, program consultants and program coordinators. Individuals in these roles may possess substantial experience in a range of settings but seek to further develop their skills across a wide range of business functions.

Conversely, it may also apply to those with little or no vocational experience, but who possess sound theoretical business skills and knowledge that they would like to develop in order to create further educational and employment opportunities.

National code

BSB50120

Duration

The preferred pathway into this qualification is for individuals who have achieved Certificate IV in Business or with some vocational experience in assisting team leaders, supervisors or managers to conduct BSB activities but without formal BSB qualifications.

The programme delivery duration for BSB50120 Diploma of Business is 800 hours. This program is delivered over a period of 52 weeks (40 academic weeks + 12 weeks' holiday). This comprises 100% by face to face at STC campus.

Qualification packaging rules and requirements

12 units of competency, comprising of 5 core & 7 elective units.

Elective units are relevant to the work outcome, local industry requirements and the qualification level.

Study hours per week

This program is delivered over a period of 52 weeks (40 academic weeks + 12 weeks' holiday)

20 hours per/week

Mode of Study

Face-to-face in class mode

Assessment method

Assessment will be conducted through a combination of questioning, case studies, reports, role-plays and demonstrations

Entry Requirement

The entry requirements are as follows:

- Students must be over 18 years of age,
- Students must have completed an overseas equivalent of Year 12
- Students must have either an IELTS score of 5.5 total or above with no band lower than 5.0 or
- Paper based (PBT) TOEFL score of 550 or above or
- Internet based (iBT) TOEFL score of 78 or above and must provide documentation to that effect.

Entry requirements will be checked at enrolment in line with the RTO's Student entry requirements, selection, enrolment and orientation policy.

Academic Pathways

On completion of this qualification, candidates may choose to undertake the BSB60120 Advanced Diploma of Business, BSB60420 Advanced Diploma of Leadership and Management, or other Advanced Diploma qualifications from the BSB Business Services Training Package or any other training package to further enhance their career opportunities in their chosen field.

Employment Pathway

Participants will also be eligible to seek employment working in a small, medium or large enterprise, in a variety of industries, in both the public and private sector. Graduates with no prior work experience should expect to enter the industry in positions such as Business Manager, executive officers, business consultants and program coordinators.

Award

At the successful completion of this course the participant will receive a BSB50120 Diploma of Business.

For partial completion of this qualification, students will be issued with a Statement of Attainment indicating completed Units of Competency.

Organisation

The program is organized into four stages; each stage is ten (10) weeks in duration. Whilst the delivery and assessment of units within this program are done so on a stand-alone unit by unit basis, units have been organized in a way to offer the most beneficial learning experience for students. The focus during the design phase of this course was to provide the opportunity for students to progressively learn business concepts in a way that most closely reflected how the competencies would be implemented in the workplace

Licensing, Legislative, Regulatory Requirements

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, when required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

Training and Assessment Matrix: BSB50120 Diploma of Business

Total delivery hours = 800 hours

Code	Title of unit	Training delivery mode		Assessment method				
		Total Delivery Hours**	Face-to-face Hours	Demonstration	Written response	Presentation	Project	Report
BSBCRT511	Develop critical thinking in others	80	80		X	X	X	X
BSBFIN501	Manage budgets and financial plans	80	80		X	X	X	X
BSBOPS501	Manage business resources	80	80		X	X	X	X
BSBSUS511	Develop workplace policies and procedures for sustainability	80	80		X	X	X	X
BSBXCM501	Lead communication in the workplace	80	80		X	X	X	X
BSBLDR523	Lead and manage effective workplace relationships	60	60		X	X	X	X
BSBMKG541	Identify and evaluate marketing opportunities	60	60		X	X	X	X
BSBOPS504	Manage business risk	60	60		X	X	X	X
BSBPEF501	Manage personal and professional development	60	60		X	X	X	X
BSBTWK503	Manage meetings	60	60		X	X	X	X
BSBCMM411	Make a presentation	40	40		X	X	X	X
BSBWRT411	Write complex documents	60	60		X	X	X	X

Note: Delivery Hours** - 20 hours per week face-to-face. In addition, it is expected that the learner to have 5 hours of assessment research as well as 5 hours of self-directed study per week.

Definitions of Assessment methods

Demonstration:	Any practical display that happens off-the-job including role-play, simulation and performance of a skill.
Knowledge test:	Multiple choice questions, short answer or essay, usually under supervised and/or timed conditions. May be written, oral or open-book.
Interview:	Interviews may be conducted face-to-face, by telephone or web conference.
Presentation:	Oral presentations may be made to an audience during a workshop or on video. Differs from demonstration as not actually demonstrating a skill.
Project:	A series of tasks to be completed to produce a specific definable outcome. The outcome is known as the deliverable. Once the outcome has been delivered the project is finished.
Report:	A report provides information about something that has happened. Usually done in the candidate's own time and submitted for assessment. A reflective journal is a type of report.
Documents:	A candidate may be asked to present previously completed documents as evidence. A supervisor's verification is also a document.
Workbook	Completion of the assessment activities in the student's workbook. Assessment activities may relate to questions assessing knowledge, demonstration of skills, case studies and practical activities which become part of formative assessment and are collected over a period of time.

Academic Calendar, Course Breaks and Public Holidays in 2022

Term 1	17 th Jan 2022~ 27 th March 2022
<i>Term Break</i>	<i>28/03/2022 ~ 17/04/2022 3 weeks</i>
Term 2	18 th April 2022 ~ 26 th June 2022
<i>Term Break</i>	<i>27/06/2022 ~ 17/07/2022 2 weeks</i>
Term 3	18 th July 2022 ~ 25 th September 2022
<i>Term Break</i>	<i>26/09/2022 ~ 9/10/2022 2 weeks</i>
Term 4	10 th October 2022 ~ 18 th December 2022
<i>Term break</i>	<i>19/12/2022 ~ 15/01/2023 5 weeks</i>
Public Holidays	Visit the link provided below: https://www.nsw.gov.au/about-new-south-wales/public-holidays/

Orientation Program

All students must attend the Orientation Program before attending any of their classes. It is held on your first day (stated on your Confirmation of Enrolment (Coe) at STC, or on a different day if you arrive late. On orientation day, you will have an LLN test to find out your general knowledge level. We will answer all your questions and you will get important information about:

- studying and living in Australia including social and cultural customs
- general safety information for when you are at college and in Australia, including beach safety
- student expectations, college rules, facilities, resources and premises including a campus tour
- critical incident and emergency evacuation procedures/emergency meeting point
- class timetables and study assistance/ academic intervention (Extra Class)
- course attendance and progress requirements
- visa requirements
- College Policies and Procedures including Refund
- complaints and appeals processes
- Student Handbook
- student support services including accommodation, emergency/health services, and legal including workplace rights and conditions

Students who are unable to attend their Orientation Program must contact the college.

You will be informed of the date of your Orientation Program.

We take your photo at orientation, and you can pick up your ID card from Reception a week later. You cannot use your ID card for discounts on public transport fares because international students must pay the full fare. ID cards can be used as proof of identity, and you must carry your ID card at all times while at STC for security reasons.

Credit transfer

Credit transfer applies to situation where students have completed units identical to those they are currently enrolled for at another provider. Credit will be granted in accordance with the Credit Transfer procedure. To apply for credit transfer students must complete the credit transfer application form and attach copies of verified documents to support the application. There is no reduction in tuition fees if Credit Transfer is applied for or granted.

Recognition for Prior Learning (RPL)

Recognition of Prior Learning means recognition of competencies currently held regardless of how, when or where the learning occurred. This includes any combination of formal or informal training and education, work experience or general life experience.

Consistent with the VQF, RTOs must:

- Ensure that RPL is offered to all applicants on enrolment, and
- Have an RPL process that is structured to minimize the time and cost to the applicant and provides adequate information and support to enable applicants to gather reliable evidence to support their claim for recognition of competencies currently held.

For RPL to be granted, the course applicant must provide quality evidence that he/she:

- Has attained the competencies described in the unit/s of competency that are being claimed
- Possesses current competency in the unit/s that are being claimed
- Possesses the required underpinning knowledge specified in the unit/s of competency
- Has applied the relevant competencies in a context that is applicable to their area of specialisation in resource and infrastructure. The evidence, which has been gathered by the assessor or the candidate, as proof of current competency may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples.

