



AUSTRALIAN TRAINING
&
QUALIFICATION COLLEGE

INTERNATIONAL
STUDENT HANDBOOK
&
ORIENTATION GUIDE

Version 3.0

Akram Kahla Pty. Ltd. **Trading as Australian Training and Qualification College**

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1.0 Registered Training Organisation

Registered training organisations are providers and assessors of nationally recognised training. Only registered training organisations can issue Australian Qualification Framework qualifications.

In order to become registered, training providers must meet the Standards for Registered Training Organisations (RTOs) 2015. This ensures the quality of vocational education and training throughout Australia.

Australian Training & Qualification College (ATQ COLLEGE) assures the protection of student fees through membership to the Australian Federal Governments Tuition Protection Scheme.

2.0 Mission Philosophy and Vision

The mission of ATQ COLLEGE is to be a leading academic College in Australia by providing students with high quality education designed to meet their vocational goals in an efficient, professional, compliant and safe learning environment.

ATQ COLLEGE believes in the transfer of knowledge and skills and therefore our vision is to assist all our students in developing themselves both personally and vocationally. ATQ COLLEGE believes in a holistic approach to education. It offers students from all over the world the opportunity to develop their potential in an educational environment that is warm, friendly, exciting and multicultural and free from discrimination and harassment.

Australia's diverse population and strong educational tradition make it particularly suited to international education and ATQ COLLEGE intends to continue to be a significant contributor to Australia's continuing role as a regional leader in education.

3.0 Ethics

ATQ COLLEGE undertakes to act at all times in an ethical manner. All activities of ATQ COLLEGE are carried out honestly, fairly, accurately to give value to our clients. High standards of financial probity, marketing and advertising integrity are always maintained. Program delivery benefits clients through high standards of education and training, up to date methods, quality materials and expert staff.

4.0 Client Services

ATQ COLLEGE is committed to high standards in the provision of vocational education and training and other services to all ATQ COLLEGE clients. ATQ COLLEGE in all of its dealings will meet the requirements of the:

Students are able to rely upon the support of the College 24/7, if you need assistance in any matter please call us on 1300 687 287 or email us on cricos@atqcollege.edu.au.

(This number is monitored by one of our staff members.)

4.1 Student Protection through Legislation

The ATQ COLLEGE follows all relevant Commonwealth and State laws as detailed below:

Commonwealth of Australia Acts

- Education Services for Overseas Students (Registration Charges) Act 1997
- Education Services for Overseas Students Act – 2000 (ESOS Act)
- Education Services for Overseas Students Regulations 2001
- Education Services for Overseas Students Amendment (Re-registration of Providers and Other Measures) Act 2010.
- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator (Charges) Act 2012
- National Vocational Education and Training Regulator (Transitional Provisions) Act 2011.
- Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training Regulator Amendment Bill 2015
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Discrimination Amendment (Education Standards) Act 2005
- Disability Discrimination Act 1992
- Racial Discrimination Amendment Act 1980
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Sex Discrimination Amendment Act 1991
- Privacy Act 1988
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Australian Privacy Principles (2014)
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011
- Workplace Surveillance Act 2005

State Based Legislation

- NSW Anti-discrimination Act (1977)
- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)
- WorkCover Legislation Amendment Act (1996 No. 120)
- Copyright Act, 1879. 42 Vic No 20 (modified 2006)
- NSW Commission for Children and Young People Act 1998.

Regulations and Codes

- Education Services for Overseas Students Act 2000 - National Code 2018

Useful Websites:

National Code Explanatory Guide: <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

All students may have access to any details concerning legislative requirements, Australian Qualifications and Training College and course information upon request to management.

Staff can access the legislation if desired at:

- Federal Government Legislation: <https://www.legislation.gov.au/>
- State Government Legislation: <https://www.legislation.nsw.gov.au/>

Additional Information can be gained from:

ESOS Act support page:

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Information-for-Students.aspx>

4.2 Dissemination of Legislative Information ATQ COLLEGE and Course Information

Information covering all legislative requirements, ATQ COLLEGE and course details, including Policy documentation is disseminated to all students as both pre and post registration information through the following:

- ATQ COLLEGE Policy Manual
- Student Handbook
- Staff & Student Information Folder (Legislative Requirements)
- Student memos and notices
- Student Meetings
- Student and Staff notice boards
- Mail outs
- ATQ COLLEGE Brochure, Posters
- ATQ COLLEGE Website
- Reception

All students may have access to any details concerning legislative requirements, ATQ COLLEGE and course information upon request to management.

College contact details

Head Office: Level 1, 372 Chapel Road, Bankstown NSW 2200 Australia

Phone: 1300 687 287

Email: cricos@atqcollege.edu.au

Send all documents to the Head Office address.

College Hours

Office hours:

*Monday-Friday: 9 am – 5 pm.

*Weekend: Reception is closed

Courses Offered

The ATQ College is registered by ASQA to offer nationally accredited qualifications.

The nationally recognised qualifications on our scope of registration that we are currently offering to International Students are as follows:

BSB51918 – Diploma of Leadership and Management

BSB61015 – Advanced Diploma of leadership and Management

BSB52415 – Diploma of Business

BSB50215 – Diploma of Marketing and Communication

FNS40217 – Certificate IV in Accounting and Bookkeeping

FNS50217 – Diploma of Accounting

SHB50115 – Diploma of Beauty Therapy

CHC50113 – Diploma of Early Childhood Education and Care

4.3 Critical Incidents

4.3.1 Policy

This Policy relates to critical incidents directly involving staff and/or students on any campus which impact not only on the individual but also on other member of ATQ COLLEGE community. A Critical Incident is defined as a traumatic event where the physical safety or life of a student or staff member is threatened examples may include personal assault, an armed robbery, hostage situation act of violence, accident, natural disaster or suicide.

This policy would also apply for people who were witnesses to, or were involved in a critical incident. Early appropriate professional intervention following an incident can assist in minimising psychological, physical, educational and social effects and the related human and financial costs to organisations in particular Work-cover.

ATQ COLLEGE has a responsibility to abide by relevant Acts of Parliament such as Workplace and Safety Act 1995, Freedom of Information Act (Commonwealth) 1982.

ATQ COLLEGE has a responsibility to staff and students in terms of their physical safety and emotional well-being so the optimal learning and employment outcomes can be achieved.

Co-ordinated, systemic institutional procedures enable rapid, appropriate and comprehensive responses to a critical incident.

Therefore it is the policy of ATQ COLLEGE to ensure optimal educational and employment outcomes for all students, through effective Comprehensive Critical Incident Management, which:

- Enables ATQ COLLEGE community to deal with all stages of critical incidents promptly and professionally in order to prevent the development of post traumatic stress syndrome or harm to the learning environment.
- Supports pro-active strategies which will help minimise the occurrence of some critical incidents.
- Encourages the early identification of potentially critical incidents within ATQ COLLEGE.

- Ensures critical incidents in the workplace are managed in line with established Quality Management and Occupational Health and Safety objectives and Emergency or Disaster procedures.
- Provides clearly accessible and understood directions for all personnel caught up in a critical incident.
- Assists people to cope with critical incidents by providing appropriate practical and psychological support.
- Provides appropriate assistance to people who may require longer term assistance.
- Ensures ongoing training, support and review for staff

All staff of ATQ COLLEGE will act as an immediate “Point of Contact” for all critical incidents. They will then refer the student to the General Manager. The General Manager is the designation point of contact for all critical incidents. This is for students, students family and friends, Emergency services and for Media.

4.4 Access and Equity

Access and equity policies are incorporated into the Code of Practice and all operational procedures. ATQ COLLEGE prohibits discrimination towards any group or individuals in any form, inclusive of

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Physical or intellectual or psychiatric disability, or any organism capable of causing disease
- Homosexuality (male or female, actual or presumed)
- Age

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

4.5 WH&S

The safety of staff and clients is of primary importance. ATQ COLLEGE observes all Workplace Health and Safety legislation and copies of the relevant Act are available to staff and clients. Trainers incorporate WH&S considerations when planning and delivering training, and students will be advised of the WH&S requirements of their programs and supervised accordingly.

4.6 Catering to Diverse Student Learning Needs

ATQ COLLEGE aims to identify and respond to the learning needs of all students. It is ATQ COLLEGE policy that all Trainers are to identify, at the start of training, the learning and assessment needs of their students. Initial efforts to identify learning needs through the recruitment and enrolment process. Additional efforts and clarification of need are undertaken through class discussion. Trainers will ask questions that uncover the general English level of the students, understanding of subject concepts and technical skills, previous experience and considerations regarding possible assessment formats. The Trainers when formulating their lesson will use this information and assessment plans.

Students should express their views about their learning needs at all stages of their learning experience. ATQ COLLEGE helps students to identify their learning needs through the orientation procedure, Student Feedback Forms, Trainer discussion and an open invitation to approach staff with suggestions at any stage. Again these strategies provide staff with the required student based information for use in designing client training, facilities and services and assessment strategies

Our Academic Manager, is also readily by appointment to assist in the literacy and additional English support for struggling students.

4.7 Communication (Language, Numeracy & Literacy) Support

Our course incorporates units, which focus on communication skills, addition language, literacy and numeric support is accessible to all ATQ COLLEGE students and can be organized on a case-by-case basis during student orientation or at any point during the course.

4.8 Fees & Refund Policy

All refunds are subject to the guidelines outlined in ATQ COLLEGE's Student Refund Policy below.

Students are strongly advised to consult the Refund Policy before:

- withdrawing from a subject
- withdrawing from a Programme

Please note: ATQ COLLEGE reserves the right to change its fees, conditions, Course times or Course commencement dates.

Refund Policy

Refunds for International Students

Refunds Application Process –

- a. ATQ College refund policy applies to both commencing and re-enrolling students.
- b. To claim any refund, you must complete the ATQ College refund application form.
- c. The ATQ College refund application form is available through the ATQ College website or at our reception desk.
- d. Return the form along with proof of payment of course fees and copies of any supporting documents, (such as visa rejection letter, etc.) to ATQ College.
- e. Refunds will be paid in Australian dollars to the applicant only, unless authorisation is given by the student in favour of another party.
- f. Students will be sent/given a statement explaining how their refund was calculated.
- g. Refund cheques can be posted to an address in the student's country of origin.
- h. Money should be refunded to the student within 28 days of the refund approval date.
- i. The ATQ College Application processing/enrolment fee and college Course material fee are non-refundable, except in the unlikely event ATQ College is unable to provide the course offered.
- j. All course monies, including fees otherwise referred to as non-refundable, will be refunded as per ATQ College refund policy stated below.
- k. Any bank fees, fines, etc., incurred by ATQ College as a result of misinformation, error, etc., on behalf of a student, will be passed on to the student in addition to an administration fee of \$250.
- l. A further \$50 COE charge will be deducted if the student has not commenced the course and has applied for refund.
- m. If a student defers his/her course he/she is not eligible for a refund.

