



ATQ Student Handbook



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1. Welcome

Australian Training & Qualification College (ATQ College) is a nationally recognised training organisation registered with ASQA. National RTO ID: 41336 as well as a CRICOS provider (CRICOS code:03651G)

At ATQ College we offer Nationally recognised certificates and Diploma's in Business, Accounting, Marketing, Leadership, Beauty and Early Childhood services.

Here at ATQ College we believe that the right training and education will open up “Worlds of opportunity”

The purpose of this Handbook is to provide you with all the information that you need to know about studying with ATQ College and your responsibilities as a student living in Australia.

2. Studying Through ATQ College

Here at ATQ College, we place great emphasis on the quality and standard of the courses we deliver. We strive to be bench setters within our industry, by continuously researching our students needs and ensure these needs are being serviced appropriately. Our goal is to establish and maintain lasting relationships with our students with the goal of providing them skills that will open worlds of opportunity.

Values

- Integrity
- Collaboration
- Empowerment
- Excellence
- Respect

Our Trainers: Our Team is made up of highly skilled, qualified and passionate professionals who bring with them years of experience. We strive to present our students with real experiences in practical sessions by implementing interactive teaching methods into our qualifications. Our trainers are dedicated to empower their students to prosper and grow.



3. Our Obligation as your RTO and CRICOS Education Provider

As a Registered Training Organisation (RTO) and CRICOS Education Provider registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015, which are part of the VET Quality Framework, as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and sales people where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints Policy outlined further on in this Handbook.

4. Contact Information and Emergency Contacts

ATQ College Main Contact Details:

College Hours

Office hours:

**Monday-Friday: 8:00am – 10:00pm.*

**Saturday: 9:00am – 4:00pm*

College contact details:

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

Phone: 1300 687 287

Email: info@atqcollege.edu.au

Please send all documents to the Head Office address.



Student Support & Key Contact Persons

Student Support: Info@atqcollege.edu.au / cricos@atqcollege.edu.au

PEO: yasmin.kahla@atqcollege.edu.au

General Manager: admin@atqcollege.edu.au

After Hours & Emergency Contact:

-0415 168 097 (General Manager: Macy)

-0458 110 074 (PEO: Yasmin)

If students are dialling from overseas please use the following international dialling code

0011 + country code + area code + number

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

Emergency Telephone Numbers (Police, Fire, Ambulance):

Dial 000

Department of Home Affairs (DHA)

Dial 131 881

Local Medical Centres:

Bankstown Hospital Emergency Room

Located in: Bankstown Lidcombe Hospital

Address: 68 Eldridge Rd, Bankstown NSW 2200

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

Transport:

The transport options available in Australia include buses, trains, trams and ferries. Your access to these transport services will vary depending on where you live. You will also be able to access private and public car services from taxis to hired limousines, available to take you from door to door.

Transport for NSW: <https://transportnsw.info/> (Phone: 131 500)

-Sydney Trains : <https://transportnsw.info/routes/train>

-Sydney Buses: https://transportnsw.info/travel-info/ways-to-get-around/bus#

-Local taxi

<https://www.13cabs.com.au/> (phone:132 227)

<https://www.silverservice.com.au/> (phone: (02) 9020 2000)

Translating and Interpreting Service:

Immediate phone interpreting (24 hours, every day of the year)

Phone: 131 450 (within Australia)

Phone: +613 9268 8332 (outside Australia)

<https://www.tisnational.gov.au/Help-using-TIS-National-services/Contact-TIS-National>



5. Courses Provided by ATQ College

ATQ College offers the following courses to It's International Courses:

Diploma of Leadership and Management

VET Code: BSB51918

Cricos Code: 098918K

Course duration: 52 weeks (4 terms x 11 weeks) 8 weeks break

This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of industry contexts. Individuals at this level display initiative and judgment in planning, organising, implementing and monitoring their own workload and the workload of others.