The assessor must ensure that such evidence complies with the rules of evidence, namely that it is authentic, valid, reliable, current and sufficient. St Thomas College offers a simple, but methodical RPL process which is outlined in its Recognition of Prior Learning (RPL) policy.

Prospective students will be made aware of the RPL policy and process prior to enrolment into the program, via discussions and the Student Handbook, and are encouraged to apply if they believe that they may be eligible.

Students are encouraged to apply for RPL at the commencement of training. If granted student will receive credit against the units, they have been deemed competent via the RPL process.

Students who receive credit will be given an amended schedule for training and will still be required to attend training for additional information and are not assessed in the units granted. All students must display evidence of equivalent competency to Diploma of Business

Sample Timetable

2022 Intake Dates							
17 Jan/2022	21 Feb/2022	18 Apr/2022	30 May/2022	18 Jul/2022	29 Aug/2022	10 Oct/2022	14 Nov/2022
Class Timetable							
Shift 1	Monday to Tuesday- 8:00am to 4:30pm and Wednesday- 8:00am to 12:00pm						
Shift 2	Thursday to Friday- 8:00am to 4:30pm and Saturday-8:00am to 12pm						
Shift 3	Friday-5:00pm to 9:00pm and Saturday-12:15pm to 8:45pm, Sunday- 8:00am to 4:30pm						
Shift 4	Monday to Thursday- 4:45pm to 10:00pm						

Direct Entry Pathway for Further Study

Academic Pathways

On completion of Diploma of Business, candidates may choose to undertake the BSB60120 Advanced Diploma of Business, BSB60420 Advanced Diploma of Leadership and Management, or other Advanced Diploma qualifications from the BSB Business Services Training Package or any other training package to further enhance their career opportunities in their chosen field.

Employment Pathway

Participants will also be eligible to seek employment working in a small, medium or large enterprise, in a variety of industries, in both the public and private sector. Graduates with no prior work experience should expect to enter the industry in positions such as Business Manager, executive officers, program consultants, Senior Manager, or Senior Executive and program coordinators.

Education Agent

- **THEY WILL HELP YOU SORT THROUGH YOUR OPTIONS:** Education agents can give you a lot of information about the colleges in Australia. After discussing what kind of institution you are looking for, they will help you sort through your options to find the right institution and course for you.
- **THEY HAVE EXPERT KNOWLEDGE:** Qualified education agents have an excellent knowledge of the Australian vocational education sector and can provide you with all the information you need about the application process and what studying in Australia is really like.
- **THEY CAN ASSIST WITH THE APPLICATION PROCESS:** Education agents will help you to complete the application forms and will deal directly with the institution on your behalf, which will take some of the work out of the application process for you. Education agents may also help you apply for a student visa.
- **IT'S A FREE SERVICE:** You don't have to pay for the service that education agents provide because institutions pay them a commission. However, you will still need to pay an application fee to the institution.

Please visit the college website under *Education Agent*.

Deferral, Suspension and Cancellation of Course

Please read below for information about deferring, cancelling, withdrawing or suspending enrolment as requested by you for compassionate or compelling circumstances (beyond the control of the student and which have an impact on course progress or wellbeing), or initiated by STC for other conditions. Our *Deferral, Suspension and Cancellation of Course Policy and Procedure* is available from Reception on request.

Any change of enrolment may impact your student visa so, you must go to the Department of Home Affairs website (<https://www.homeaffairs.gov.au/>) or call the helpline (131 881) for further information.

If your request is not approved, the reason for the rejection will be explained in the letter you will receive. You have 20 working days from the date of our decision to make an appeal. Your enrolment is maintained until the Appeals process is finalised. Also, the balance of course fees is not refundable and cannot be transferred to another college or student.

Deferring Your Course

You can defer or postpone your course start date (before you commence your study) by submitting a completed *Course Variation Form* with any documentary evidence (written and/or translated in English) to support your situation. STC will inform you in writing of the result which may affect your student visa and your CoE. If your request is approved, your period of deferral will not be included in attendance monitoring. The new start date must be within six (6) months of the original start date.

Cancelling Your Course

You can cancel your course before it starts by submitting a completed *Course Variation Form* with any documentary evidence (written and/or translated in English) to support your situation. STC will inform you in writing of the result. Any fee paid will be subject to the Refund Policy.

Cancellation of Your Course After Commencement

You can only withdraw from your enrolment before completing your course, if your tuition fee payments are up to date. STC will inform you in writing of the result.

If you cancel your enrolment to move to another provider (Transfer), you must have completed **six months** of study in your principal course. If you have not yet completed six months of your principal course, your withdrawal request will be assessed against our *Transfer between Registered Providers Policy and Procedure*. Before any transfer can be granted, a student must first submit a Letter of Offer from the other education provider, together with their *Course Variation Form*. Your request will be assessed in line with our *Refund Policy and Procedure*.

Suspension from Your Course After Commencement

You must submit a completed *Course Variation Form* with any documentary evidence (written and/or translated in English) to support your situation. Also, all your course fees

must be paid before your application is assessed. You can suspend your enrolment for a maximum of three (3) months and if your request is approved, your period of suspension will not be included in attendance monitoring.

Suspension or Cancellation Due to Unacceptable Behaviour

STC may suspend or cancel your enrolment because of unacceptable behaviour. We will write to you about our intention to suspend or cancel your enrolment, and the reasons for our decision. There is no refund in these cases.

Suspension Due to Non-Payment

It is a condition of enrolment that students pay tuition fees. If you do not, you may be suspended from your course until your course fee payment is up to date. No certificates will be issued until all course fees have been paid in full.

Overseas Student Transfers

STC will follow our *Overseas Student Transfers Policy and Procedure* to make a decision on *Transfer Request Form* applications. We will also consider your individual circumstances and any other relevant factors.

Student Surveys

You will be asked to complete surveys anonymously about your course, class, assessments, learning experience, college facilities etc during your studies with us. Your feedback is important and will help STC to improve its services and better meet your needs.

Appeals against Assessment Grades

Students may appeal against a result shown on their student record / assessment and may lodge their appeal as per the "Complaints and Appeals Policy and Procedure".

Flexible Forms of Assessment

The STC has facilities to provide flexible forms of assessment as required for Students in proven extenuating circumstances. The student must apply in writing to the PEO with details of the circumstances. The PEO will assess the application, and the student notified in writing.

Access to Students Records and Participation

The STC is committed to providing you with accurate and current records of your participation and progress. If at any point you wish to view your student file or discuss your progress in the course, please arrange at time with your trainer or academic manager and they will be more the willing to help you.

Once you complete your course and graduate, you can contact the STC to discuss any matter, including obtaining a reprint of your Certificate and accessing your training record. As a graduate, please do not hesitate to contact the STC at any time.

Course Progress

Student Course Progress and Completion within Expected Duration

St Thomas College systematically records, monitors and assesses student course progress and takes proactive measures in notifying and counselling students at risk of not meeting course requirements. In addition, the Institute continuously monitors the workload of students to ensure they complete their enrolment within the duration specified in their CoE, and only allow course duration extensions in certain limited circumstances. Students who do not meet course progress requirements will be reported to the Department of Home Affairs (DHA), which may result in the cancellation of their student visa.

- **At Risk of Unsatisfactory Course Progress:** When a student has achieved 1 Not Yet Competent out of 2 delivered units or at any point throughout the Term as identified by the students Trainer.
- **Satisfactory Course Progress:** When a student achieves a Competent result in more than 50% of the enrolled units in a Term. Where a student is in their Final Term, Satisfactory Course Progress refers to the student fulfilling all course requirements by their scheduled end date, as specified in the Student's CoE.
- **Unsatisfactory Course Progress:** When a student achieves a Not Yet Competent result in 50% or more of the enrolled units in a Term.
- **Not Meeting Course Requirements:** When a student is deemed as achieving Unsatisfactory Course Progress in two consecutive Terms and who have had an intervention strategy activated, with sufficient time for the strategy to run its course, has failed occasional units throughout the course, has had an intervention strategy activated with sufficient time for the strategy to run its course and has not met course requirements by their scheduled end date, as specified in the Student's CoE.
- **Academic Probation:** The consequence for a student that is deemed as achieving Unsatisfactory Course Progress in the previous Term.
- **Intervention Strategy:** Support and guidance that is provided to the student by St Thomas College for students deemed At Risk of Not Meeting Course Requirements or achieving Unsatisfactory Course Progress.
- **Term:** A duration consisting of 10 study weeks. Where a student commences a Term late, the duration is considered to be the remaining weeks of that Term.
- **Competent:** When a student has achieved a Satisfactory Result for all assessment tasks for a unit.
- **Not Yet Competent:** When a student has achieved a Not Yet Satisfactory Result in one or more assessment tasks for a unit.
- **Timetable Summary Form:** A document that identifies when all assessments tasks for a program are due.