- n. If the student applies for deferment first, and then reapplies for a refund of course fee, a partial refund of 25% of the fees paid.
- o. False or misleading information in your application or during your course of study automatically disqualifies you from any refunds

Personal insurance and student expenses are not included in the fees quoted and are the responsibility of the student. This policy does not remove the right to take further action under Australia's Consumer Protection Laws <http://consumerlaw.gov.au/the-australian-consumer-law/legislation/>

Refund – Visa Rejection

- a. Tuition fees and OHSC are refunded in full, only if the student visa application is rejected. Students must submit written notification and copies of documents as evidence of the refusal, including a certified copy of the letter from the Australian Embassy, High Commission or immigration Office.
- b. If a visa application is rejected for a student applying for enrolment from offshore, then the tuition fees will be refunded in full provided that sufficient evidence of visa refusal is given to the institute by the refusing Australian Embassy, High Commission or Immigration Office. The application enrolment fee of AUD\$300 is not refunded. An administration charge of AUD\$250 will apply if Application/Enrolment Fees are waived due to special conditions/offers.
- c. If a visa application is rejected for a student applying for enrolment from onshore, before the date of the course commencement as indicated on the eCoE, then the tuition fees will be refunded in full provided that the rejection is certified. The Application/Enrolment Fee will not be refunded.
- d. If a visa application is rejected for a student applying for enrolment from onshore, if ATQ College Pty Ltd is not notified in writing and the course has already commenced as indicated on the eCoE (Confirmation of Enrolment), the current semester tuition fees paid will be forfeited. The Application/Enrolment Fee will not be refunded.
- e. Please note that the refund does not apply where the Australian Government has cancelled a visa as a result of a breach of visa conditions or rejected a renewal of a visa.

Refund – Withdrawals Prior to Course Commencement

- a. If a student withdraws from a course 10 weeks before the course start date a full refund is given (excluding the non-refundable Application/Enrolment Fee).
- b. Students must give written notice of their intention to withdraw from a course a minimum of 28 calendar days prior to the course commencement date. Within this period, tuition fees will be refunded less a cancellation fee of 25% of the total tuition fees already paid.
- c. Tuition fees for students who withdraw from their course less than 28 days prior to the course commencement date will only be refunded 50% of the total course tuition fees already paid

Refund – Withdrawals after Course Commencement

- a. Accepted students who subsequently withdraw after course commencement will not have their tuition fees refunded except under exceptional circumstances.
- b. An administration charge of \$AUD250 will apply for withdrawals after course commencement.

Refund – Students Enrolled in Packaged Courses

- a. No refunds will be made after the commencement date, of the course. Where 2 or more courses are packaged, the conditions apply to all elements. Note that for packaged courses the course start date is taken to be the start date of the first course.

Refund – Courses Cancellations

- a. No refunds will be made if a student cancels his/her course due to non-compliance with the conditions in the Enrolment Agreement at ATQ College Pty Ltd or any breach of the visa requirements of his or her visa imposed by the Australian Government. No refunds will be given to students who give false or misleading information to ATQ College Pty Ltd.

Refund – Provider Default, Reschedule or Cancelled

- a. In the unlikely event that ATQ College Pty Ltd is unable to deliver its course in full; ATQ College Pty Ltd will refund all tuition fees paid within 14 days of the course ceasing to be provided.

b. Alternatively, students may be offered enrolment in an alternative and suitable course within ATQ College Pty Ltd at no extra cost. Students will have the prerogative to choose whether they will accept a full refund of course fees or accept a place in another course. Course and other fees are not transferable to another student.

c. If a student accepts placement in another course, the student will sign a new Enrolment Agreement with ATQ College Pty Ltd, and a new eCoE will be created.

d. In the unlikely event that ATQ College Pty Ltd is unable to provide a refund or place the student in an alternative course offered by ATQ College Pty Ltd, Tuition Protected Scheme (TPS) administered by the Commonwealth will place the student in a suitable alternative course at no extra cost to the student.

e. Finally if in the event the Commonwealth managed Tuition Protection Scheme (TPS) cannot place the student in a suitable alternative course, or this is not possible the student will be eligible for a refund as calculated by the TPS Fund Manager. Please refer to <https://tps.gov.au/Home/NotLoggedIn> for more information on the TPS.

Payment of Refunds

- a. ATQ College Pty Ltd undertakes to effect payment for refunds within 28 working days of receipt of the written application or claim for refund.
- b. ATQ College Pty Ltd will deduct Bank charges for refunds made by bank draft or electronic transfer from the refund amount.
- c. Prior to any refunds the student will receive a statement that explains how the refund amount has been worked out.
- d. The Refunds Statement will be sent by email to the student. The statement will be written in clear, plain English, detailing:
 - i. The circumstances for refund
 - ii. How the calculations will be made
 - iii. The timelines for processing refunds
 - iv. The student's rights to pursue other legal action

Fees Paid to Third Party/ Agent

- a. ATQ College Pty Ltd will not authorise the transfer of fees or payment of refunds to other institutions or any student's bank account other than the applicants.
- b. Fees paid by the student to a third party/person or education agent, who retains any portion of the payment for acting on the student's behalf or charges any additional fees, will not be refunded by ATQ College Pty Ltd, except the portion of prepaid tuition fees paid by the student to the Approved Education Agent.

Complaints Relating to Refunds

- a. If students have any complaints in relation to refund claims, they may take up the matter using ATQ College Pty Ltd's Complaints and Appeals Procedures.
- b. This agreement, and the availability of ATQ College Pty Ltd's Complaints and Appeals Processes, does not remove the right of the student to take action under Australia's consumer protection laws <http://consumerlaw.gov.au/the-australian-consumer-law/legislation/>

Other

- a. If a student completes the course early, the full tuition fees and additional fees must be paid before a certificate can be issued.
- b. If a student extends their course, they will be required to pay additional fees before the commencement of the extended course.
- c. If a student changes courses after commencement of the course in which they were originally enrolled, they will be required to pay the fees that apply to such a course at that time.

Disenrollment

The College reserves the right to dis-enrol a student for breaching the Rules of the College. Should this occur, fees for the current semester would be retained by (or due to) the College.

Other non-tuition fees

The fees applicable to each course and category of student and payment schedules are detailed in the offer letter. Additional charges may apply include:

Fee Name	Description
The Application Processing Fee (sometimes referred to also as the Enrolment Fee)	The Application Processing Fee of \$300 is non-refundable and payable upon acceptance of an offer of enrolment along with your course fees. It can be paid on application as well
Material fees	\$150 per term
Interim Academic transcript	\$100
Interim attendance letter	\$100
Overdue tuition fee. 1-5 working days	\$200
Overdue tuition fee. More than 5 working days	\$400
Re-submission or Assessment late submission per unit (more than 5 working days)	\$50
Re- Assessment fee per unit (first re-assessment is free)	\$150 charge apply for 2 nd and 3 rd attempt
Re-enrolment fee	\$200
Refund processing fee	\$250
Re-issue of photo ID card	\$25
Re-site single whole subject	\$500
Re-submission or late submission of unit (after 1 week and more than 2 weeks after unit completion)	\$100
RPL / Credit transfer (after commencement) per unit	\$500
Replacement certificate	\$50
Student letter by request	\$100
Course deferment fee	\$100
Cancellation of CoE(s) / 2 nd Re-issue of CoE(s)	\$50 per CoE

5.0 ATQ COLLEGE Entry Requirements

5.1 Student English Levels

All delivery, assessment and instruction is carried out in English. The type of English used is Academic and Business English with a high component of Technical English and subject specific jargon.

Therefore, it is an entry requirement that all registering students must have an IELTS of 5.5, or its equivalent – as evidenced upon registration by submitting an IELTS Test Report or other equivalent Form.

During the registration process, student orientation and during tuition staff members will identify any student with a possible English problem – either spoken or written. These students will be referred to the General Manager who will further investigate and will make recommendations on how to support the student, this may result in recommending suitable English tuition.

5.2 Student Academic Levels

It is an entry requirement that all registering students must have completed a minimum a Year 12 or equivalent or higher education.

5.3 Student Age

Students must be 18 years or older to enroll in an ATQ COLLEGE course and met the above entry requirements.

Students also require their own laptop with WIFI connectivity.

5.4 International Students

ATQ COLLEGE is bound by the

- (a) the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018* (C'th), made under the *Education Services for Overseas Students Act 2000* (C'th) ("ESOS Act"); and
- (b) the *Education Services for Overseas Students Amendment (Re-registration of Providers and Other Measures) Act 2010*.

when dealing with international students. International students are also expected to abide by all current legislative requirements.

Under the Migration Act 1958, student visa condition 8202 requires student visa holders to:

- maintain enrolment in a 'registered course'
- attend classes, and
- achieve a satisfactory academic result

5.5 Department of Home Affairs

All international students need to be reminded that Department of Home Affairs (**former 'Department of Immigration and Border Protection'**) will want to see evidence of average course attendance (class roles) - including start and finish dates as well as academic performance (i.e. academic transcripts) for visa maintenance and extensions. As part of the supervision of overseas students on student visas ATQ COLLEGE

must notify Department of Home Affairs about student failure to maintain minimum rates of academic progress, attendance or who suspend or cancel their courses.

5.6 Confirmation of Enrolment

ATQ COLLEGE will only create an ECoE for overseas students on a student visa and who are studying their primary course at ATQ COLLEGE. ATQ COLLEGE will issue letters of offer to all intending students.

5.7 Course Progress and Attendance Policy

Overview

Australian Training and Qualification College adheres to monitoring course progress for all vocational education students. Monitoring attendance is not a mandatory requirement for ATQ College (Australian Training and Qualification College) but we still monitor the attendance.

The following courses fall under this policy and procedure:

1. Advanced Diploma of Leadership and Management
2. Diploma of Leadership and Management
3. Certificate IV in Accounting and Bookkeeping
4. Diploma of Accounting
5. Diploma of Beauty Therapy
6. Diploma of Business
7. Diploma of Early Childhood Education and Care
8. Diploma of Marketing and Communication

The policy and related procedures detail the course progress, attendance monitoring, and intervention strategies. This policy and procedure abides to the National Standards 2018.

These requirements are vitally important, and the student is strongly encouraged to review, question and understand them so that they can ensure their compliance to these requirements.

This information will be communicated to the students via the following:

1. Orientation induction for students
2. Student handbook
3. Academic counselling sessions
4. In the classroom, on day one.

It is expected that each ATQ COLLEGE student will satisfactory complete all assessments and that they will attend all classes. The exact requirements are detailed below.

Attendance

According to National Standard 8, 2018: Overseas students must make satisfactory course progress and, where applicable, attendance as a condition of their student visa.

Registered providers must:

- monitor the overseas student's course progress and attendance according to the requirements of their sector
- identify and offer support to those at risk of not meeting course progress or attendance requirements
- only extend the duration of an overseas student's enrolment in certain circumstances and advise them of potential impacts on their student visa
- only deliver online learning in accordance with the online learning requirements for their sector.

ATQ college, does monitor attendance for all CRICOS students. Though ATQ College are not required to strictly monitor the students, but as part of their safety obligations and to monitor the students progress. The rolls do get marked daily and monitored on a weekly basis.

Course Progression Requirements

Satisfactory Course Progression

Each ATQ COLLEGE student is expected to satisfactorily complete their course, by demonstrating competency in all the required units of competency in the expected course duration. Under the National Code 2018 standard 8, students are required to maintain a satisfactory academic progress. In order to maintain a student's course progress, they are required to pass at least 50% of their scheduled units in any study periods of their vocational course.

For ATQ College, every term there are a few units for study. A study period is referred to as a term(10weeks). Depending on the qualification/course, a term can be 4 to 8 terms per course.

For every unit in a course, there are assessments that a student must complete in order to satisfactorily complete the unit. Each unit of competency is assessed by a number of assessments, the accumulated results for these assessments determines if the student is considered competent or not in that unit of competency.

Unsatisfactory Course Progression

Students whose demonstrated accumulative competency indicates an outcome of less than a satisfactory performance in attempted assessments will invoke ATQ college's **Intervention Strategy**.