Intake dates: 23 SEP 2019, 13 JANUARY 2020, 6 APRIL 2020, 29 JUNE 2020, 21 SEPTEMBER 2020

Entry requirements: Must be 18 years of age or over, must have a minimum of year 12 or equivalent or higher education, English Language Proficiency (IELTS level of 5.5 or higher, or completed approved English Test.

Potential Employment Opportunities: Protect manager, Team Manager, General Manager

Advanced Diploma of leadership and Management

VET Code: BSB61015

Cricos Code: 096548C

Course duration: 74 Weeks (6 terms x 10 weeks) 14 weeks break

This qualification reflects the role of individuals who apply specialised knowledge and skills, together with experience in leadership and management, across a range of enterprise and industry contexts. They use cognitive and communication skills to identify, analyse and synthesise information from a variety of sources and transfer their knowledge to others.

Intake dates: 23 SEP 2019, 13 JAN 2020, 6 APR 2020, 29 JUN 2020, 21 SEP 2020

Entry requirements: Must be 18 years of age or over, must have a minimum of year 12 or equivalent or higher education, English Language Proficiency (IELTS level of 5.5 or higher, or completed approved English Test.

Potential Employment Opportunities: Senior Exclusive, Human resources Manager, Area manager, business Analyst, Department Manager, Business Development Manager.

Diploma of Business

VET Code: BSB50215

Cricos code: 096547D

Course duration: 52 WEEKS (4 terms x 10 weeks) 12 weeks break

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

Intake dates: 23 SEP 2019, 13 JAN 2020, 6 APR 2020, 29 JUN 2020, 21 SEP 2020



Entry requirements: Must be 18 years of age or over, must have a minimum of year 12 or equivalent or higher education, English Language Proficiency (IELTS level of 5.5 or higher, or completed approved English Test.

Potential Employment Opportunities: Senior Administrators, Business Analysts, Senior Clerks

Diploma of Marketing and Communication

VET Code: BSB52415

Cricos Code: 096551G

Course duration: 52 Weeks (4 terms x 10 weeks) 12 weeks break

This qualification applies to individuals with a sound theoretical knowledge base in marketing and communication and who demonstrate a range of managerial skills to ensure that functions are effectively conducted in an organisation or business area. Typically, they would have responsibilities for the work of other staff and lead teams.

Intake dates: 23 SEP 2019, 13 JAN 2020, 6 APR 2020, 29 JUN 2020, 21 SEP 2020

Entry requirements: Individual who have completed ALL core units in BSB42415 Certificate IV in Marketing and Communication, must be 18 years of age or over, must have a minimum of year 12 or equivalent or higher education, English Language Proficiency (IELTS level of 5.5 or higher, or completed approved English Test.

Potential Employment Opportunities: Advertising Account Manager, Marketing Team Leader, Product Manager, Public Relations Manager, Market Research Planner

Certificate IV in Accounting and Bookkeeping

VET Code: FNS40217

Cricos Code: 098215G

Course duration: 52 WEEKS (4 terms x 10 weeks) 12 weeks break

This qualification reflects the job roles of workers in the accounting industry, including BAS Agents and contract bookkeepers; and of those employees performing bookkeeping tasks for organisations in a range of industries. It includes preparing and lodging business and instalment activity statements, and providing advice or dealing with the commissioner on behalf of a taxpayer in relation to activity statements.

Intake dates: 23 SEP 2019, 13 JAN 2020, 6 APR 2020, 29 JUN 2020, 21 SEP 2020

Entry requirements: Must be 18 years of age or over, must have a minimum of year 12 or equivalent or higher education, English Language Proficiency (IELTS level of 5.5 or higher, or completed approved English Test.

Potential Employment Opportunities: Accounts receivable and payable clerks, payroll clerks, bookkeepers, general clerical assistants, assistant accountants.