Recording Course Progress

- Trainers record student academic results for each assessment in the Assessment Summary Record Form and provide feedback to students within 5 working days of the submitted assessment.

- On conclusion of the final assessment for each unit, the Trainer (within 5 working days) will collate all student academic results for the unit into the classes Marking Grid and will provide the complete Marking Grid to the Academic Manager. Academic Manager will update result into Student Management System.
- Result will be published & posted onto Notice Board. Students will be notified via email about result publish.

Monitoring Course Progress

- Student Course Progress is monitored on a regular basis by St Thomas College.
- Trainers monitor student course progress on an assessment-by-assessment basis. Where students are identified as At Risk of Unsatisfactory Course Progress, the Trainer will encourage and counsel the student to assist in improving their course progress.
- St Thomas College will be monitored students course progress in each term i.e. students will be issued a warning letter in each term (week 12). For example, 1st term: warning letter 1 will be issued in 12; 2nd term: warning letter 2 will be issued in week 12. Once any student receives letter they will receive ITR in next stage. Student services department will regularly communicate with students regarding assessment submission & result. The Student Services Department or Academic Manager will counsel, devise and activate a formal intervention strategy with the students.
- The Academic Manager monitors student course progress in each Term of study and will counsel/devise/activate intervention strategies and report students who have not met course requirements in line with this policy.
- The Student Services Officer will identify all students who have achieved a NYC and send them an At Risk of Achieving Unsatisfactory Course Progress letter. The letter will advise them of the need to achieve satisfactory course progress and outline student visa condition (including that Students who have not met course requirements will be reported to the Department of Home Affairs, which may result in the cancellation of their student visa). The letter will also advise the student to contact the Academic Manager so that an Intervention Strategy can be devised.
- Where students have been sent an At Risk of Achieving Unsatisfactory Course Progress Letter, the Trainer will be instructed to send the student to the Student Services Department (by providing a student list to the trainer by Student services Department) prior to being permitted to return to class. This is to ensure activation of the Intervention Strategy. The Student Services Department will advise to Trainers and update the Weekly Attendance Sheet permitting students to return to classes once the Intervention Strategy has been activated.

Assessing Course Progress

- In each Term, the Student Services Officer will make an assessment on whether or not the student is achieving satisfactory course progress by pulling a report from STC's Student Management System.
- Students who have achieved 50% or more NYC in their enrolled units will be sent an Unsatisfactory Course Progress Letter, advising the student to make contact with the Academic Manager. The Academic Manager will counsel the student and will devise and activate an Intervention Strategy for the student for the following Term. Where a student is in their final Term, the Academic Manager will have implemented issue stated in Course Progress policy and will make a determination on whether the student has achieved Satisfactory Course Progress in line with this policy.

- Students who have achieved Satisfactory Course Progress, however, have outstanding NYC's will be provided with information regarding reassessment.
- All students identified as achieving Unsatisfactory Course Progress will be placed on academic probation for the following Term which will be specified in the Intervention Strategy, and which will remain until the student achieves Satisfactory Course Progress.
- At the time a student is issued with an Unsatisfactory Course Progress letter, a note is made on the Student Management System. Trainers are instructed to send the student to the Student Services prior to being permitted to return to class. The Student Services Department will provide written notifications to Trainers and update them, permitting students to return to classes once the Intervention Strategy has been activated.
- Students who have received Unsatisfactory Course Progress Letter (first, second), they must complete intervention process with Academic Manager within 5 working days. Failing to meet this requirement, student services department will issue next stage warning letter (for example, if a student who has received warning letter one & did not meet with Academic Manager within mentioned timeframe then he/she will have received warning letter two & so on. If a student who has received warning letter 2 & did not meet with Academic Manager within mentioned timeframe then h/she will have received ITR and finally 20 working days to appeal. If students do not appeal within 20 working days after ITR then CoE will be cancelled. If students did not meet with Academic Manager and did not complete intervention process at any term, then they will need to extend their CoE to complete outstanding units. Exception will be accepted only in compassionate & compelling circumstances (refers to Compassionate and Compelling Circumstances policy for more detail).

Intervention Strategies

- Where a student is identified as At Risk of Achieving Unsatisfactory Course Progress/Is Achieving Unsatisfactory Course Progress/Deemed as necessary by the students, an Intervention Strategy will be devised and activated.
- Intervention Strategies may include, but are not limited to the following, with the ultimate purpose being to assist students to meet Satisfactory Course Progress requirements:
 - Attending Academic Skills Programs
 - Attending Tutorial or Study Groups
 - Receiving Individual Case Management
 - Attending Study Clubs
 - Attending Counselling
 - Receiving assistance with personal issues which are influencing progress
 - Receiving Mentoring
 - Being placed in a suitable alternative subject within a course or suitable alternative course
 - English Language support
 - The need to undertake a Reassessment
 - A combination of the above and a reduction in course load
- All records of intervention strategies will be recorded in the Intervention Strategy Record Form and the Student Management System and filed away in the student's file

Not Meeting Course Requirements

- Students that have been assessed as achieving Unsatisfactory Course Progress in two consecutive Terms and who have had an intervention strategy activated, with

sufficient time for the strategy to run its course OR who do not meet point Extension of Course Duration policy (refer to course progress policy), have failed occasional units throughout the course, have had an intervention strategy activated with sufficient time for the strategy to run its course and have not met course requirements by their scheduled end date, will be sent an Intention to Report Letter (e-mail and hand delivered or by registered post), advising of St Thomas College's intention to Report them to the Department of Education through PRISMS.

- The student will be advised that they have 20 working days from the date of the Intention to Report letter to appeal the decision
- A student may only appeal where one or more of the following circumstances exist:
- Compassionate or Compelling Circumstances (See Compassionate and Compelling Circumstances Policy)
- Academic results were recorded incorrectly
- An intervention strategy was not implemented or given enough time to run its course
- This policy was not adhered to
- In the event that a student lodges an appeal, the student will only be reported when the appeals process (internal, and where necessary, external appeal) has been completed and the decision maintains St Thomas College's decision
- During the appeals process, the student must continue to attend classes
- Where a student has not chosen to access the complaints and appeals process within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting St Thomas College, the Institute will notify the Department of Education of the students breach of course progress requirements, through PRISMS, as soon as practicable and no longer than 5 working days from the occurrence

Extension of Course Duration

- St Thomas College will monitor the workloads of students to ensure all students complete their enrolment within their specified durations of their CoE.
- Where a student is unable to complete their enrolment within the specified durations of their CoE, St Thomas College will only grant an extension in the following limited circumstances:
 - Compassionate or Compelling Circumstances (See STC's Compassionate and Compelling Circumstances Policy)
 - Implementation of an Intervention Strategy
 - An approved deferment or suspension of studies
- Should an extension be granted, St Thomas College will
 - provide a written letter or email to the student from the Academic Manager,
 - specifying the details of the extension
- The Student Services Department will also ensure the Department of Education is notified as soon as practicable and no longer than 5 working days from the occurrence via PRISMS, and will issue the student with a new CoE
- All records relating to the extension of a students' course duration will be recorded in the Student Management System, with documentation retained in the student file.

Extension of Course Duration (Other Guidelines)

- St Thomas College will not provide any unit by distance or online learning to International Students except lockdown situation.
- St Thomas College will ensure that except in the circumstances specified in point where a student is unable to complete their enrolment within the specified durations of their CoE,

the expected duration of study specified in the student's CoE will not exceed the CRICOS registered course duration.

Attendance for Students

As a student visa holder, you must attend a **minimum of 80%** of your scheduled classes to achieve satisfactory attendance for your course. Your attendance is based on the course duration on your student's CoE and is continuously monitored. If your current and overall attendance falls below the required 80%, STC may report you to the Department of Home affairs (DHA), which may affect your visa. If you are concerned about your attendance, speak to **your trainer first**.