The Intervention Strategy involves the student meeting with the General/Academic Manager (or Trainer) to determine the possible reasons for not achieving competency in the assessments and to determine what assistance, if any, can be provided.

Further, students who fail to demonstrate competency in any re-assessment tasks (i.e. failed the same assessment twice) will also invoke the **Intervention Strategy**.

As before, the Intervention Strategy is intended to support the student in their studies and where possible determine solutions to the problems.

All Student assessment results are recorded in our Student records database, which is VASTO, and hard copies are kept in a locked cabinet under the CRICOS administration officer authorisation.

There are a few scenarios where the intervention strategy can be activated:

1. If a student fails a unit on the basis of:
 - a. Plagiarism
 - b. Not enough information/research provided to complete the assessment tasks
2. If a student does not submit their assessment task on time, and they have been through the late submission procedure
3. If a student does a resubmission and still have not passed the unit, so if they have failed the same unit twice
4. If a student receives either the first or second warning letter.

Compulsory Workplace Training:

Diploma of Early Childhood Education and Care:

In order to successfully complete the minimum requirement for this course - 240 hours of work placement must be completed by students during the holiday break and/or within the course duration. If a student wishes to meet the requirements of the Skill Assessment Authority (Trades Recognition Australia), a minimum of 360 hours of work placement must be completed. For more information, please visit this website and check the requirement. <https://www.tradesrecognitionaustralia.gov.au/>

Compassionate and compelling circumstances

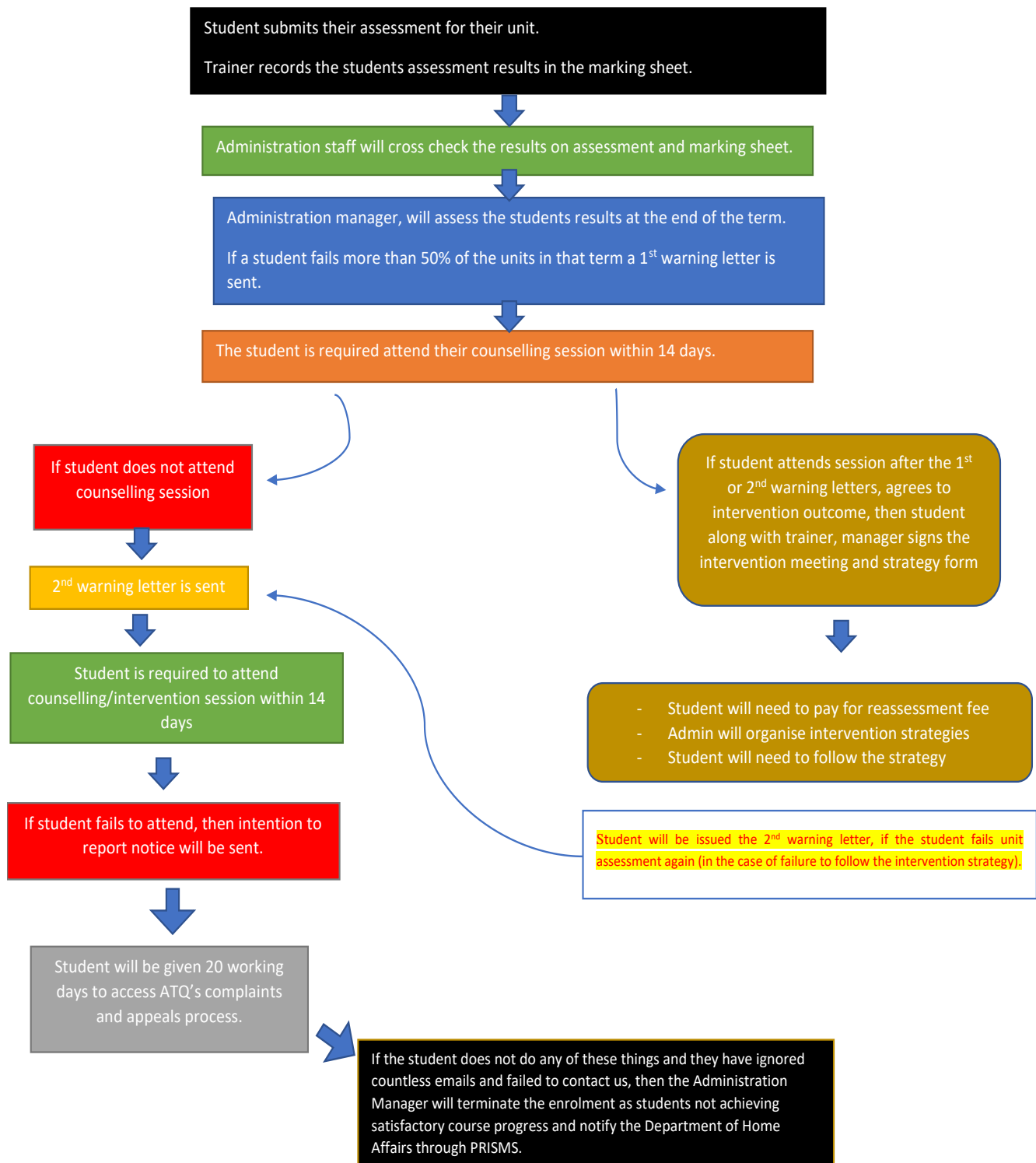
We are only able to extend an ECoE in compassionate or compelling circumstances. For example, if a student has delayed application visa process, or they have a serious medical reason with evidence and are unable to do attend their classes, and in turn complete all of their assessments.

There may be a legitimate reason for student's absence, which may constitute 'compassionate and compelling circumstances' under the National Code 2018. The table below provides instances, with the examples of documentary evidence that the student should provide to support the claim; documentation is a requirement of the National Code. It's important to consider that some documents, such as death certificates, may be difficult to obtain; considerable sensitivity and flexibility should be maintained while bearing in mind that the requirement to obtain this 'where possible' is a regulatory requirement, not an ATQ College requirement. Each situation is likely to be unique and will be considered on its merits.

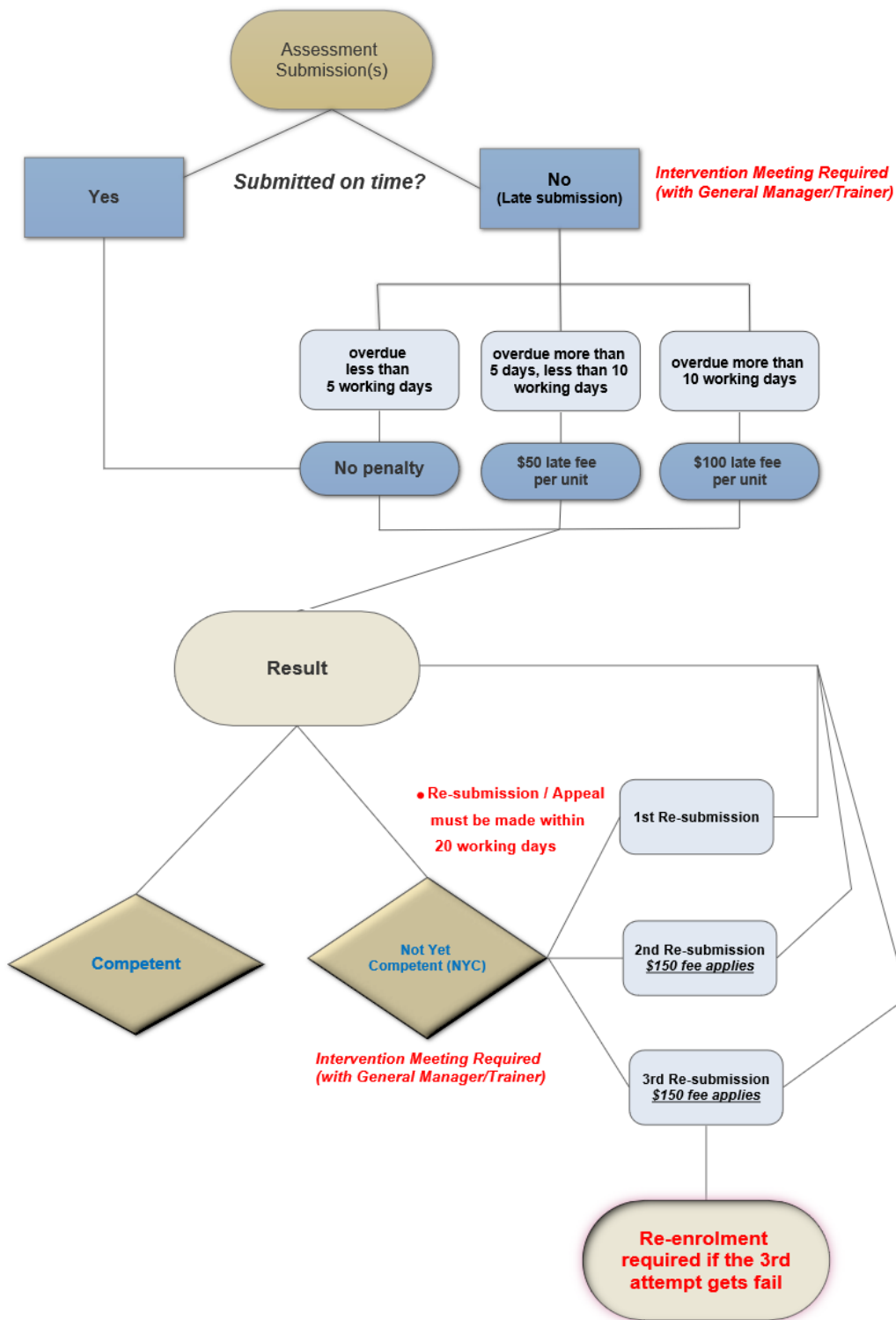
Circumstance	Examples of documentary evidence to be retained (with certified translation if not in English)
Serious illness or accident, sufficient to adversely affecting study time	Medical report signed by a doctor Medical certificates- *sometimes from experience students may provide fake documents to prove that they are ill. ATQ will need to check for compliance.
Trauma, such as death of a family member or friend to whom the students was close to, or a natural disaster at home	Death certificate Hospital reports from the doctor or medical practitioner News reports of natural disaster, correlated with prior information about the student's home country address. Home incident report documents
Being a victim of, or witness to, a serious accident or crime, the aftermath of which adversely affects studies of the student	Police report Medical note or psychologist's report

Compassionate and compelling circumstances may have an effect on the decision about reporting students whose Maximum Achievable Attendance falls between 70 and 80%. In some cases, it will be clear where such circumstances apply. However, where there is ambiguity, the General Manager makes the final decision about reporting (or person delegated by the Principal Administrator in the General Managers' absence), with reference to the National Code Factsheets and in consultation with the Academic Manager, Welfare Counsellor and/or Student Services Officer, as appropriate.

Monitoring course progress flowchart



Assessment Late submission & Re-submission policy



5.8 OSHC

All students who are in Australia on student visas are legally required to obtain OSHC – Overseas Student Health Cover. If students are not previously covered by OSHC, ATQ COLLEGE will assist students with regards to OSHC.

5.9 Students at ATQ COLLEGE with dependent children

Students with dependants are reminded that all school age children must attend a government approved school for their duration in Australia. Schools charge a variety of fees and the student should make provision for these costs in their financial budgets

5.10 Leave Entitlements

It is recommended that all students attend 100% of class time as this tuition is vital for satisfactory academic results. Hence all student leave is to be restricted to the official ATQ COLLEGE breaks. In cases of exceptional compassionate circumstances beyond the students control eg bereavement and sickness provision may be made for leave entitlements.