Diploma of Accounting

VET Code: FNS50217

Cricos Code: 098216G

Course duration: 52 Weeks (4 terms x 10 weeks) 12 weeks break

This qualification reflects professional accounting job roles in financial services and other industries, including tax agents, accounts payable and accounts receivable officers, payroll service providers, and employees performing a range of industries. Individuals in these roles apply solutions to a range of often complex problems, and analyse and evaluate information from a variety of sources.

Intake dates: 23 SEP 2019, 13 JAN 2020, 6 APR 2020, 29 JUN 2020, 21 SEP 2020



Entry Requirements: Must have completed FNSSS00014 Accounting Principles Skill Set; OR Completion of FNS40615 Certificate IV in Accounting or equivalent; OR Completion of FNS40215 Certificate IV in Accounting OR FNS40217 Certificate IV in Accounting and Bookkeeping or equivalent. Must be 18 years of age or over, must have a minimum of year 12 or equivalent or higher education, English Language Proficiency (IELTS level of 5.5 or higher, or completed approved English Test.

Potential Employment Opportunities: Accountants, Senior financial clerks, Account Managers

Diploma of Beauty Therapy

VET Code: SHB50115

Cricos Code: 096550J

Course duration: 74 WEEKS

6 terms x 10 weeks

14 weeks break

Compulsory Workplace Training:

This course has a mandatory workplace training component. Students are required to complete a minimum of 150 hours of work placement between Term 2 and Term 6 over the duration of the course. ATQ College will assist students find a work-placement or students may elect to nominate their own work-placement, to be approved by the RTO. This is in addition to the 20 hours per week of face to face training.

This qualification reflects the role of individuals employed as a beauty therapist to provide a broad range of beauty treatments and services including facial treatments, body massage and treatments, hair removal, lash and brow treatments, nail and make-up services. This includes consultation with clients to provide beauty advice, recommend beauty treatments and services, and sell retail skin-care and cosmetic products.

Intake dates: 23 SEP 2019, 13 JAN 2020, 6 APR 2020, 29 JUN 2020, 21 SEP 2020

Entry Requirements: Must be 18 years of age or over, must have a minimum of year 12 or equivalent or higher education, English Language Proficiency (IELTS level of 5.5 or higher, or completed approved English Test.

Potential Employment Opportunities: Beauty Therapist, Spa Therapist, , Salon Owner, Make-up Artist, Beauty Advisor

Diploma of Early Childhood Education and Care

VET Code: CHC50113

Cricos Code: 096935C

Course duration: 104 WEEKS (8 terms x 10 weeks) 24 weeks break

Classroom-

- **TERM 1: 21 hours per weeks**
- **TERM 2 to 8: 14 hours per week**

Work placement

- **Term 2 to 8: 7 hours per week**

Self Study

- **Term 1 to 8 : 10 hours self study per week**



General English

CRICOS Code: 0100010

Course Duration: 4- 68 weeks including holidays (minimum enrolled weeks of study required are 4 weeks)

* 12 weeks per Term

Intakes are every Monday

Our General English course will enable you to use English socially, for study and for work. Courses are built around the four core skills of listening, speaking, reading and writing. The General English program targets various learner abilities and maintains an interactive ambiance in the teaching process. There will be many opportunities for you to practise what you have learned so that you become an “active” learner

Classroom- 20 hours face to face training

Entry Requirements:

- Completion of Beginner/Starter Level required to start at Elementary level
- Students will need to undergo a placement test to determine their English proficiency level and therefore will be placed in the correct General English class.
- All students must be 18 years of age or over

English Academic Purpose

CRICOS Code: 0100011

Course Duration: 4- 40 weeks including holidays (minimum enrolled weeks of study required are 4 weeks)

* 12 weeks per Term

Intakes are every Monday

This course is designed for students who are looking to improve their Academic English skills to progress into a vocational or tertiary qualification later. We have vocational programs in place in which students can progress into the course after the completion of their Academic English studies. Students are provided with exemplary supplementary material for further learning and development.