Attendance Recording and Calculation

Attendance is marked daily for every lesson (60 minutes). It is based on a minimum of 20 hours of face-to-face delivery. Attendance for Extra Class will not be contributed towards the overall attendance.

Full Attendance is when:

- you arrive less than 15 minutes late at the start of the lesson and stay in class until the end of the 60-minute lesson = 1 hour of attendance
- you are in class for the whole 60-minute lesson = 1 hour of attendance

Absent is when:

- you do not attend class at all = 0 minutes of attendance
- you arrive late by 15 minutes or more for the lesson. Therefore, you will be marked as **absent** for the **whole 60-minute lesson** = 0 minutes of attendance.

Table 1: Below shows how your daily attendance is recorded and calculated.

Table 1: Daily Attendance Monitoring Calculation			
Class Time AM	Status	Marked As	Attendance in Minutes
Day 1			
16:45~17:45	15 minutes late	Marked as absent = 0	0 minutes
17:45 ~18:45	10 minutes late	Marked as fully attended = 1	1 hour
18:45 ~19:00	Short-Break		
19:00 ~20:00	Absent	Marked as absent = 0	0 minutes
20:00 ~21:00	Half attended	Marked as fully attended = 1	0.5 hour
21:00 ~22:00	Fully attended	Marked as fully attended = 1	1 hour
Total Attendance			2.5 hours out of 5 hours

Table 2: Course Attendance Calculation – 10 Week Course

Week	Current Attendance %	Weekly Attendance %	Attended
1	90	0	0 hours
2	90	100	20 hours
3	85	50	10 hours
4	85	100	20 hours
5	82.50	75	15 hours
6	80	75	15 hours
7	77.5	75	15 hours
8			
9			
10			
Overall Attendance in %		77.5	

Medical Certificate

If you are absent because you are sick, you should see a doctor and bring a medical certificate to Reception. This document will state the reason for your illness and the date/s you were unable to attend college. Reception will make a copy of your medical certificate to keep in your student file. You will still be **marked 'absent'** but, it will be taken into consideration by the Department of Home Affairs (DHA) if your attendance falls below 80%. It is very important you keep all your original medical certificates for visa purposes.

Reporting Overseas Student Visa Holders

If you continue to fail the level/course, because of not fully participating in the *Academic Intervention Strategy* with unsatisfactory attendance, STC will follow the *Monitoring Course Progress Policy and Procedure* and send you a *Notice of Intention to Report* for unsatisfactory course progress. However, if you have a minimum of 70% attendance, and compassionate and compelling reasons with documentary supporting evidence (written and/or translated in English) for not achieving satisfactory course progress, STC will not report you to the Department of Home Affairs (DHA).

You have the right to access STC's Complaints and Appeals process within 20 working days. STC will follow the *Complaints and Appeals Policy and Procedure* to finalise the process.

Extending Your Course Duration

Your course will only be extended if:

- you have compassionate and compelling reasons with documentary evidence (written and/or translated in English) to support the reason
- extending your course is helping you to successfully complete your required studies
- you experienced an approved deferment or suspension of studies




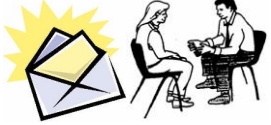

If the extended study period is longer than your current visa duration, you will need to

- i. apply for a new Student Visa (subclass 500) in order to complete the extended studies and

- ii. contact the Department of Home Affairs at <https://www.homeaffairs.gov.au/> or call the helpline on 131 881 because your new duration of study will have an impact on your student visa.

Attendance Monitoring

Your attendance is monitored to inform and help you if you are at risk of not meeting your attendance requirements. You may bring a support person to any relevant meeting.

STAGE	ATTENDANCE	CONSEQUENCES
	When you are absent for more than 5 consecutive days without approval from STC	<p>You (and your parent/homestay/legal guardian for underage students) will get an email from Student Services about your absence of more than 5 consecutive days to check on your welfare. You will be notified that you may be at risk of low attendance and breaching your student visa conditions.</p> 
1	When your current attendance falls between 90%-85%	<p>You will get Attendance Warning Letter 1 about your attendance and Student Services will counsel you (with your parent/homestay/legal guardian for underage students) about your attendance based on the Attendance Policy, including the consequences of not meeting the attendance requirement as part of your visa conditions, and options for improving your attendance.</p> 
2	When your current attendance falls between 85%-82%	<p>You will get Attendance Warning Letter 2 and the Academic Manager will counsel you (with your parent/homestay/legal guardian for underage students) about your attendance, inform you of the consequences of falling below 80% attendance and options for improving your attendance.</p> 
3	When your current and overall attendance falls below 80%	<p>You will get a Notice of Intention to Report letter and the Academic Manager will interview you. You will have a 20-working day appeal period. You will be able to make both an internal and external appeal (Overseas Student Ombudsmen).</p> <p>If you fail to make an appeal, then you will be in danger of being reported to the Department of Home Affairs (DHA) which may result in the cancellation of your student visa.</p>  

Certificate of Completion

You can get a Certificate of Completion for the course you have successfully completed when you finish your studies. Successful completion means you have achieved the required score to successfully complete a course. Also, you must not have any outstanding payments due.

Letter of Attainment

STC will issue you with a Letter of Attainment for partial completion of this qualification, students will be issued with a Statement of Attainment indicating completed Units of Competency

Academic Progress Updates

Your trainer will give you your results/feedback after each assessment. This will include feedback on areas for you to improve in. All your results are on your *Academic Progress Record Sheet*, which will show if you have successfully completed a unit or not. Your trainer will give you a copy of it at the end of each unit, but you can ask your trainer to see it at any time. If you have any study issues, please talk to your trainer. Your trainer is there to help and support you to do better in your studies!

Cheating and Plagiarism

You are expected to provide original work and must not copy the work of others. Please do not cheat in any exams and assessments. If you are caught cheating you will automatically get 0% for your score. The Cambridge Dictionary refers to plagiarism as “using another person's ideas or work and pretending that it is your own”. It can be avoided by using accurate referencing.

IMPORTANT: You may face disciplinary action as a consequence of cheating/plagiarism, which could lead to the suspension or termination of your enrolment.

Facilities and Resources

STC is located in a modern and well-equipped building in a convenient location. We are a close walk to Central train station and shops.

STC continually monitors its facilities, equipment and premises to follow all the relevant government regulations and industry requirements to give students, staff and visitors a safe study and work environment. Also, it makes sure the facilities, equipment, learning resources and operations are appropriate for all students no matter their age or language ability.

STC will notify our students if our college location has a plan to relocate at least 20 working days before the relocation. This notification will give details of the new address, a map and other details relevant to the relocation and students' studies during this transition period.

Facilities

Our facilities include:

- Air-conditioned classrooms (no food is allowed in classrooms)
- Modern audio-visual equipment in classrooms
- Student computers (no food or drink is allowed near the computers)
- Free Wi-Fi (password information is available from Reception and on notice boards)
- Kitchen facilities (you must clean up after yourself)
- Lounge / Common area
- Student library with relevant resources
- Photocopying/printing (there is a small fee – ask at Reception)
- Quiet self-study area

Equipment and Learning Resources

You have access to:

- the student library with appropriate learning resources
- student computers with internet access web content filtering and IT intrusion prevention system
- classroom computers and projectors (ask for your trainer's permission before use)

Safety at College

Every person in the college premises is expected to take care of their own health and safety, and to follow safety rules to prevent injuries to themselves or any other students or staff who may be affected by their actions. There are signs around the college building explaining the use of equipment and facilities including:

- Toilet facilities
- Classrooms and other study facility areas
- Sitting at a computer or desk

If you have a health and safety question or concern such as seeing damaged/faulty equipment, please tell Reception or your trainer immediately.

Your Personal Belongings

You must take care of your own personal items at all times. Also, you agree not to hold STC responsible for any loss, accident or mishap to personal belongings. STC will not store or hold luggage or bags for students. If you have any concerns for your safety or personal items, speak to Reception or your trainer immediately.

First Aid

A regularly maintained basic first aid kit is available from Reception. If you see anyone hurt or you sustain a personal injury/accident at STC, you must report it immediately to your

trainer/Reception/Student Support/Welfare Guardian, and the details will be recorded on the *Critical Incident Form*.