In cases of bereavement eg. death in the family, students must provide ATQ COLLEGE with documentation covering the reason for bereavement and evidence of return air fares etc.

Sickness must be evidenced by a doctor's certificate from a registered practitioner ie with a medical provider number on the certificate. All other certificates are not acceptable. ATQ COLLEGE must sight original medical certificates before approving medical leave.

5.11 Punctuality

Students should be at ATQ COLLEGE 15 minutes prior to the start of teachers/trainers and are to return on time to lectures after lecture breaks. Students not in class when the attendance roll is called will be marked as absent for that session.

5.12 Preparation

Students are responsible for their academic progress and should come to class prepared to study. Please bring stationary with you and any texts and references that are required.

5.13 Change of Provider

Overseas students are restricted under the National Code 2018 Standard 7 from transferring from their principal course of study for a period of six months and only under certain circumstances can the student transfer their course in under six months. This restriction also applies to any cours(s) packaged with their principal course of study.

Students can apply for a release on PRISMS to enable them to transfer to another education provider. However, ATQ COLLEGE will only provide a release to students under certain circumstances.

ATQ COLLEGE will grant the student's request where:

- a. The transfer will not be to the detriment of the student.

- b. The student has provided a letter from another registered provider confirming that a valid enrolment offer has been made
- c. The student can register into the other course at an appropriate point in the course
- d. The students current academic progress indicates that the student can manage the new course

Note that:

1. students registered into a course which is less than 6 months in total duration are not permitted to transfer to another provider.
2. Students should allow a minimum of 5 working days to assess the student transfer request
3. The Letter of release, if granted, will be issued at no cost to the student and will advise the student of the need to contact Department of Home Affairs to seek advice on whether a new student visa is required.
4. If a transfer is granted ATQ COLLEGE will calculate any refunds according to the Course Cancellation and Refund Policy and Procedure and provide the student with a written statement
5. Students may use ATQ COLLEGE Complaints and Appeals process or involve an independent 3rd party at any time
6. Where ATQ COLLEGE does not grant a letter of release, the student must be provided with written reasons for refusing the request and must be informed of his or her right to appeal the registered provider's decision in accordance with the Complaints and appeals process.

6.0 Training delivery

6.1 Competency Based Training

All training at ATQ COLLEGE is based on the principles of Competency Based Training. Delivery and assessment will involve students in accomplishing the tasks required to demonstrate competency in any unit and students will be provided with every opportunity to demonstrate that they can carry out required tasks.

6.2 Training Package Requirements

All ATQ COLLEGE courses comply with the requirements of the nationally endorsed Training Packages. Students may have access to these packages, the course packaging rules, and unit of competency requirements either from ATQ COLLEGE staff or from the www.training.gov.au website.

6.3 Professional Staff Recruitment

All ATQ COLLEGE staff are employed on the basis of having the requisite skills, knowledge, experience and attitude for the position. ATQ COLLEGE follows employment legislation and promotes EEO principles in its recruitment practices.

6.4 Guest Trainers

At ATQ COLLEGE we recognize the necessity to maintain industry involvement and for our teaching to be reflective of industry practice and needs. Therefore lectures may incorporate guest Trainers from industry or professional association whenever possible.

6.5 Flexible Delivery

ATQ COLLEGE practices the principles of flexible delivery. Programs are designed to maximize the opportunity for access and participation by all students.

At all times learning at ATQ COLLEGE will be:

- Student focused
- Based on dialogue, using current business English
- Practical involving students in hands-on activities
- Current in terms of the information and case studies used
- Applied – not theoretical only

At the start of each delivery unit Trainers will identify the delivery needs of the students and adopt a variety of delivery strategies designed to meet these needs.

Delivery alternatives may include: presentations, role play, case studies, demonstrations, excursions, guest lectures, group work, calculations, exercises, journals, projects, observations, computer assisted learning, tutorial style and individualized learning, magazines and newspapers, video and audio-visual

This ATQ COLLEGE is an English emersion learning environment and class discussions are to be conducted in English only.

6.6 Excursions

ATQ COLLEGE encourages relevant activities beyond the classroom. Suggestions for furthering links with outside organisations and sites are always welcome. Students at ATQ COLLEGE may also be required to attend excursions as part of certain units.

6.7 Training Outcomes

All delivery and assessment is geared towards one final outcome only - that is the awarding of a nationally recognized qualification or statement of attainment. Hence delivery and assessment will be conducted according to the competency unit criteria as stipulated in the training package or accredited course.

7.0 Assessment

7.1 Competency Grading

ATQ COLLEGE follows a competency system for grading the results of assessment tasks and final delivery unit results. Delivery unit results will be recorded on all official academic transcripts as either 'C' – competent, or 'NYC' – not yet competent. Early withdrawals from a delivery unit will result in the recording of an 'NYC' whilst non-attempted subjects will be recorded as an 'NA' – not assessed. Students have the right to appeal assessment results and should follow the Complaints, Grievance and Appeals Procedure for this situation.

7.2 Industry Committees

ATQ COLLEGE liaises with industry in an effort to confirm that: Current course material and training is reflective of industry needs, instilling skills to meet the employment and skill demands of industry; proposed courses are reflective of future industry and employment growth and that assessment strategies, assess salient points and provide results that are useful to prospective employers

ATQ COLLEGE seeks industry contact through: Industry committees, membership of professional, industry organizations; employment of training staff with local industry skills and experience; contact with Skills Councils; guest Trainers; excursions; use of local media – newspaper, magazines, journals etc in training

7.3 Flexible Assessment

ATQ COLLEGE Assessment policy stipulates that all delivery units must be assessed at the time of delivery. All assessment tasks must be competency based and cover the entire competency units required. Assessment tasks are to be designed to evaluate evidence that a student can demonstrate competency in all relevant subject competencies. Students are provided with every opportunity, within their course duration to obtain and show competency. Students not able to show competency after the completion of their course will have the opportunity to re-enrol in the course and complete the outstanding subjects.

At the start of each delivery unit Trainers will identify the assessment needs of students and program a range of assessment strategies to meet these needs. Such assessment strategies might include: formal exams, demonstrations, presentations, calculations, projects, reports, audio-visual, questions and answers, case studies etc

7.4 Assessment Moderation

At ATQ COLLEGE assessors are required to moderate all assessment tasks to ensure that the tasks and hence the results are reliable, valid and fair and to ensure that the marking procedures are also fair and valid. To moderate an assessment task is defined as comparing one assessment task against another, for the same learning outcomes or competency units, to check the: range, coverage, depth, terminology, duration of questions and answers.

Assessment tasks and results may be moderated by using any of the following strategies:

- Internally moderate against other current assessments tasks and results
- Internally moderate against past assessment tasks and results
- Externally moderate against moderate against standard assessment tasks and suggested answers eg in support material
- Moderate against exercises as published in texts and references

7.5 Assessment Recording

The Trainer of the delivery unit conducts the assessment and evaluates the student's academic performance. Academic results are recorded by competency unit on the Student Records and entered onto the Student Records management system.

7.6 Late Submissions

The due date for all assessment tasks will be explained to students at the start of each unit. These dates must also be reproduced on the Assessment Task Cover Sheets.

Students will be permitted to submit assessment tasks at any time during their course. An automatic 'NYC' will be awarded to any assessment task not submitted.

Students who do not meet the specified deadline (5 working days after unit completion) for an assessment will be penalised for late submission.

7.7 Incomplete Assessment

Students not completing all assessment tasks by the end of a unit will be awarded an 'NYC' for that unit and provided every opportunity to submit the outstanding tasks by the end of their course. The 'NYC' result will be reconsidered upon the submission of assessment tasks.

7.8 Appeals for Reassessment

All appeals should follow the Complaints, and Appeals process. Appeals regarding assessments will generally be conducted through an interview first with the Trainer and then the General Manager. A copy of the assessment task under question should be brought to the interview (a copy of all assignments has to be made by students prior to submission).

Students wishing to make an appeal should first make an appointment with the Trainer of the subject in question to discuss results and go through tasks. If the matter is not resolved an appointment should be made for an interview with the General Manager. All appeals are eligible to be heard by an independent party as per the Complaints and Appeals process.

Reassessment fees must be paid for in advance. In the event a student is unable to pay the reassessment fee, the student must discuss the matter with the Administration Officer and come to a written agreement for a fee payment schedule.

7.9 Student Submission of Group Work

In areas where the development of group skills is important students will be allowed the opportunity to submit group assessments as the product of the contribution of all work team members. Trainers should ensure that group work is appropriate for the task, that a maximum group size is set and that students list on the covering page each team member's name with a description of individual contributions.

8.0 Recognition of Prior Learning (RPL) and Exemptions

8.1 Recognition of Prior Learning

Students may apply for RPL on the basis of previous and or current work experience, life experience or training. Only the supervising Trainer as the course General Manager may grant RPL status. Students are required to indicate their intention to apply for RPL upon registration and complete the RPL & Exemption Information kit which is available at reception. Students will be informed in writing as to the results of their application and if any further evidence is required.

8.2 Exemptions and National Recognition

Under national recognition ATQ COLLEGE recognises the qualifications issued by other Australian RTOs and will confer an exemption for all previous training resulting in a competent result for the exact same competency units as listed on ATQ COLLEGE course profiles.

Only the supervising Trainer and the course General Manager may grant exemption status. Students are required to indicate their intention to apply for exemption at the time of registration and complete the RPL & Exemption Information Kit. Students will be informed in writing as to the results of their application and any further evidence that may be required.

The granting of RPL will reduce course length. Department of Home Affairs will be notified as to the new course length. Any adjustments to course price due to RPL or exemptions must go through the General Manager only.

9.0 Registration

9.1 Subject and Course Registration

Students must only register for units that are required for their course and for which they have successfully completed all prerequisites. Students wishing to register for any other units must obtain permission from the General Manager.

9.2 Fast Tracking

Students wishing to graduate before their expected graduation date may do so by fast tracking their course. Registering for more than the required 20 hours of tuition per week or by undertaking studies outside of ATQ COLLEGE and submitting the assessment tasks when ready may accomplish this.

Students should note that ATQ COLLEGE is required to inform Department of Home Affairs once the student has completed their course.

9.3 Course/ Program Information

ATQ COLLEGE provides accurate, relevant, and up-to-date course/program information to students both prior to commencement, upon commencement and during their course. This information is available to students at all times (see dissemination of information) through the:

- Pre registration information
- Student Handbook
- ATQ COLLEGE and course information sheets available at reception
- Student and Staff Information Folder
- Orientation procedures

9.4 Course Deferment, Cancellations and Exclusions

Deferrals Cancellations and Exclusions

This policy applies to both requests from students and decisions initiated by the management of Australian Training & Qualification College regarding deferral, suspension or cancellation of enrolment. It covers the grounds on which a student's enrolment may be deferred, suspended or cancelled, the evidence that may be

required to justify such a decision and the procedures for informing students of decisions and appeal processes open to them and for reporting changes in enrolment status to Department of Home Affairs.

Student Initiated Deferral or Suspension:

Deferral of studies by international students are permitted only in compassionate or compelling circumstances such as:

- Serious illness of the student or of a family member back in their home country.
The student may consider it appropriate to defer their studies in the event that they sustain or a close family relative for which they need to care for or accompany sustains as serious injury or illness that will affect their ability to attend classes or study.
- Compelling or Compassionate Grounds
This could include a bereavement, or significant civil unrest at home or other personal calamity.