This course is built around the aim to expand the macro-skills in an academically oriented fashion. The course aims are :

- Achieving University-level English
- Improving note-taking skill during lecture contexts
- Building summary, report, and essay writing
- Developing academic thinking and vocabulary expansion skill

Classroom- 20 hours face to face training

Entry Requirements:

- All students must be 18 years of age or over



- Academic Entry Requirement Have a minimum a Year 12 or equivalent or higher education
- **English for Academic Purposes**
 - ☐ English Academic Purpose Intermediate
IELTS level of overall 5.0 or higher or have completed an approved English Test
 - ☐ English Academic Purpose Upper Intermediate
IELTS level of overall 5.5 or higher or have completed an approved English Test
 - ☐ English Academic Purpose Advanced
IELTS level of overall 6 or higher or have completed an approved English Test

Compulsory Workplace Training:

This course has a mandatory workplace training component. Students are required to complete a minimum of 490 hours of work placement between Term 2 and Term 8 over the two year duration of the course. ATQ College will assist students find a work-placement or students may elect to nominate their own work-placement, to be approved by the RTO.

This qualification reflects the role of early childhood educators who are responsible for designing and implementing curriculum in early childhood education and care services. In doing so they work to implement an approved learning framework within the requirements of the Education and Care Services National Regulations and the National Quality Standard.

Intake dates: 23 SEP 2019, 13 JAN 2020, 6 APR 2020, 29 JUN 2020, 21 SEP 2020

Entry Requirements: Must be 18 years of age or over, must have a minimum of year 12 or equivalent or higher education, English Language Proficiency (IELTS level of 5.5 or higher, or completed approved English Test.

Potential Employment Opportunities: Centre manager (Children's Services), Children Service Director/Manager, Early Childhood Educator, Children's Service Co-ordinator, Family Day Care Co-ordinator, Child development educator, Special needs/inclusive educator.

For more information on our courses and fees, please visit our website www.atqcollege.edu.au

6. Course locations

All our courses are delivered in

Level 1, 372 Chapel Road, Bankstown NSW 2200 Australia

Phone: 1300 687 287

The College is located 2 minutes walk from Bankstown train station.



7. Selection and enrolment

ATQ College accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

Eligibility Criteria

All students **must be 18 years old** at the time of enrolment to enrol into our ATQ courses. ATQ does not accept students under 18 years old.

The following information will provide a list of minimum entry requirements for all VET courses delivered by ATQ college.



Minimum Entry Requirements for ATQ Vocational Courses

CRICOS Course Code	Course Code	Course	English Language Proficiency	Academic Entry requirements and/or prerequisites
096548C	BSB61015	Advanced Diploma of Leadership and Management	IELTS level of overall 5.5 or higher or have completed an approved English Test	<ul style="list-style-type: none"> Have a minimum a Year 12 or equivalent or higher education
098918K	BSB51918	Diploma of Leadership and Management	IELTS level of overall 5.5 or higher or have completed an approved English Test	<ul style="list-style-type: none"> Have a minimum a Year 12 or equivalent or higher education
096547D	BSB50217	Diploma of Business	IELTS level of overall 5.5 or higher or have completed an approved English Test	<ul style="list-style-type: none"> Have a minimum a Year 12 or equivalent or higher education
096551G	BSB52415	Diploma of Marketing and Communication	IELTS level of overall 5.5 or higher or have completed an approved English Test	<ul style="list-style-type: none"> Have a minimum a Year 12 or equivalent or higher education and/or; Individuals who have completed all core units in BSB42415 Certificate IV in Marketing and Communication.
098216G	FNS50217	Diploma of Accounting	IELTS level of overall 5.5 or higher or have completed an approved English Test	<ul style="list-style-type: none"> Have a minimum a Year 12 or equivalent or higher education and/or Completed any of the following below: <ul style="list-style-type: none"> -Completion of the FNSSS00014 Accounting Principles Skill Set; OR Completion of FNS40615 Certificate IV in Accounting; OR FNS40215 Certificate IV in Bookkeeping; OR FNS40217 Certificate IV in Accounting and Bookkeeping or equivalent.
098215G	FNS40217	Certificate IV in Accounting and Bookkeeping	IELTS level of overall 5.5 or higher or have completed an approved English Test	<ul style="list-style-type: none"> Have a minimum a Year 12 or equivalent or higher education
096550J	SHB50115	Diploma of Beauty Therapy	IELTS level of overall 5.5 or higher or have completed an approved English Test	<ul style="list-style-type: none"> Have a minimum a Year 12 or equivalent or higher education
096935C	CHC50113	Diploma of Early Childhood Education and Care	IELTS level of overall 5.5 or higher or have completed an approved English Test	<ul style="list-style-type: none"> Have a minimum a Year 12 or equivalent or higher education