IMPORTANT: STC cannot give students any medication including headache tablets.

Lost and Found

When you find an item in the College premises that does not belong to you, please take it to Reception for safekeeping. If you have lost an item, please check at Reception in case we may have your item with us.

IMPORTANT: STC is not responsible for any loss, accident or mishap to personal property.

No Smoking

STC is located in a non-smoking building. There is no smoking anywhere inside the College or the building. This includes in the toilets, stairs or lift and lobby areas. If you are a smoker, check for no smoking signs around you as some places are no smoking areas and penalties may apply. You must put all your cigarette butts in the bin.

Notice Boards

Notice boards are located in the College including the student common area.

IMPORTANT: Students **MUST NOT** put any unauthorised notices on any of the college notice boards. If you would like to put an ad or a notice for other students to see, please see Reception first. Notice boards display:

- Important announcements/events
- Class and Assessment timetables
- Health, safety and welfare information
- Emergency evacuation plans

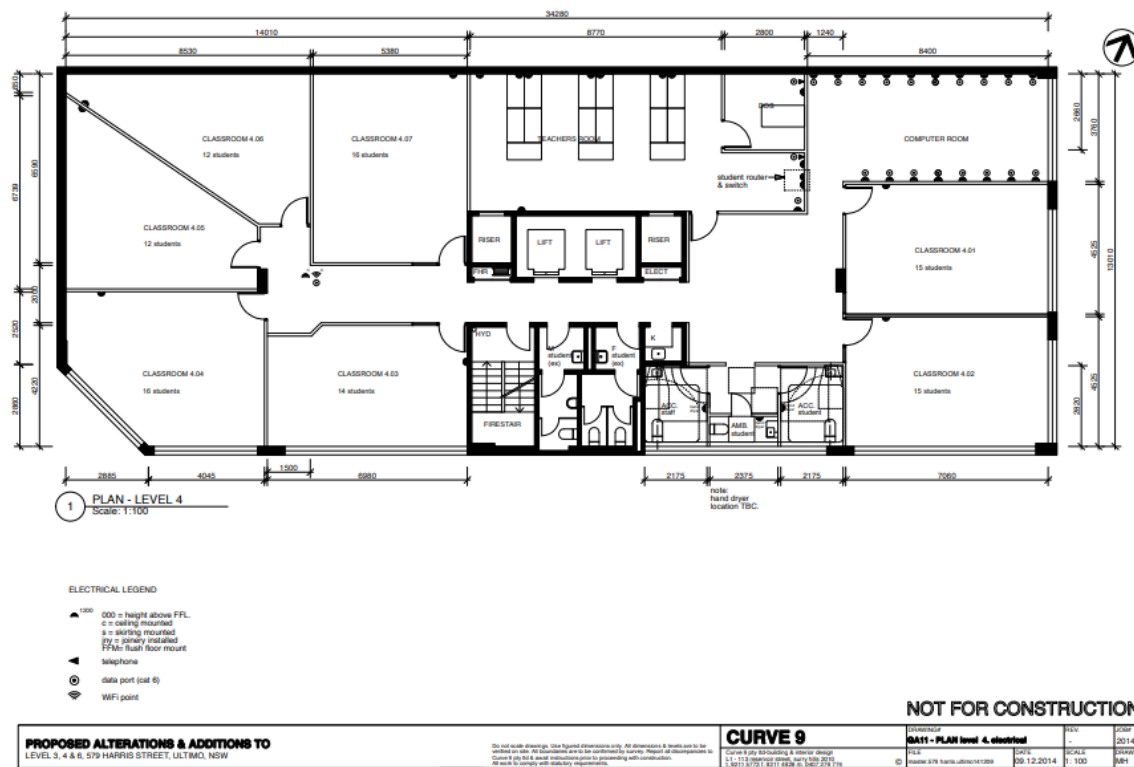
Emergency Evacuation

Emergency evacuation plans explain what to do in a fire/emergency and the location of fire exits, fire hoses and extinguishers. They are in each classroom and on notice boards. Please read them and follow them in an emergency!

IMPORTANT: If you hear the fire alarm during class time, follow your trainer's instructions and leave the building using the nearest fire stairs. Do not use the lifts in an emergency! If you hear the fire alarm during break time, go to the reception area for instructions.

Once you leave the building, you must go to the designated emergency meeting point. It is important you stay with your trainer and wait for instructions. The designated emergency meeting point can be found in the evacuation plans available.

College Floor Plan



Critical Incidents

STC is committed to providing its students, staff and visitors with a high standard of health and safety. Critical incidents include but are not limited to:

- Missing students, family members or staff
- Severe verbal and/or psychological aggression
- Death, serious injury, or any threat of these
- Fire, storm, natural disaster
- Assault, shooting
- Suicide
- Issues such as domestic violence, physical, sexual assault, drug or alcohol abuse and
- Other non-life-threatening events.

Staff, students or visitors involved in or witnessing a critical incident should immediately tell Reception/Student Support/Welfare Guardian/Academic Manager. STC has developed essential procedures and support systems to manage, follow up and record critical incidents such as, providing support services to those affected by the incident.

Privacy

STC is committed to protecting students' privacy and meeting its obligations under various NSW and Australian legislations relating to the personal information it holds about its students, which are held in paper-based and electronic records and systems. STC informs the Department of Home Affairs (DHA) about changes to your enrolment, or any student visa breaches. The authority to collect personal information including academic progress and personal welfare, is set out in:

- The Privacy Act 1988;

- The Education Services for Overseas Students Act (ESOS) 2000;
- The Education Services for Overseas Students Regulations (ESOS) 2001; and
- The National Code 2018.

If required, your information can be provided to the Australian Government and designated authorities, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. However, STC will not disclose personal information without the consent from staff, students and the parents/legal guardian of underage students, unless it is authorised or legally required by law (ESOS Act 2000, Part 8, Section 175).

If you are not happy with the result, you may also contact the Australian Privacy Commission on 1300 363 992 or visit www.oaic.gov.au.

Fees

Tuition Fees

You are not required to pay more than **\$1,500** of your tuition fees before you start the course. RTOs registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) must satisfy both the requirements of this clause and of the Tuition Protection Service (TPS) under the Education Services for Overseas Students Act 2000 (ESOS Act). The TPS requires that not more than 50 per cent of the fees for an overseas student be prepaid, unless the student chooses to pay more. This applies even if 50 per cent of the course fees would be less than the threshold prepaid fee amount of **\$1500**. Once you have started your course, you may need to pay extra tuition fees if you would like to make changes to your enrolment such as extending your studies. Tuition fees cannot be transferred to another college or student.

IMPORTANT: Students who do not pay all fees owing by the due date may have their enrolment cancelled.

Non-Tuition Fees

Other fees include but are not limited to general fees such as the non-refundable enrolment fee, late payment fees, material fees, Student ID card replacement fee, airport pick up service and Overseas Student Health Cover (OSHC). Once you have started your course, you may need to pay an administration fee if you would like to make changes to your enrolment.

IMPORTANT: Students who do not pay all fees owing by the due date may have their enrolment cancelled. It is your responsibility to keep receipts of any fees you pay. All fees are in Australian dollars (\$AUD) and are subject to change or variation without notice. For the most up to date list of fees, please ask at Reception.

TYPE OF FEE	COST (\$AUD)
Enrolment/Application Fee* (non-refundable)	\$200.00
Late fee of second payment	\$50 (weekly) late payment after due date. If a student paid tuition fees 2 weeks after due date then student need to pay \$100 (\$50+\$50) late payment fees along with

	their tuition fees. This late payment fees are non-refundable
Re-enrolment Fee*	NIL
Confirmation of Enrolment Fee (Ecoe)	NIL
Material fees	NIL
Reassessment fee	\$50 per/unit
Deferment/Suspension Fee	\$100.00
Course Variation Admin Fee	\$100.00
Change Class Timetable	NIL
Student ID card replacement fee	\$10.00
Overseas Student Health Cover (OSHC)	Refer to service provider quote upon booking
Photocopy Fee	\$0.20/\$1.00 (B&W/Colour)

***Note:** The fees and charges stated above are subject to change or variation. Due notice will be provided prior to any adjustment. For more information on our fees, cancellation and refund policy, please refer to our fee and charges brochure or contact our office directly.