Students will be required to provide evidence of all circumstances for suspension or determent. The maximum period of deferral or suspension is two terms (six months). In some cases the College may recommend that the student apply for a deferment of suspension of studies.

All changes to enrolment status will need to be recorded in the student file and notified to the Department of Home Affairs via PRISMS as required under section 9 of the ESOS Act.

ATQ COLLEGE Initiated Suspension or Cancellation

Academic misconduct

All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarize or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of academic misconduct if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a Trainer or tutor about their knowledge, ability, or the amount of original work they have done.

This situation could result in the suspension or cancellation of the student's enrolment.

All changes to enrolment status will need to be recorded in the student file and in PRISMS.

Repeated or serious instances of academic misconduct may be punished by suspension or cancellation of a student's enrolment.

General misconduct

Students are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals Australian Training & Qualification College property or the property of others; alters/defaces Australian Training & Qualification College documents or records; prejudices the good name of the Australian Training & Qualification College, or otherwise acts in an improper manner.

ATQ COLLEGE will report all criminal acts committed by its students to the relevant authorities.

The PEO of ATQ COLLEGE may with impose the penalty of expulsion from Australian Training & Qualification College in the case of physical or verbal abuse of students or staff of Australian Training & Qualification College, repeated or severe misconduct, or criminal acts.

Notification and appeal

- 1. Students must be notified in writing of penalties as a consequence of either general or academic misconduct;**
- 2. The grounds for appeal are:**
 - **procedural irregularities, and/or**
 - **factual errors on which the decision was based and which were of such magnitude as to invalidate the decision;**
- 3. Appeals must be lodged in writing with the PEO within 20 days of the date of the student being notified of the consequence. The process will commence within 10 working days of the date of receipt of the student's appeal. Enrolment will not be suspended or cancelled until the internal appeals process is exhausted, unless extenuating circumstances apply.**

Roles and responsibilities

Administration Staff:

- 1) To receive requests for deferral or suspension of enrolment and appeals against decisions to suspend or cancel enrolment from students or agents and forward them to the PEO;
- 2) To place completed forms and other relevant documents on student files.

PEO:

- 1) To assess requests from students for deferral or suspension of enrolment and evaluate the evidence presented in support of such requests;
- 2) To decide on the imposition of suspension or cancellation of enrolment as a punitive or security measure;
- 3) To evaluate appeals against decisions on deferral or suspension of enrolment;
- 4) To notify Department of Home Affairs via PRISMS of deferrals, suspensions or cancellations of enrolment;
- 5) To monitor Australian Training & Qualification College procedures in relation to deferral, suspension and cancellation of enrolment for compliance with Standard 13 of the National Code 2007.

Procedure

Student request for deferral or suspension of enrolment

1. Student submits a written request for deferral or suspension and supporting evidence, to Administration Staff;
2. Administration Staff record receipt of request and forward to PEO;
3. PEO assesses request and evaluates supporting evidence presented;
4. PEO records decision on student diary in database;
5. PEO notifies Department of Home Affairs via PRISMS if request is granted;
6. PEO informs student of decision and of their right to access Australian Training & Qualification College Complaints and Appeals Process if request is refused;
7. Upon return to class, student provides any further supporting evidence requested by PEO and consults General Manager regarding units missed and measures to be taken to make up for missed training and assessment;
8. Trainer advises student and PEO if extension of course will be required.

4 Procedure

Suspension or cancellation of enrolment initiated by Australian Training & Qualification College

1. Trainer or other staff member reports student misconduct to PEO;
2. PEO decides on appropriate disciplinary action;

3. PEO informs student of intended action and of their right to access Australian Training & Qualification College Complaints and Appeals Process;
4. If student chooses not to access Australian Training & Qualification College Complaints and Appeals Process, outcome of process supports original Australian Training & Qualification College decision or 'extenuating circumstances relating to the welfare of the student' are deemed to apply, PEO implements decision via PRISMS;
5. Administration Staff place hard copy of PRISMS page, Complaint Form and other relevant documents on student file.

Students should note that deferring, suspending or cancelling their enrolment may affect their Student Visa and that ATQ College must notify the Department of Home Affairs via PRISMS, as required under section 19 of the ESOS Act where the students enrolment is deferred, temporarily suspended or cancelled.

9.5 Registration on Behalf of Other Students

All students must register in person. This is to sight check all registered students at ATQ COLLEGE and to provide appropriate academic counselling

10.0 Orientation

10.1 Student Orientation

All starting students will be taken through an ATQ COLLEGE orientation conducted by a member of ATQ COLLEGE staff. It is essential for students to attend these sessions to understand ATQ COLLEGE's academic system and familiarise themselves with ATQ COLLEGE facilities and services.

Students must bring their passport and a passport size photograph at this time in order to make their student card. During orientation all queries regarding course structure and timetables will be answered.

10.2 First Day of Class

On the first day of class Trainers/teachers will:

- Call out the attendance roll and check the names, student number and registration of each student
- Direct all students not on the roll to the General Manager
- Explain the attendance and results recording procedure to be used
- Provide each student with a Subject Outline (includes subject aim, learning outcomes, delivery and assessment strategies, resources) and explain the outline to the students
- Ask students to sign the Student Subject Outline Acknowledgement Sheet
- Ascertain through discussion the learning and assessment needs of the students.
- Identify possible English problems and refer to the General Manager
- Start training

10.3 Structure of Orientation Proceedings

- Students issued with another copy of Student Handbook
- Students asked to provide 2 passport sized photos and passport

- Students discuss ATQ COLLEGE and course information
- Students asked to sign Student Handbook Declaration form
- Students are informed of the complaint and appeals process
- Students registered into classes
- Tour of ATQ COLLEGE
- Students are guided through the support facilities in the local area by reference to the Student manual and other promotional materials.

10.4 Academic and Vocational Support

ATQ COLLEGE is committed to help students to achieve their training goals and making their learning experience enjoyable. If a student has difficulty in learning in the class due to deficiency in English language, literacy or numeracy skills, they should contact the General Manager.

The General Manager will give information to the student about ELICOS centres that can provide them with language, literacy and numeracy assistance to support their learning and assessment.

If a student has difficulty in learning in the class due to reasons other than English language or literacy and numeracy skills and is unable to meet course requirements, he/she should see their Trainer before or after the class. ATQ COLLEGE teaching staff will help them and provide them information on services such as;

- Supervised study groups
- Tutorial support assistance

If students have any concerns about their visa condition relating to course progress and/or attendance, they are encouraged to discuss the matter with the General Manager who may refer them to services designed to assist students in meeting course requirements and maintaining their attendance.

Clients may receive academic or vocational counselling from the General Manager, Trainers or other qualified staff. Trainers will monitor student progress and provide counselling or support as appropriate, and where needed refer the student to the General Manager, depending on the nature of the problem.

Students should contact the College General Manager Mrs Macy Alameddine on 1300 687 287 to arrange an appointment.

ATQ COLLEGE will not charge students for its support services, however students need to be aware of the fees and charges associated with the provision of support services by others.

10.5 Personal Counselling

Students experiencing distress or discomfort are invited to talk to whichever staff member they feel comfortable with. Where necessary the General Manager will assist the student to access external professional assistance. All staff will treat clients with courtesy and empathy at all times.

ATQ COLLEGE will not charge students for its support services, however students need to be aware of the fees and charges associated with the provision of support services by others.

Counselling services available in the local area include:

Able Minds Clinical Psychology Services

Bankstown: Suite 5, 50 Kitchener Parade
Bankstown NSW 2200

Call: 9790 0930 Mobile: 0450 533 052

<http://www.ablemindpsychology.com.au/default.aspx>

Catholic Care Counselling Services Bankstown

Level 3, 2 Meredith St, Bankstown

Phone: (02) 8709 9333

Students will need to identify any costs or fees associated with provision of Counselling services.

10.6 Student Input and Feedback

All students at ATQ COLLEGE are encouraged to provide continual client input and feedback. This input and feedback may be provided either informally through conversation observation or suggestion or formally through interviews and surveys. ATQ COLLEGE will attempt, whenever and wherever possible, to incorporate feedback in planning and development.

Trainer and student surveys will be distributed at the conclusion of each term and a suggestion box available at all times at reception. Students are welcome to make appointments with staff members to discuss issues personally.

ATQ COLLEGES is able to determine and process a student transfer request assessment by a policy and procedure, which is available to staff and students. The policy specifies:

- the circumstances in which a transfer will be granted;
- the circumstances that ATQ COLLEGE considers as providing reasonable grounds for refusing the student's request, including when a transfer can be considered detrimental to the student, and
- a reasonable timeframe for assessing and replying to the student's transfer request having regard to the restricted period.

11.0 Records Management

11.1 Records

ATQ COLLEGE maintains electronic and manual files covering all administrative, student information. Files are stored for the legislated period of time and electronic files are backed up regularly.

Student File Contains:

- Application documents
- Acceptance and enrolment documents
- Immigration documents
- All correspondence with or concerning students
- Memos or file notes regarding the student
- Copies of issued academic records
- Copies of issued attendance records
- Copies of other certificates or awards attained
- Completed assessment tasks

ATQ COLLEGE ensures through its Records Management Policy the:

- Security and Confidentiality of all records
- Archiving of all records
- External Reporting
- Access of records by clients

11.2 Security and Confidentiality

Student Records – information concerning contact details, financial status, academic status, attendance status, registration details, identification details, evaluations, feedback, surveys, counselling, warning and reporting documentation payment schedules, sickness, leave.

- Each student has a unique student number
- Staff can only access electronic files by unique access codes which have been provided on a need to know basis
- Students can only register for ATQ COLLEGE, courses, attendance, results and documentation in person
- Student details are only distributed externally to regulatory agencies on formal request and not without ATQ COLLEGE making every attempt to contact the student first
- Student files are maintained electronically and manually as files. All electronic and manual files are accessible by management only.
- No student details are ever to be given out to other students, agents, businesses etc.
- Students requesting access to personal information must complete an Office Request Form which will be submitted to the appropriate management representative for processing
- Student information made available will be handed to the student personally

Use of Personal Information

Please recognise that the information provided by the student to the ATQ COLLEGE, including:

- Student details e.g. personal and contact details,
- Course enrolment details and changes,
- Attendance; academic etc

will be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code.

ATQ COLLEGE is required, under s19 of the ESOS Act 2000, to tell Department of Home Affairs about: changes to student's enrolment; and any suspected breach by students of student visa conditions relating to attendance or satisfactory academic performance.

11.3 Access to Records by Students

In all cases ATQ COLLEGE will protect the privacy of all client information. Students who wish to access their personal or assessment records, must arrange an appointment with reception with the General or Academic manager.

11.4 Change of Student Contact Details

Students are obligated to keep ATQ COLLEGE informed of their current contact details, such as Australian residential address, email address and mobile telephone number and to inform ATQ COLLEGE immediately of any change in these details. Any students visa holder who moves to a new address must notify Department of Home Affairs and the College immediately. Students should be advised that if they do not receive any ATQ COLLEGE or authority correspondence due to incorrect contact details at ATQ COLLEGE they are fully responsible.

11.5 Student Results Recording

Students' results will be recorded on the CRICOS Course Progression log. Results are to be entered at competency unit level. At the conclusion of each subject Trainers will calculate a final assessment and record the final assessment in the appropriate column. These sheets are to be submitted to the General Manager at the conclusion of the subject for entry into the student database and filing.

Interim transcripts may be provided upon request. Final transcripts will be provided at the conclusion of the course.