Minimum Entry Requirements for ELICOS courses

CRICOS Course Code	Course Code	Course	English Language Proficiency	Academic Entry requirements and/or prerequisites
100010		General English	Students will need to sit a English Placement test with ATQ College to identify levels of English required.	N/A
100011		English Academic Purpose Intermediate	IELTS level of overall 5.0 or higher or have completed an approved English Test	<ul style="list-style-type: none"> Have a minimum a Year 12 or equivalent or higher education
100011		English Academic Purpose Upper Intermediate	IELTS level of overall 5.5 or higher or have completed an approved English Test	<ul style="list-style-type: none"> Have a minimum a Year 12 or equivalent or higher education
100011		English Academic Purpose Advanced	IELTS level of overall 6 or higher or have completed an approved English Test	<ul style="list-style-type: none"> Have a minimum a Year 12 or equivalent or higher education



English Language proficiency

All international Students will need to provide results of an English language test or equivalent demonstration of English proficiency. All International VET & English Academic Purpose courses should have one of the following English language entry requirements listed below:

1) One of the English Language Test results listed below:

English language test providers	Minimum score	Minimum score and at least 10 weeks English Language Intensive Courses for Overseas Students (ELICOS)	Minimum score and at least 20 weeks ELICOS
International English Language Testing System (IELTS)	5.5	5	4.5
TOEFL internet-based test	46	35	32
Cambridge English: Advanced (Certificate in Advanced English)	162	154	147
Pearson Test of English Academic (PTE Academic)	42	36	30
Occupational English Test	B for each test component	N/A	N/A

2) English Language evidence exemptions

You do not need to provide evidence of an English test score with your application if one of the following applies:

- you are a citizen and hold a passport from Australia, UK, USA, Canada, NZ or Republic of Ireland.
- you are enrolled in a principal course of study that is a registered school course, a standalone English Language Intensive Course for Overseas Students (ELICOS), or a registered post-graduate research course.
- you have completed at least 5 years' study in English in one or more of the following countries: Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland.



- in the 2 years before applying for the student visa, you completed, in Australia and in the English language, either the Senior Secondary Certificate of Education or a substantial component of a course leading to a qualification from the Australian Qualifications Framework at the Certificate IV or higher level, while you held a student visa.
- Student supplies a copy of a certificate that evidences that a student has successfully completed a qualification at level 4 or above in the AQF framework and that course was delivered in English.
- Students from English speaking countries, such as Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland, Philippines, India, Singapore, Indonesia & Malaysia are not required to provide an IELTS score. However, they will be required to complete a formal LLN test.

Application Process

Prospective students are able to obtain the application form from the ATQ website or from our premises in Bankstown. International students may also wish to go through a Third-party Agent. All Approved and accredited ATQ Agents are listed on our website.