Refund Policy

You can request for a refund by submitting a completed *Refund Request Form* with documentary evidence (written and/or translated in English) supporting the reasons for the request such as a Visa Refusal letter. You will be informed in writing of the result of your refund request within 14 working days.

- Refunds application requests must be made in writing on the student refund form provided by the college.
- Refunds will be paid in accordance with the conditions agreed to on the signed and dated Written Agreement except for Provider Default and Student Visa rejection/Cancellation. In the case of Provider Default and Student Visa rejection/Cancellation student refunds will be made in accordance with the Education Services for Overseas Students (Calculation of Refund) Specification 2014 which outlines minimum payment requirements in these circumstances. An explanation of these requirements follows.
- The Academic Manager will approve/disapprove student refund in coordination with the Accounts Department.
- All refunds will be recorded into College Accounting system.
- The application fees and airport pickup fees are non-refundable under any circumstances.
- Tuition fees and OSHC (if you have paid OSHC to the college):
 - Visa rejection/cancellation:
 - Before course start date – Refund will be provided in full if student decide to leave Australia permanently and an admin fees of \$200 will be deducted by the college. Students are required to provide visa refusal letter including additional supporting documents such as flight ticket.
 - After course start date – Refund is calculated on a pro-rata basis based on the number of months that the student has paid for and an application fee of \$200 will be deducted from the final refund amount. The college will deduct \$200 admin fee and any fees for which training, and assessment services is provided to the student before the date of visa rejection/cancellation.
 - The student must provide written proof of visa rejection/cancellation within 2 weeks from the date when visa rejection took. Students are required to

provide additional supporting documents along with visa rejection or refusal letter. Students are required to provide this evidence within 2 weeks of rejection/cancellation.

- No refund will be given to visa extension is refused after course commencement.
- If you have given written notice to the college to withdraw from your course:
 - 30 days or more before the course commencement date, tuition fees will be refunded 70% and \$200 admin fee will be deducted from the final refund amount.
 - 1-29 days before course commencement date, tuition fees will be refunded 50% and \$200 admin fee will be deducted from the final refund amount.
 - Refund will be decided on a case by case basis for withdrawal from a course on illness and compassionate grounds.
- Student default:
 - No refund will be given to the student if they have provided misleading or false information during the refund process.
 - No refund will be given to the student if they have provided any fraud documents for applying/extending visa that leading to visa reject or refuse.
 - Is in breach of their visa requirements as imposed by the Australian Government and withdraws from the college due to this reason.
 - No refund on withdraw on/after course commencement date of the enrolled course.
 - Cancellation of CoE and Reporting for breach of student visa conditions, conditions of enrolment and/or National Standards (unsatisfactory course progress, non-payment of fees, etc.)
 - Student is terminated due to serious breach of the College rules or a breach of visa conditions including nonattendance or unsatisfactory progress.
 - No refund will be given if a student holds a valid student visa at the time of enrolment with Austrasia College, but after commencing their course, their current visa expires, and a subsequent visa application is applied for and rejected.
 - No refund will be given to approved deferred/suspended students.
 - No refund will be given to students who will apply for external appeal such as AAT (Administrative Appeals Tribunal). Students are required to provide appeal evidence such as appeal application number & copy of application if they will stay in Australia.
- Provider default (unable to deliver the course):
 - STC will calculate the refund amount eligible for the student (based on unused prepaid tuition fees) and will offer students placement into a suitable alternative registered course, or a full refund of unused prepaid tuition fees. In each instance, STC will give the student a statement explaining how the unused prepaid tuition fees have been calculated
 - In the event that STC is unable to provide a refund of unused prepaid tuition fees or place the student in a suitable alternative registered course, Tuition Protection Service (TPS) for international students will attempt to place the student in a suitable alternative course with another provider, or, if this is not possible, will provide the student with a refund of their unused prepaid tuition fees.
- No refund will be given on deposit amount if student would like to withdraw from the course before course commencement date. Exception can be applicable only on visa refusal. STC will review circumstances & decide case by case.

- STC reserved all rights to review all visa rejection, cancellation and withdrawal applications for refund and decide case by case.
- If the student is not happy with the refund amount, then they can access college's internal complaints and appeal policy for a review.
- If student is not satisfied with the decision from the internal complain or appeal process than they can seek further assistance and help under Australian Consumer Protection Laws (<http://consumerlaw.gov.au/>)

Refunds Procedure

- You must complete the Refund form.
- Your refund will be processed within 4 weeks (28 days) of receipt of your completed refund application with all supporting documents.
- Where 2 or more courses are packaged, the condition of the refund will be applicable to all courses.
- Commencement of the course is defined as the course start date recorded in the Student Application form.
- Course and other associated fees are not transferrable to another student or any other institution.
- Course and other associated fees may be transferrable to another course that the student is wanting to do within the college.
- Any approved refunds are made payable directly to the student's or agent's nominated bank account. Refund amount is only payable in Australian dollars.
- As applicable bank charges will be deductible for refunds made by bank draft or electronic transfer.

Tuition Protection

If STC is unable to deliver the course in full, you will be offered the option to receive a refund of any remaining fees. This amount will be paid within 14 days after the course has finished in accordance with the Education Services for Overseas Students Act 2000 (ESOS Act). Alternatively, students may be offered an enrolment at a different provider at no extra cost, within 14 days.

If STC is unable to offer a refund or a place at another institution, then the Tuition Protection Service (TPS) will assist you to find an alternative course or obtain a refund if a course is not found for you. Visit <https://tps.gov.au/Home> for more information.

Appeals

If your refund request is denied, you may appeal the decision by following our *Complaints and Appeals Policy and Procedure*. If you are still not satisfied with the decision, then you can appeal externally through the Overseas Student Ombudsman www.ombudsman.gov.au.

The right to make complaints and seek appeals of decisions and action under various processes, does not remove the right of the student to take further action under *Australian Consumer Law* if the *Australian Consumer Law* applies.

Policies and Procedures

All the policies and procedures mentioned in this Student Handbook can be found at Reception on request.

Student Support

(Any referrals to external support agencies will not incur a fee)

Professional Counselling Support

STC has an arrangement with Associated Counsellors & Psychologists Sydney for our students to seek professional counselling support when you need it. There is no fee involved for you to see a professional counsellor for the first session. If you have matters that concern you and would like to see a professional counsellor, please come to Reception for us to help you make an appointment.

Academic Support

Please speak to your trainer first, if you have any questions about your studies. You can be provided with extra academic support, such as the Academic Intervention Strategy (AIS) for you to attend extra classes, and more learning resources to help you with your study needs. If you have any questions about your enrolment, or further study advice, you can speak to Admissions. Reception can also direct you to the right person to speak to or make an appointment for you to speak to the Academic Manager for academic counselling and support.

No additional cost and it will be accessible to all students, regardless of location and mode of study

Welfare Support

Welfare related support services are an important part of student support. We can help you with mental health and well-being matters, and offer referrals to welfare/counselling services at no extra cost to you. If we cannot assist with your particular support needs, we will refer you to external professional counsellor of Associated Counsellors & Psychologists Sydney. STC will not charge for a referral, but fees will be decided by the service provider. Please see below for some important contacts about emergency, health and welfare support services.

Language, Literacy and Numeracy Support

We aim at all times to provide a positive and rewarding learning experience for all students. Our enrolment form asks students to provide information regarding Language, Literacy and Numeracy (LLN) requirements or any other special learning needs. In the event of LLN becoming an issue, students can contact the Student Services Officer to discuss their requirements.

Student participates in LLN Test prior their course commences during Orientation. Based on the test results students may be provided internal support or external support wherever required.