11.6 Class Rolls and Attendance

Recording

Student attendance will be recorded daily on the Class Attendance Rolls. These rolls are legal documents and as such are never to be handled by students, left anywhere other than the staff room or removed from ATQ COLLEGE premises for any reason. In the case of excursions Trainers will still record attendance on blank rolls.

Attendance will be recorded for each student listed on the class roll for every class. The roll will be called by the Trainer within the first and last 10 minutes of class time. The only notations that are to be entered onto class rolls are:

- Official leave dates
- Subject changes

- Sick certificates
- Course changes

12.0 Warning and Reporting

It is the policy of ATQ COLLEGE to warn and subsequently report all students who do not comply with their Student Visa attendance and academic progress requirements.

As soon student attendance falls below 80% of completed duration (determined monthly) that may result in the student being unable to obtain a minimum of 80% course attendance or falls below 80%, ATQ COLLEGE will notify the student in writing of its intention to consider activation of the student intervention strategy.

Students who do not comply with all of ATQ COLLEGE terms and conditions of registration including the non or late payment of ATQ COLLEGE fees will also receive a warning notification and if the offending behaviour continues will be subject to possible expulsion. In the case of expulsion for a student visa holder – the situation will be reported to Department of Home Affairs via PRISMS immediately.

13.0 Complaints and Appeals Policy

ATQ COLLEGE has developed a comprehensive Complaints and Appeals policies and procedures for both academic and non-academic matters. Students who are concerned about the conduct of ATQ COLLEGE are encouraged to attempt to resolve their concerns using this complaint procedure. All prospective students will be provided with a copy of the Complaints and Appeals Procedure document before making a contract to enrol and again at course commencement.

Complaints and Appeals

The Australian Training and Qualification College treats complaints and appeals from staff, partner organisations, participants, and other parties very seriously and we will deal with these in an effective and timely manner.

Complaints can be made about the Australian Training and Qualification College, its staff, other learners or third parties and we aim to resolve all complaints within three weeks.

Appeals can be made about any decision, including assessment decisions made by the Australian Training and Qualification College. These, like any complaints are intended to be resolved, where possible within a three week period.

The Australian Training and Qualification College will act upon any substantiated complaint or appeals; these will be recorded into our “Vasto” RTO Management System and will lead where appropriate, to continuous improvement activities.

The data entry responsibility including maintaining security of these complaints and appeals lies with the General Manager.

A person or organisation can complain about any aspect of our dealings with them, and the participant can appeal any decision we make, including assessment decisions.

In the first instance that a person or organisation is unhappy or dissatisfied with an aspect of our service delivery, they should consult their trainer/assessor.

Each complainant or appellant has the opportunity to formally present his or her case, at minimal or no cost to him or herself;

Each party may be accompanied and assisted by a support person at any relevant meetings;

The complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcomes.

The process commences within 10 working days of the formal lodgement of the complaint or appeal and supporting information and all reasonable measures will be taken to finalise the process as soon as practicable.

We resolve the complaint as fast as practical to ensure that the issue does not interfere with the students studies, visa related issues or any other relevant matters.

The trainer should be the first point of contact for participants, the aim of this first contact is to resolve the issue quickly.

If the participant's complaint is about the trainer, and they are uncomfortable discussing this issue with the trainer then they should contact the General Manager or the PEO.

Should the complaint or appeal not be resolved in the first instance by either contact with the Trainer, then the complainant is requested to formally lodge a complaint or appeal by completing either the complaint or appeal form, these forms are available from the Trainer, the General Manager, or the administration staff.

The appellant or complainant can take the form away to complete, but this should be returned within 48 hours so the matter can be promptly investigated.

This formal complaint or appeal will be entered into our Complaints or Appeals register for tracking purposes. This is the responsibility of the General Manager, the receipt of the Complaint or Appeal will be formally acknowledged within one business day, in writing by General Manager.

Should the nature of the complaint refer to criminal matters or where the welfare of people are in danger, Australian Training and Qualification College will, with the permission of the participant, seek assistance from other authorities such as the Police, Legal Representatives or other parties as appropriate.

Participant confidentiality will be maintained at all times as is consistent with New South Wales, NSW and Australian Law.

At all times the principles of Natural Justice be upheld, these being:

- That both sides of the complaint will be informed of the complaint and
- That both sides of any complaint will be heard after sufficient time has been provided for both sides to prepare their arguments
- That an investigation will be conducted without undue delay
- The participant will be allowed to continue their course without penalty until such time as the final decision has been determined.

Further details on Natural Justice can be accessed from the NSW Ombudsman's office at:

<https://www.ombo.nsw.gov.au/>

The Complainant/Appellant will remain informed of the progress of their complaint or appeal through written correspondence.

Australian Training and Qualification College will ensure that the participant's academic progress will remain unimpeded by their complaint or appeal.

Upon receipt of the formal complaint or appeal, the General Manager, will be responsible for resolving the issue.

This will involve at least:

- a formal interview with the participant and the trainer, the General Manager and/or the PEO.
- If the General Manager or the PEO and the aggrieved party are unable to resolve the matter, then the matter is to be escalated to a mutually agreeable independent person, such as another trainer within our college, or a trainer/assessor external to Australian Training and Qualification College, or an independent Commercial Mediation Service.

Engagement of the chosen external assistance will be the responsibility of the PEO supported by the General Manager as appropriate.

The suitable external trainer or independent Commercial Mediation Service, will need to be agreed upon by the participant, the General Manager or PEO.

As stated before, this could be an external Trainer/Assessor arranged by the General Manager, the PEO or the participant, or it could include an independent Commercial Mediation Service such as the Resolution Institute.

The Resolution Institute can be contacted via <http://www.resolution.institute/contact-us>

Level 1 and 2
13-15 Bridge Street
Sydney NSW 2000

Phone: +61 2 9251 3366
Freecall: 1800 651 650
Fax: +61 2 9251 3733
Email: infoaus@resolution.institute

Engagement of an External Assessor or the independent Commercial Mediation Service is without cost to the participant, this costs will be borne by the Australian Qualification Training College.

The complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal, this will state the reasons for the decision.

At all times will we keep our participants informed of the progress of their complaint or appeal. Should this process take longer than sixty (60) days we will determine the course of the of the delay, attempt to resolve it, and keep the participant informed of these reasons through written correspondence.

Participants are also able to lodge a complaint about Australian Training and Qualification College with ASQA. However, please be aware that ASQA is not an advocacy institute for Participants.

You can also escalate your objection to this outcome through the Overseas Students Ombudsman. Further details of this are located at: <http://www.ombudsman.gov.au/How-we-can-help/overseas-students>

The Ombudsman can be contacted at:

- <http://www.ombudsman.gov.au/contact-us>
- Phone: 1300 362 072 (Calls from mobile phones at mobile phone rates)

A further option available to people and organisations is the National Training Complaints Hotline. This number is 13 38 73 and is staffed Monday–Friday, 8am to 6pm nationally.

More details on the National Complaints Hotline can be found at <https://www.education.gov.au/NTCH>

Assessment Appeals

In rare circumstances, the participant may object to decisions made by Australian Training and Qualification College, including assessment outcomes, and wish to appeal these decisions.

Possible grounds for an Assessment appeal could be (and others are possible):

- The correct response was provided however the response was marked incorrect in error
- The material assessed was not covered in learning materials
- The response provided by the participant was the response provided in the learning material
- Or any other reason.

In the case of the Assessment appeal, the participant will follow the same basic steps as outlined in the complaint and appeal section.

1. Discuss the issue with your assessor and seek their opinion.
2. If you are still dissatisfied, complete the appeals form and submit it to the General Manager:

Independent of who you submit your assessment appeal to, you will be:

3. Provided with a written receipt of your case within one business day,
4. Provided with access to an external review your case with one of:
 - a. An alternative Assessor within the Australian Training and Qualification College
 - b. An assessor external to Australian Training and Qualification College
 - c. An Independent Commercial Mediation Service

The choice of which independent mediation process is the participants, however they have significantly different costs.

Engagement of an alternative internal or External Assessor is without cost to the participant.

The complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal, this will state the reasons for the decision.

Irrelevant of the process undertaken to resolve the matter, the appellant will be provided with a formal written statement of the resolution of the appeal and this will state the reasons for the decision.

At all times will we keep our participants informed of the progress of their appeal. Should this process take longer than sixty (60) days we will determine the course of the delay, attempt to resolve it, and keep the participant informed of these reasons through written correspondence.

You can also escalate your objection to this outcome through the Overseas Students Ombudsman. Further details of this are located at: <https://www.asqa.gov.au/complaints/make-complaint-overseas-students>

The Ombudsman can be contacted at:

- <http://www.ombudsman.gov.au/contact-us>
- Phone: 1300 362 072 (Calls from mobile phones at mobile phone rates)

A further option available to people and organisations is the National Training Complaints Hotline. This number is 13 38 73 and is staffed Monday–Friday, 8am to 6pm nationally.

More details on the National Complaints Hotline can be found at <http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/default.aspx>

The Overseas Students Ombudsman

The Overseas Students Ombudsman:

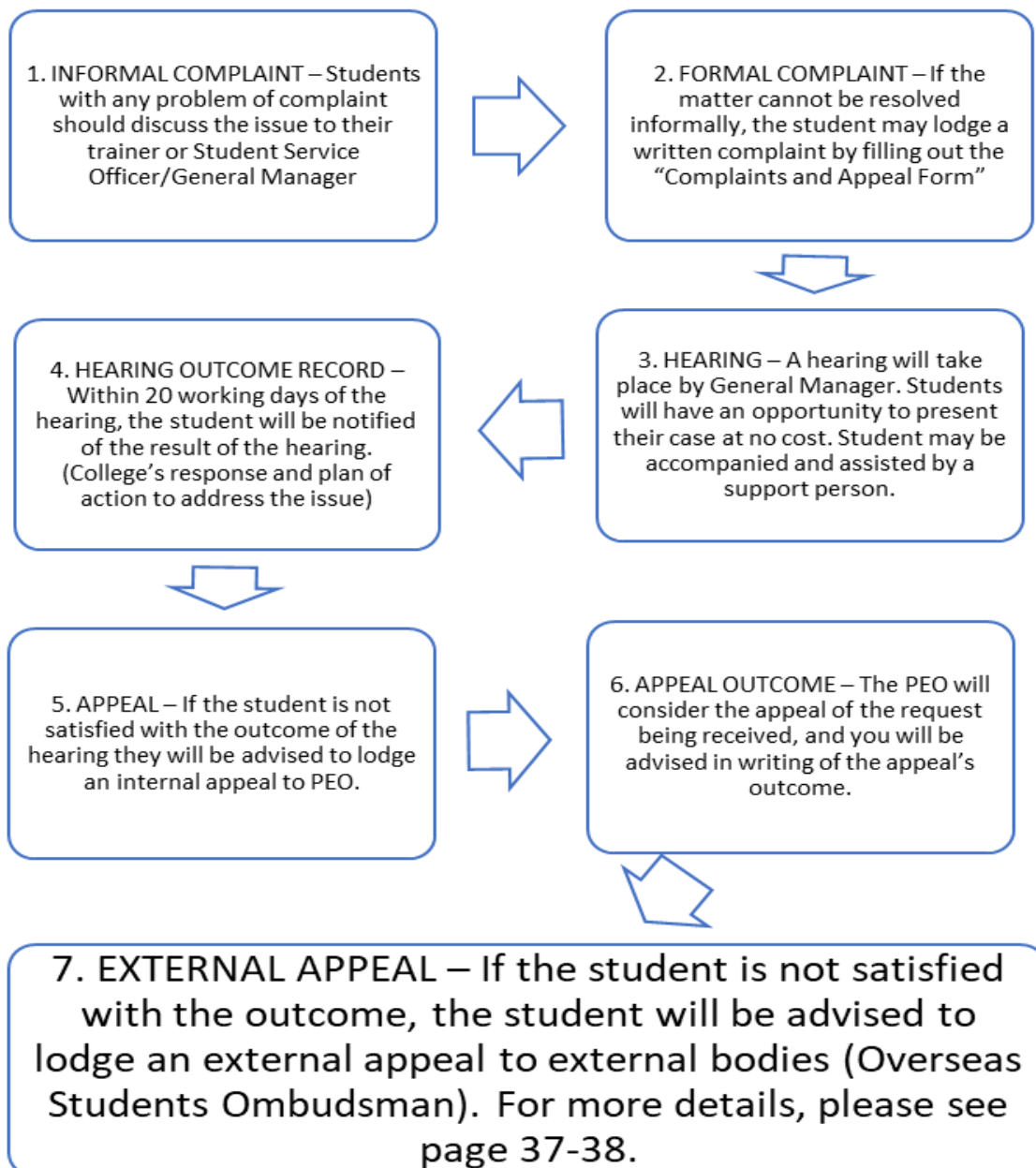
- investigates complaints about problems that overseas students have with private education and training in Australia
- provides information about best practice complaints handling to help private education providers manage internal complaints effectively
- considers, free of charge, external appeals under Standard 8 of the *National Code of Practice for Registered Authorities and Providers of Education and Training to Overseas Students 2007*.