Students will be required to submit the following supporting documentation with the ATQ Enrolment form to meet the eligibility criteria

- Bio Data Page of Students Passport
- Completed all parts of the International Student Application Form
- Read and sign the declarations on the last page.
- Academic Transcripts translated in English
- Evidence of Minimum year 12 or equivalent or Higher Education translated in English
- Evidence of English language proficiency – IELTS 5.5 or equivalent
- GTE Letter / Bank Statement (recommended)
- Evidence of Work (If applicable)
- Evidence of Course pre-requisite requirements: (Applies to Diploma of Accounting & Diploma of Marketing & Communication only)
- Course Credits (if applicable evidence to be provided)

Students who wish to apply for Course Credit and recognition of prior Learning (RPL) still need to meet all above requirements and eligibility. ATQ recognises all AQF Qualifications and Statements of Attainment issued by other Australian Registered Training Organisations and grants academic credit for such courses/units of study upon a prospective or existing student's application. Student will need to provide Evidence upon enrolment. Please see ATQ Credit transfer/Recognition of prior Learning Policy.

Pre-Enrolment Process

Language, Literacy and Numeracy Test (LLN test)



All students who have met the application requirements will be required to complete an *Australian Core Skills Framework (ACSF)* aligned *Language, Literacy, and Numeracy (LLN)* Assessment to ensure that the student has the ability to complete the course. This needs to be completed by both Domestic & International students.

The online LLN test is through the LLN Robot Portal conducted by The Learning Resources Group.

The LLN assessment will also be used to determine any support that may be required for each individual student throughout the training program and if they meet English Language requirement.

If any applying students self-declare a learning difficulty or disability they are required to undertake an LLN Assessment via LLN Robot (regardless of any previous study).

Pre -Enrolment interview

ATQ requires all students to complete a pre-enrolment interview prior to enrolment, which will be used to determine individual students' suitability to enrol into a training program

The primary purpose of the pre- enrolment interview is to establish the needs of the student and ensure the student receives all pre-enrolment information applicable to the program they are interested in. Establishing the student needs is important to ensure that those students enrolling in programs are aligned to training and assessment that meets their vocational requirements in the industry of their choice.

Student who are deemed eligible, and who are issued with an official Letter of Offer and Agreement will be required to make the first instalment payment as stated in the Letter.

Students need to refer [ATQ Fees & Refund Policy](#) on payment terms and conditions.

Once payment is verified student will be issued with a Confirmation of Enrolment.

Once student Visa is approved student will be sent details for compulsory Orientation. Failure to attend the orientation session will result the college to cancel enrolment of the course.

Orientation

Students will go through orientation program which includes but not limited to the following:

- Life in Australia
- ATQ facilities and resources
- English language and study assistance programs
- legal services available
- Emergency and health services
- ATQ complaints and appeals Policy & Procedure
- ATQ Progress and attendance Policy & Procedure
- ATQ Intervention Strategy
- ATQ Staff and Personnel and student support staff
- ATQ Emergency and Evacuation Procedure



- Personal safety & Security
- ATQ Critical Incident Policy - How to load a Risk Incident
- Support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.
- Student Timetable

The above information is also reflected in the student Handbook which students are directed to the ATQ website prior to commencement and throughout their study with ATQ.

All students are required to sign a declaration to confirm they have attended and understand the information and policies presented to them in Orientation.

Admissions process

After the orientation student will need to complete the following admission process with a ATQ staff member

- Provide Copy of Passport
- Provide Copy of Current Visa
- Evidence of OSHC if not arranged by ATQ
- Photo(s) for your Student ID card
- USI number

Students are required to assess and evaluate their experience with the Enrolment process and Agent (third Party) feedback through our feedback survey which will be provided to all students at Orientation. These are parts of our continuous improvement policy and procedure.



Application Step-by-Step Process Model:





8. Unique Student Identifier (USI)

All students participating in nationally recognised training are required to have a Unique Student Identifier (USI) and provide it to ATQ College upon enrolment. Alternatively, ATQ College can apply for a USI on behalf of an individual.

The Student Identifiers Act 2014 authorises the Australian Government's Student Identifiers Registrar to collect information about USI applicants. When ATQ College applies for a USI on behalf of a student who has authorised us to do so, we need to collect personal information about the student which will be passed on to the Student Identifiers Registrar. This will include:

- name, including first or given name(s), middle name(s) and surname or family name
- date of birth
- city or town of birth
- country of birth
- gender
- contact details, so the Student Identifiers Registrar can provide individuals with their USI and explain how to activate their USI account.