Some examples of the type of support that we can offer include:

Literacy

- Providing students only essential writing tasks

- Considering the use of group exercises
- Providing examples and models of completed tasks
- Ensuring that documents and forms are written and formatted in plain English
- Using clear headings, highlighting certain key words or phrases
- Providing explanations of all technical terms used

Language

- Presenting information in small chunks and speaking clearly, concisely and not too quickly
- Giving clear instructions in a logical sequence
- Giving lots of practical examples
- Encouraging students to ask questions
- Asking questions to ensure students understand

Numeracy

- Showing students how to do the calculations through step by step instructions and through examples of completed calculations
- Helping students to work out what maths calculations and measurements are required to complete the task
- Encouraging the use of calculators and demonstrating how to use them

Related Policies

- Student Assessment, Reassessment and Repeating Units of Competency Policy
- Course Progress Policy

Emergencies Contacts



If you have an emergency and need FIRE, POLICE or AMBULANCE SERVICES, call 000 from ANY public telephone or mobile telephone for free. Tell the operator you need ambulance, fire or police emergency assistance. Make sure you give your name and location. Emergency 000 lines are only for emergencies and not for general medical assistance.

Useful Contacts

- Lifeline (for all ages): Call 13 11 14 or visit <https://www.lifeline.org.au/> for access to 24-hour crisis support and suicide prevention services.
- Beyondblue: Call 1300 22 4636 or visit <https://www.beyondblue.org.au/> to get 24-hour support for mental health issues.
- Domestic Violence Line: Call 1800 656 463 for 24-hour telephone crisis counselling for women.
- MensLine Australia: Call 1300 78 99 78 or visit <https://mensline.org.au/> for telephone and 24/7 online counselling support for men with emotional health and relationship concerns.
- Link2Home: Call 1800 152 152 for free 24-hour housing/homelessness support.
- NSW Victims Access Line (VAL): Call 1800 633 063 for free support during Monday to Friday, 8am to 6pm.
- Multicultural Problem Gambling Service (MPGS) for NSW: Call 1800 856 800 or visit <https://www.dhi.health.nsw.gov.au/mpgs> for free counselling on problem gambling.
- NSW State Emergency Service (SES): Call 132 500 for emergency help with a damaged roof, rising flood water, trees fallen on buildings, or storm damage.

- Suicide Call Back Service (for ages 15 years and over): Call 1300 659 476 or visit suicidecallbackservice.org.au for immediate and 24/7 telephone counselling and support in a crisis.

Other Useful Contacts

If the service you are looking for is not listed, please ask at Reception.

SERVICE	CONTACT DETAILS	SERVICE	CONTACT DETAILS
Public Transport	www.opal.com.au / 13 67 25	Mental Health Line	1800 011 511
Visa	www.homeaffairs.gov.au / 13 18 81	Pregnancy Support Helpline	www.pregnancycounselling.com.au / 1300 737 732
JP Signature	www.jp.nsw.gov.au	Translating and Interpreting Services (24/7)	13 14 50 / www.tisnational.gov.au
Tenants' Union of NSW	https://www.tenants.org.au/	Drug & Alcohol	www.directline.org.au / 1800 888 236
Crime Stoppers	1800 333 000 to report a crime or suspicious activities anonymously	Police Assistance Line	131 444 for non- emergency police assistance and general enquiries
Tax File Number	www.ato.gov.au / 13 28 61	Sydney Sexual Health Centre	www.sshc.org.au / 9382 7440
Reachout	https://au.reachout.com/ for Australia's leading online mental health organisation for young people and their parents	The Reading Writing Hotline	1300 655 506 / https://www.readingwritinghotline.edu.au/ for Australia's national telephone referral service for adult literacy and numeracy
QuitLine (Quit Smoking)	13 78 48 / https://www.icanquit.com.au/	NSW Poisons Information Hotline	13 11 26 / https://www.poisonsinfo.nsw.gov.au/
1800 Respect	www.1800respect.org.au / 13 15 00 / 1800 737 732 for counselling and support for sexual assault, domestic or family violence and abuse	National Relay Service (NRS)	Helps people who are deaf, hard of hearing and/or have a speech impairment to make and receive phone calls. Voice Relay number: 1300 555 727 https://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service

Medical Assistance

If you need medical help, make an appointment to see a doctor, also known as a general practitioner (GP), at your local medical centre. You should go to a medical centre that can send the bill directly to your OSHC insurance provider. This is called "bulk billing" and means you will only have to pay the difference between what is owed to the doctor and what your OSHC will cover. GPs can help with minor illnesses and offer general medical advice. In cases of medical emergency, you should immediately go to the emergency department of your nearest hospital, where medical staff can provide you with urgent attention. If you go to a private hospital, be aware that not all their services will be covered by your OSHC, so you

may have to pay extra for these services. Contact your OSHC provider for more details. If you would like to know where the nearest GP is, please ask at Reception

Legal Services

International students can seek legal advice in relation to immigration, discrimination and many other matters. You can access legal advice and assistance for free or at a minimal cost.

- Redfern Legal Centre's International Student Legal Service gives free, confidential legal advice to international students in NSW. Visit <https://rlc.org.au/our-services/international-students> or call 02 9698 7645.
- Legal Aid New South Wales: helps people with their legal problems through a range of services. Visit <https://www.legalaid.nsw.gov.au/> or call LawAccess NSW for legal help on 1300 888 529 from Monday – Friday between 9am – 5pm (excluding public holidays).
- UNDER 18: Legal Aid Youth Hotline: Call 1800 10 18 10 for legal advice and information for young people under 18. Open 9 am to midnight on weekdays, and 24 hours on Friday to Sunday and public holidays.

Airport Transfer Services

STC can arrange airport transfer services on request for a fee. For further information, please contact Reception.

Accommodation Services

There are a range of accommodation options available in Australia to suit your needs and budget. You can ask Reception for advice on accommodation options.

Private Accommodation Options

You can stay in purpose-built student accommodation located in convenient locations. For details, visit:

- www.unilodge.com.au
- www.student.com/en-gb/au/sydney
- www.urbanest.com.au
- www.iglu.com.au
- <http://studentstayaustralia.com>

Share and Rental Accommodation Options

You can rent a house or a flat, or rent a single bedroom, and share the lounge room, kitchen, bathroom and laundry facilities with other housemates. You sign a lease for the whole house or flat from a real estate agent or private landlord. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules. Some useful websites are:

- <https://www.realestate.com.au/rent/>
- <https://www.realestateview.com.au/>
- <https://www.domain.com.au/?mode=rent>
- <https://www.gumtree.com.au/s-real-estate/c9296>
- <https://flatmates.com.au/sydney>
- <https://www.gumtree.com.au/s-flatshare-housesshare/nsw/c18294l3008839>

Your Rental Rights as Local Residents

It is important to remember that as an international student, you have the same renting rights as local residents. For more information about renting and your rights and responsibilities, visit the NSW Fair Trading website at: <https://www.fairtrading.nsw.gov.au/housing-and-property/renting>. You may also contact Reception if you need details or advice.

Homestay Options for Students

Homestay accommodation is where you live with an Australian family in their home. This gives you the opportunity to improve your English and learn more about Australian culture. Homestay can be a great option for younger students as you will have a supportive family environment and a home away from home. Some homestay options include meals and others are self-catered, so you can choose the option that best suits your needs. Contact Reception/Student Services to help you arrange homestay. You must provide your flight details at least 4 weeks before the start of your course or as soon as possible. Some homestay websites are below:

- <http://www.ozhomestay.com.au/>
- <https://www.globalexperience.com.au/>
- <https://www.homestaynetwork.com.au/>
- <https://www.auzziefamilies.com/>
- <https://www.homestaynetwork.org/>

Students Do's and Don'ts

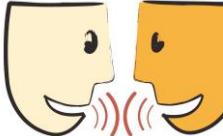






You must follow and respect the rules below. If you ignore or refuse to follow instructions from staff and trainers on any of these matters, it may result in your exclusion from class, suspension or termination of your enrolment. If you have any questions, just ask!

DO'S	DON'TS
<ul style="list-style-type: none">• Take care of you own possessions (STC accepts no responsibility for personal property that is lost or stolen)• Have a positive, friendly and cooperative attitude• Wear appropriate clothing that is not revealing or may distract or offend others• Act in a way that supports STC's reputation• Follow instructions from staff and trainers at all times• Turn off/silence your mobile phone before class starts• Respect staff, trainers and other students• Speak English during class and on campus• Be punctual and well-prepared for class• Participate in all class lessons• Provide true and accurate information to STC	<ul style="list-style-type: none">• Breach your visa conditions• Interfere with other students' property• Bring or use illegal drugs/alcohol to college or on College premises• Harass, bully or discriminate against other students and staff• Cheat in assessments or plagiarise in assignments• Carry weapons or dangerous items• Smoke in the College building• Act violently or in a way that damages STC's reputation• Make or receive phone calls during class time• Send or receive text messages during class time• Behave in a bullying, discriminatory or harassing way• Use foul, abusive or insulting language, signs or gestures

	<ul style="list-style-type: none"> • Misuse the College’s facilities/resources such as computers and books • Eat or drink in any space other than the designated areas
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What to Do When You Have a Problem (Complaints and Appeal Process)

Follow the diagram below for steps to resolve your issue.