If you have a complaint about your education provider you may take the matter to an independent complaints handling body. This will be the **relevant State Ombudsman** if you are enrolled with a publicly-funded provider or the **Overseas Student Ombudsman** if you are enrolled with a private provider. Visit the relevant state ombudsman's website or www.oso.gov.au for more information.

- ACT Ombudsman www.ombudsman.act.gov.au
- NSW Ombudsman www.ombo.nsw.gov.au
- Northern Territory Ombudsman www.omb-hcsc.nt.gov.au

- Queensland Ombudsman www.ombudsman.qld.gov.au
- South Australian Ombudsman www.ombudsman.sa.gov.au
- Tasmanian Ombudsman www.ombudsman.tas.gov.au
- Victorian Ombudsman www.ombudsman.vic.gov.au
- Western Australian Ombudsman www.ombudsman.wa.gov.au

Complaint and appeals process (Complaint and Grievances)



14.0 ATQ COLLEGE Resources

ATQ COLLEGE maintains suitable and up to date premises and equipment, which comply with all relevant government regulations and are kept in good order and upgraded as necessary. ATQ COLLEGE maintains administration and training facilities and equipment so as to ensure smooth and effective operations. Facilities and equipment are set up, cleaned and maintained regularly to provide a pleasant and efficient working environment. Records of premises and equipment are kept for financial and maintenance purposes. Staff and students have access to necessary instructional and assessment facilities, materials and equipment.

Training facilities have:

- Accessible amenities such as toilets and drink stations
- Adequate acoustics without disturbance from external noise
- Adequate lighting for normal viewing, writing and reading, without glare, brightness or distractions
- Adequate ventilation and heating/cooling sufficient to maintain a suitable temperature for work and study
- Clear sight and hearing from all points and to the point of presentation
- Comfortable, ergonomic chairs, designed for use over a sustained period
- Student Library
- Flexible layout options appropriate to room size, shape and furniture
- Pleasing aesthetics
- Sufficient power points placed appropriately
- Suitable audio visual and presentation equipment
- Suitable tools and equipment set up safely and securely
- Tables that have appropriate space for writing and training activities
- Computer and internet access

Students can also display personal advertisements and messages on the notice boards.

14.1 Computers and the Internet

ATQ COLLEGE has computers with network connection in Student Lounge. The students will have to supply their own saving device (USB Port). students must have proper electronic tools to access to student online portal.

Students are given unlimited access to computer and Internet facilities for educational and study purposes only. Student printing facilities are available.

14.2 ATQ COLLEGE Building Security System and Smoke Alarms

All rooms on campus are fitted with smoke alarms and have the emergency exit procedures displayed on the walls. In the case of an emergency student are requested to remain calm and follow staff instructions.

Students should familiarise themselves with the Emergency Procedures as posted on the student notice board.

EMERGENCY EVACUATION AND FIRE

STAFF

Evacuation of Buildings

FIRE/SMOKE OR IMMEDIATE EMERGENCY CONDITIONS

Fire Evacuation Procedure

- Evacuation will be initiated by activation of the Evacuate Signal that is audible in all sections of the building or at the discretion of a member of ATQ COLLEGE if they consider there is any danger to personnel in their immediate vicinity.
- Staff members shall evacuate all persons in immediate control, beginning with those furthest from the designated fire exits.
- Where lectures or laboratories are being conducted, the person conducting (or nominally in charge of) these shall, upon receiving instructions to evacuate, conduct their students out the designated fire exit.
- Do not use the lifts unless you are directed to by Emergency Personnel.
- If there are any mobility-impaired persons in the building, it is the responsibility of the staff members to assist them if necessary.
- During evacuation doors shall be kept closed, but not locked, to retard the spread of smoke and fire. This is particularly important with respect to corridor smoke doors.
- Staff members shall convey the order to evacuate as firmly as necessary to ensure compliance.
- Following evacuation each staff member shall post volunteers near building entrances to prevent re-entry by unauthorised persons. Staff Members shall then report to the PEO/General Manager or the most senior staff member for further instructions.
- After leaving the building, assemble outside the front door on the opposite side of the road to the building. Do not re-enter the building until clearance is given.
- **Do not leave the assembly area without informing your respective staff member** - Emergency Services personnel will risk their lives if it is thought you are still in the building.

Evacuation Drills

Evacuation drills will be conducted at least once a year. These will not necessarily be fire drills; other types (eg. bomb threat) will be used on some occasions. Advanced notice will be given and all persons present in the building will be expected to participate.

Special Instructions for Staff

Staff should make themselves aware, each semester, where the nearest Fire Exit is located for each classroom in which they hold a class.

If a fire or smoke or other imminent emergency condition exists while a staff is conducting class, staff should direct the students to the nearest Fire Exit, assuring that all students have evacuated before following.

EMERGENCY EVACUATION AND FIRE

STUDENTS

Evacuation of Buildings

FIRE/SMOKE OR IMMEDIATE EMERGENCY CONDITIONS

All students are to follow three primary safety principles during any emergency:

Follow the instructions of Public Safety and Fire or Police Department personnel and ATQ COLLEGE staff

DO NOT PANIC

If an emergency condition arises here is what to do:

- **When you hear the fire bell**
- **Don't panic**
- **Listen for a warning that the alarm may only be a test**
- If requested to evacuate remain calm and proceed with orderly evacuation
- Follow ATQ COLLEGE staff to the exit signs and use the **Fire Exit stairwells only**
- Go to the designated safety area and wait with staff and students
- Your Trainer will check your name against the class roll
- **Do not return to fire/smoke floor until instructed to do so.**

14.3 Equipment

Equipment is available for ATQ COLLEGE purposes only by both staff and students. Please ensure that you use all equipment safely and follow WH&S procedures at all times. Get help if there is a problem.

14.4 Texts and References

ATQ COLLEGE provides the required texts and references required for the course as part of the course fee. The student may choose however to purchase additional texts and references to support their knowledge and understanding.

Bankstown has an excellent public library, that can provide additional references for study purposes. The Library details are:

Bankstown Library

Address: 80 Rickard Rd, Bankstown NSW 2200

Phone:(02) 9707 9708

Hours: Open today · 9am–8pm

The library, like the College can provide wireless internet capability to allow further study.

15.0 Issuance of Qualifications

On completion of a course students will be issued with the appropriate certification. On completion of delivery units Trainers will submit results to the General Manager for entry into ATQ COLLEGE data management system. On completion at competent level, of all subjects within the appropriate course, students will be eligible to receive qualifications.

Upon exit, if students do not complete all required subjects at competent level they will not be eligible to receive a qualification. They will, however be eligible to receive a Statement of Attainment for their course.

All qualifications and statements of attainment issued will be issued without alteration or erasure and be identified by as unique number – printed on the qualification or statement. ATQ COLLEGE will maintain a record of all qualifications issued for a period of 30 years.

16.0 Course Completions

Students must complete, at competent level, all subjects that comprise a course at ATQ COLLEGE. Both core and elective competency units have been preselected to maximize vocational outcomes.

16.1 Rules Ensuring Comfort & Convenience

As ATQ COLLEGE is a place for training and learning certain rules apply, during the conduct of courses, for the convenience and comfort of all students and staff. Compliance with rules is a condition of entry to ATQ COLLEGE.

16.1.1 Alcohol

Alcohol is NOT permitted on ATQ COLLEGE premises. It being an educational Institution the influence of alcohol spoils the learning environment of the Institution.

16.1.2 Smoking

ATQ COLLEGE is a NON SMOKING workplace and we ask for your assistance not to smoke on ATQ COLLEGE premises or within the building.

16.1.3 Chewing Gum

The chewing of gum is NOT allowed on the premises, as all of classrooms and hallways have carpets.

16.1.4 Drugs

You must NOT bring drugs to ATQ COLLEGE. Anybody found doing any sort of dealing with the drugs will be expelled from the Institution and will be reported to the police.

16.1.5 Spitting

Spitting is NOT allowed in public places in Australia. It is against the law and you can be fined if you are caught spitting.

16.1.6 Firearms and Knives

It is against the law in Queensland to carry firearms or knives at the public places. You must NOT bring any firearms, knives or any kind of weapons to ATQ COLLEGE. Anybody found with any sort of weapons will be expelled from the Institution and will be reported to the police.

16.1.7 Dress

Dress should be neat and tidy, giving a professional look to students. Thongs or any clothing considered by management to be offensive will not be allowed.

16.1.8 Mobile Phones

All mobile phones should be switched off during class or any seminar. You can use the mobile phones out of class sessions, during the breaks and in the common room.

16.1.9 Food and Drink

No Food or Drink is allowed in the classrooms, computer labs, hallways, stairways and lifts. You can use the common room for eating and drinking.

16.1.10 Litter

Please use the rubbish bins provided for the litter.

16.1.11 Other Important Tips

Never leave your belongings unattended. In case anything is lost, check at Reception and in the student room. Keep ATQ COLLEGE premises clean and do not write anything on the walls or on the desks. Student must leave ATQ COLLEGE premises in neat and tidy condition.

17.0 Living in Sydney

LIVING IN Sydney

Sydney is the state capital of New South Wales and the most populous city in Australia and Oceania. It is located on Australia's east coast, the metropolis surrounds the world's largest natural harbour, and sprawls towards the Blue Mountains to the west.

Residents of Sydney are known as "Sydneyiders". Sydney is the second official seat and second official residence of the Governor-General of Australia and the Prime Minister of Australia and many federal ministries maintain substantial presences in Sydney.

In the evenings you can enjoy barbeques under the stars, eat at one of the many outdoor cafes and restaurants or dance the night away at one of the nightclubs.

If you enjoy sport there is plenty of choice with world class golf courses, an Olympic Swimming Centre and many tennis courts. The beaches are famous for surfing and there are plenty of sheltered spots for peaceful swimming, snorkelling or diving. Sail boats, canoes, wind surfers and jet skis are available for hire for use on the river or open ocean.

BEACH SAFETY

The ocean can be dangerous if you are not a strong swimmer.

There are life guards at most local beaches. Please take special care to obey signs on the beaches and to swim in safe areas where there are life guards. Always swim between the red and yellow flags. Those not familiar with it, swim only at patrolled beaches and even then between the flags.

DRIVING IN Australia

We can assist you with car hire if you are over 21 years.

- In Australia you must drive on the left.
- You must hold a current driving licence. If it is not in English you will need to carry an English translation.
- You and your passengers must wear seatbelts at all times.
- Never drink any alcohol and drive. The police are very strict and conduct random breath tests.
- It is illegal to talk on a mobile whilst driving.

SMOKING

Under NSW Law, it is illegal to smoke in a public place or within four metres of a public doorway. Please place cigarette butts in the bins provided in the smoking area in the car park adjacent to the school.

Climate

Summer (December to February) NSW summers are generally long and very warm, with temperatures ranging from 21°C to 36°C, with occasional hot spells of over 40°C. Humidity in summer ranges from 60% to 85%.

Autumn (March to May) Pleasantly warm weather conditions with occasional cooler nights.

Winter (June to August) Sydney has a short and mild winter. Winter temperature ranges from 12°C to 21°C, with the overnight temperature sometimes dropping below 12°C.

Spring (September to November) Spring in Sydney offers a pleasant mild temperature, with occasionally unpredictable cold, wet and windy days

Useful links

- <http://www.sydney.com.au/> the official site
- https://www.tripadvisor.com.au/Tourism-g261603-Bankstown_Greater_Sydney_New_South_Wales-Vacations.html
- <https://www.homely.com.au/bankstown-bankstown-sydney-greater-new-south-wales>

Services Local to the Bankstown Campus:

Our Campus is located to the west of Sydney in the suburb of Bankstown. Bankstown has a rich history of multi culturalism and has a diverse population including Australians, Middle Eastern, Asian and African cultures. Our campus is located in the heart of a busy business district well supported by public transport located only 10 minutes walk away, hospitals and Medical Centres, Public Libraries, Religious centres, Banks and Real Estate Agents ready to service the needs of our students.

Our Campus is air conditioned and consists of five classroom, student lounge, meeting rooms, offices, amenities and support staff. It is fully air-conditioned and has WIFI available to all staff and students.

Emergency Services:

Police 000

Fire 000

Ambulance 000

Bankstown Hospital Emergency Room

Located in: Bankstown Lidcombe Hospital

Address: 68 Eldridge Rd, Bankstown NSW 2200

Shopping:

<https://www.bankstowncentral.com.au/>

Address: Stacey Street & North Terrace, Bankstown NSW 2200

Opened: 1966

Hours: Open today · 9am–5:30pm

Phone: (02) 9790 0751

Number of stores and services: 323

Banks

Commonwealth Bank Bankstown Branch

16/18 Bankstown City Plaza, Ph 13 22 21, Opens at 9:30 am

St.George Bankstown,

5/402-410 Chapel Rd, Ph 13 33 30 Opens at 9:30 am

Westpac Branch/ATM,

38/40 Bankstown City Plaza, (02) 8707 3211, Opens at 9:30 am

Medical Centres

Rickard Road Medical Centre, 41 Rickard Rd, Bankstown, (02) 9708 3611, Opens at 8:30 am

Bankstown Medical Centre, General Practitioner, 1 North Terrace, Bankstown (02) 9793 2022, Opens at 8:00 am

Primary Health Care Medical & Dental Centre, 67 Rickard Rd, Bankstown, (02) 9790 0024, Opens at 7:00 am

Primary Dental Bankstown, 67 Rickard Rd Bankstown, (02) 9793 8477

Smileline Dental, 22B Restwell St, Bankstown (02) 9790 3336 Opens at 9:00 am

Real Estate Agents (Accommodation Services)

Elders Real Estate Bankstown Address: 364 Chapel Rd, Bankstown NSW 2200 Phone:(02) 9707 3600 Hours: Open today - 8:30am–5:30pm

Ray White Bankstown, 68 Marion St, (02) 9793 3333, Opens at 9:00 am

CENTURY 21 Homezone Real Estate, 388 Chapel Rd, (02) 9790 8800, Opens at 9:00 am

Legal Assistance

Legal Aid NSW - Bankstown office, Level 8, Civic Tower, 66-72 Rickard Rd (02) 9707 4555

Farah Lawyers, Suite 4, Level 6/402-410 Chapel Rd, (02) 9790 0700

Westside Law Firm, 14/41-45 Rickard Rd, (02) 9793 9888, Opens at 9:00 am

Students should note that some services such as counselling, legal advice, some medical services and others may require payment of a fee. Students should obtain clarification of this fee before engaging any services.

17.0 Living in Sydney

17.1 Climate

Sydney: Annual Weather Averages. January is the hottest month in Sydney with an average temperature of 23°C (73°F) and the coldest is July at 13°C (55°F) with the most daily sunshine hours at 9 in December. The wettest month is March with an average of 164mm of rain.

Clothing

There is no formal dress code for students whilst on campus. Most students dress informally –jeans, skirts or trousers with t-shirts, casual shirts or blouses are acceptable for most occasions.

Students should bring at least one set of more formal clothes, a sports jacket or suit and tie for men and appropriate dress for women for functions such as official dinners or graduation ceremonies. For festive occasions students may wish to bring national dress and accessories.

Shorts are often worn during the summer months, as are sandals or running shoes. For winter, students should make sure they have warm clothes such as jumpers, sweatshirts, sweaters, warm socks and closed shoes, jackets or tracksuits. While heavy coats are not necessary, students from tropical climates sometimes find the winters very cold, and may need hats and gloves.

17.2 Cost of Living

The cost of living in Sydney really depends on your lifestyle. The average international students in Australia spend about \$390 per week on accommodation, food, clothing, entertainment, transport, telephone costs and so on. This cost does not include tuition fees. For more updated estimate of living costs, please refer to

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle.

17.3 Accommodation Options

Sydney boasts a diverse range of accommodation options. Students may choose to live with an Australian family, in student lodging, or take on independent apartment rental. For student accommodation needs ATQ COLLEGE recommends Global Experience and Homestay. Whatever you choose, we suggest arranging your accommodation as early as possible - preferably as soon as you have accepted the offer of a place at ATQ COLLEGE.

For students who have not decided where they would like to live in Sydney, a minimum booking of four weeks at a Homestay will guarantee you somewhere to stay upon arrival and while you make more definite arrangements. Airport pickup can be arranged with accommodation.

17.4 Homestay

Homestay, with an Australian family in a private furnished bedroom, is a great opportunity for students to improve their language skills and have an authentic cultural experience. Students under 18 years of age must have a local guardian. This can be provided by Australian families who are selected by ATQ COLLEGE.

Two Homestay Providers:

- Student Accommodation Online and
- Homestay Experience.

Further information regarding the services provided by these two agencies and the associated costs, can be obtained by contacting these respective providers directly and visiting their respective websites for further information.

17.5 Student Employment

Students can work legally once they have commenced their studies. Student visa allows students to work up to 40 hours per fortnight during study period and full-time during breaks. Students are advised that part-time work may distract them from their studies and they should not rely on their earnings to pay tuition fees or other living expenses.

17.6 Telephone, Internet and Post

The cheapest way to phone overseas is using a phone card. These are available at newsagents and convenience stores. Different phone cards will have different rates. You will need to compare different cards to see which is the cheapest for your country. If you would like a mobile phone, packages start from around AUD\$15 a month plus call costs for a two year contract. You can also buy a pre-paid mobile phone.

To post a letter overseas the cost is between \$1.20 and \$3.00 through Australia Post. Parcels and freight are a lot more expensive and the cost will depend on how much you are sending and where it is going to.

17.7 Emergency Support Services

Police, Fire, Ambulance 000

Poisons Information Centre(24 hours) 13 1126

Telephone Interpreter Service (TIS) 13-1450

17.8 International calls

0011 + country code + area code + number

0012 + country code + area code + number (to find out the cost of the call immediately afterwards)

17.9 Banking

There are many different types of bank accounts. Ask about the different types of accounts before you decide which one you would like to open. A Savings Account is probably the most suitable account for students. When you open an account you will normally receive an ATM Card allowing you to withdraw money after hours. Many shops in Australia will not accept cheques but most will take credit cards. An ATM Card cannot be used for credit but it can be used in some supermarkets to pay for the bill (as long as there is money in your account) and it can be used to withdraw money from the machine (ATM) you find outside banks.

17.16 School Aged Dependant Children

Students are advised that any school aged dependants accompanying them will be required to pay full fees if they are enrolled in either a government or non-government school.

18.0 Changes to ATQ COLLEGE Ownership or Management or Premises

ATQ COLLEGE will inform ASQA of prospective ownership and/or management changes. The process to be adopted is to advise the ASQA in writing of:

- any prospective changes to the ownership of ATQ COLLEGE as soon as practicable prior to the change taking effect, and
- any prospective or actual change to the high managerial agents (as defined in section 5 of the ESOS Act) such as our PEO as soon as practicable prior to the change taking effect or within 10 working days of the change taking effect where the change cannot be determined until it takes effect.

ATQ COLLEGE will provide ASQA with information on the new owner or high managerial agent for the purpose of making an assessment under section 9(6) of the ESOS Act.

ATQ COLLEGE has defined the position of PEO as a High Managerial Agent, thus any change to the PEO will result in notification to ASQA.

ATQ COLLEGE will notify the designated authority and the students enrolled, including those whom have not yet commenced, with the registered provider of any intention to relocate premises (including the head office and campus locations) at least 20 working days before the relocation.

19.0 Understanding of ATQ COLLEGE Rules & Receipt of Student Handbook

Understanding of ATQ COLLEGE Rules & Receipt of Student Handbook

I, (full name)..... Student ID No:.....
acknowledge that all of ATQ COLLEGE' Course Information and Terms and Conditions, Course fees, Refund Policy and Visa conditions have been provided and fully explained to me during my ATQ COLLEGE Orientation and that I understand and agree to abide by all of these terms and conditions.

I understand:

I understand:

- That if I am in jeopardy of breaching any of these terms and conditions ATQ COLLEGE will initiate a Warning and Reporting Procedure;
- That if I am in breach of any of these terms and conditions, my enrolment from ATQ COLLEGE will be cancelled and if I am on a visa my details will be forwarded to the Department of Home Affairs (former 'Department of Immigration and Border Protection') via PRISMS with a recommendation for the cancellation of student (Temporary) visa;
- That while I am on a Student (Temporary) Visa in Australia, I am obligated to attend ATQ COLLEGE for 20 hours of supervised tuition on-site and maintain an attendance of not less than 80% at any time;
- That I am required to maintain as ATQ COLLEGE defines, a satisfactory rate of academic progress, doing all the required assignments, appearing in all the required tests/examinations (written/oral), attending all the required seminars and being on time on all occasions;
- That I will notify ATQ COLLEGE of any change of contact details within 7 days;
- That I must remain 'financial' at all times and will pay all my Fees including Tuition Fees on time;
- That I will maintain my Overseas Student Health Cover at all times;
- That I have read and understood all ATQ COLLEGE rules, policies and procedures as detailed in the student handbook, all course and marketing information and Student Orientation; and
- That I again understand and agree that if I am in breach of any of these conditions my enrolment will be cancelled and details recommended to Department of Home Affairs for cancellation of student visa.
- ATQ College provided me with campus tour together with orientation session.

Student Full Name _____

Student Signature _____ Date ____/____/____