STAGE	1	2	3
INFORMAL (Internal)	 <p>Discuss the issue with your trainer. Or you can make an appointment at Reception to speak to the Academic Manager. You may bring a support person to the meeting.</p>	 <p>You will be informed in writing of the outcome.</p>	 <p>If you are not happy with the result, you can talk to Reception/Student Services about taking the internal appeal process.</p> <p>Please submit a completed <i>Complaints and Appeals Form</i> with supporting documents (written and/or translated in English) to Reception.</p>
FORMAL (Internal and External)	 <p>Once you have lodged the internal appeal, it will be discussed by the relevant staff.</p>	 <p>There will be an interview where you may bring a support person, or for underage students, their parent/legal guardian must attend. After the interview and investigation, you will receive a final answer in writing, within the 20-working day appeal period.</p>	  <p>If you are dissatisfied with the final outcome, you can appeal externally within the 10-working day appeal period through the Overseas Student Ombudsman</p> <p>Website: www.ombudsman.gov.au</p> <p>Email: ombudsman@ombudsman.gov.au</p> <p>Phone: 1300 362 072 (in Australia) or + 61 2 6276 0111 (outside Australia)</p>

STAGE	1	2	3
			Mail: GPO Box 442, Canberra, ACT 2601 Australia

External Appeals

If you are dissatisfied with the outcome of either STC's internal appeals process, or the following external appeals process, you can access multiple external appeals. However, STC does not have to help you with finding further appropriate appeals processes.

Living in Sydney

Welcome to Sydney! To help you start your new life in Australia with confidence, please read the useful information below and visit <https://www.cityofsydney.nsw.gov.au/> and <https://www.sydney.com/>. Or please come and talk to us!

Estimated Cost of Living

Living expenses can include accommodation, transportation, food, clothes, books and entertainment. As of October 2019, the Australian government advised the 12-month living costs for students or guardians are AUD\$21,041 per person (excluding tuition fees). However, the actual cost depends on your individual lifestyle and you should budget for approximately AUD\$25,900 per year per adult. This figure does not include large items such as a refrigerator or a car.

The costs below are in Australian dollars, are an approximate guide only and don't consider your budget and spending habits.

Single and shared accommodation	\$120 to \$380 per week
Homestay per week	\$235 to \$325 per week
Groceries and eating out	\$140 to \$280 per week
Gas, electricity	\$10 to \$20 per week
Phone and Internet	\$15 to \$30 per week
Public transport	\$30 to \$60 per week
Entertainment	\$80 to \$150 per week
Regular take away coffee	\$3 to \$5
Take away lunch	\$8 to \$15

For more information to help estimate your cost of living in Australia, visit:

- <https://www.studyinaustralia.gov.au/English/Live-in-Australia/living-costs>
- <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#HowTo>
- <http://insiderguides.com.au/cost-of-living-calculator/>

Public Transportation

Sydney has an excellent network of buses, trains and ferries. To use any of them you will need to buy an Opal Card. It's a smart card that you load with credit and each time you travel you must tap on and tap off to pay your fare. You can get your Opal Card here: <https://www.opal.com.au/en/get-an-opal-card/>.

For timetables and public transport information go to:

- <http://www.transportnsw.info/>
- www.sydneybuses.info
- <http://www.transportnsw.info/tickets/ferry>
- www.cityrail.info

Also, TripView is a helpful app with timetables and routes for Sydney's buses, trains and ferries. It is available for Apple, Android and Windows devices.

Banking

Opening a bank account in Sydney is easy. You will need photo ID (passport), proof of address and enrolment. Once you have opened your bank account, the bank will mail you your ATM card to your address.

Banks are usually open during business hours from 9.30 am to 4 pm Monday to Thursday and 9.30 am to 5 pm on Fridays. Some banks and branches may stay open longer or open on weekends. There are four major banks in Australia:

- [Australia and New Zealand Banking Group \(ANZ\) https://www.anz.com.au/personal/](https://www.anz.com.au/personal/)
- [Commonwealth Bank of Australia \(CBA\) https://www.commbank.com.au/](https://www.commbank.com.au/)
- [National Australia Bank \(NAB\) https://www.nab.com.au/](https://www.nab.com.au/)
- [Westpac Banking Corporation https://www.westpac.com.au/](https://www.westpac.com.au/)

Personal Safety in Sydney

Sydney is one of the safest cities in the world but crime does occur. It is important to follow some common-sense steps when living in Sydney. To keep safe:

- Try and walk with other people rather than by yourself
- Stay alert and be aware of who and what is around you
- Don't carry a lot of money or put your bag down and leave it
- Walk in areas where there are lots of people (at night)

For more tips on how to keep safe in Sydney, please visit:

- <https://www.study.sydney/live/safety>
- <https://www.cityofsydney.nsw.gov.au/community/health-and-safety/community-safety/safety-advice>
- <https://www.facebook.com/nswinternationalstudents> (NSW Police Force)

- <https://www.studyinaustralia.gov.au/English/Live-in-Australia/Health-and-safety/transport-personal>

Sun and Beach Safety

It's important to be sunsmart and beach safe so you can enjoy yourself more at the beach. Some advice is:

- Always swim between the red and yellow patrol flags at a beach patrolled by lifeguards
- Read the safety signs for information about the beach and ask a lifeguard for safety information
- Never swim alone or under the influence of alcohol or drugs
- If you need help in the water, stay calm and attract attention by raising one arm
- Wear sunscreen, a hat, sunglasses and drink water to stay hydrated

For further information and tips, visit:

- <https://www.surflifesaving.com.au/>
- <https://www.cancercouncil.com.au/cancer-prevention/sun-protection/>
- <https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/sun-and-water>
- <https://beachsafe.org.au/> or Download the *Beachsafe* App.

Transport Safety

It's important to be aware of road rules and transport safety.

Some important rules are:

- Australians drive on the left side of the road.
- Wearing seat belts is mandatory in private vehicles (including taxis and ride-share)
- Using your mobile while driving is prohibited in all Australian states and territories

For information about applying for a licence and tips/advice to help keep you road safe, please visit:

- <https://roadsafety.transport.nsw.gov.au/stayingsafe/index.html>
- <https://www.service.nsw.gov.au/services/driving-and-transport/using-roads-and-public-safety>
- <https://www.service.nsw.gov.au/services/driving-and-transport>
- <https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/transport-and-personal/transport-personal-safety>

Social Etiquette and Customs

There are many things in Australia that may be different to your home country. Here are some things you should know about Australian etiquette and customs:

- Seats at the front of buses are usually reserved for elderly/disabled/pregnant passengers
- Switch off your mobile phone when you are at the movies or watching a performance etc.
- On escalators: if you are standing still keep to the left, and if you are walking you keep to the right.
- Wait until everyone has exited a bus, train, lift etc. before entering (you should stand to one side while waiting).
- Do not ask inappropriate or personal questions of people you do not know well. It is acceptable to ask a person if they are married, but if they say "no" it is considered rude to ask "why not?" It is sometimes rude to ask a person how old they are or how much money they earn, especially if you do not know them well.
- Be aware of unwanted physical and verbal contact and respect someone's personal space
- The following may be considered impolite or inappropriate in Australia:

- Yawning without covering your mouth
- Spitting in a public place
- Being late for appointments
- Don't push in front of someone in line – queue properly!
- Swearing or using inappropriate language
- Chewing food with your mouth open, speaking with food in your mouth or making loud noises when eating (eg slurping, chewing gum etc.)

For more details, visit <https://www.gov.uk/foreign-travel-advice/australia/local-laws-and-customs>

Acknowledgement

I _____ (Student's full name) have read and understood the content in this Student Handbook. I have been informed to contact the College to access its policies and procedures, and to visit the College website to read the latest version of the Student Handbook, as changes can be made frequently.

Student's signature _____

Date ____/____/____