In order to create a USI on behalf of a student, ATQ College will be required to verify the identity of the individual by receiving a copy of an accepted identification document. This document will only be used for the purposes of generating the USI and confirming the identity of the individual with the Registrar. Once the USI has been generated and validated, the identity documents used or collected for this purpose will be securely destroyed.

The information provided by an individual in connection with their application for a USI:

- is collected by the Registrar as authorised by the Student Identifiers Act 2014.
- is collected by the Registrar for the purposes of:
 - applying for, verifying and giving a USI
 - resolving problems with a USI
 - creating authenticated vocational education and training (VET) transcripts

May be disclosed to:

- Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing VET, VET providers and VET programs
 - education related policy and research purposes
 - to assist in determining eligibility for training subsidies
 - VET Regulators to enable them to perform their VET regulatory functions
 - VET Admission Bodies for the purposes of administering VET and VET programs
 - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations



under the VET standards and government contracts and assist in determining eligibility for training subsidies

- schools for the purposes of delivering VET courses to the individual and reporting on these courses
- the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics
- researchers for education and training related research purposes
- any other person or agency that may be authorised or required by law to access the information
- any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system
- will not otherwise be disclosed without the student's consent unless authorised or required by or under law

The consequences to the student of not providing the Registrar with some or all of their personal information are that the Registrar will not be able to issue the student with a USI, and therefore ATQ College will be unable to issue a qualification or statement of attainment.

For information about exemptions for individuals please review this webpage:

<https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

If you would like to create your own USI, please visit:

<http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

9. Credits

ATQ College acknowledges the requirement as a Registered Training Organisation to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competency awarded and accurately identified in statements of attainment and qualifications.

Credit transfer (also referred to as national recognition or universal recognition) is the recognition of competency achieved through formal education and training. Under the Standards for Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit transfer allows the unit of competency previously achieved by a learner to be recognised when they are enrolling in a related course where those units can assist them in meeting the requirements for a qualification. It is important to note that **credit transfer is not recognition of prior learning (RPL)**. RPL is assessment and is addressed within the recognition Policy.



How is credit transfer sought?

It is the obligation of ATQ College to inform prospective learners of the opportunity for credit transfer. The prospective learner is also asked within the enrolment form if they are seeking credit transfer as part of their application for enrolment.

This information normally triggers the process for credit transfer application. Opportunities for credit transfer may also be identified during enrolment interview where the learner is asked if they may have any opportunities for recognition of prior learning or credit transfer. It is desirable that ATQ College identify these requirements early so they can be taken into account when preparing the learner's training plan. ATQ College representatives will then provide the learner with the credit transfer application form and advise the learner on the type of evidence required to support their credit transfer application.

When units of competency codes and titles are the same

If credit transfer is being sought for units of competency which have the same code and title as those being offered for delivery, these units of competency are the same and; therefore, directly equivalent. Once the evidence being provided by the learner is verified it may be accepted as a credit transfer and awarded as such within the student management system.

When units of competency codes and titles are different

If credit transfer is being sought for a unit of competency which has a different title or code, then it is necessary to establish the equivalence status between the unit held and the unit being sought. In many cases this information may be found that the unit of competency record on the National Training Register (<https://training.gov.au/Home/Tga>).

Our administrative staff will obtain this information and validate claims of equivalence. Administrative staff should note that the mapping notes within the National Training Register are sometimes very clear and in general will use language such as "Is superseded by and is equivalent to". In some cases, there will appear to be no guidance about the equivalence status of the unit, and this may be because the unit is new and has no previous version of the unit. Where the unit of competency is new with no unit it has replaced, there will be no statement that the unit of competency has superseded any other unit.

The information on the unit record will simply identify when the unit was released.

In some cases, the guidance on the national training register will say, words to the effect: "Is superseded by:" without any clarification about the equivalence status. In these cases, the new unit of competency should be considered as not equivalent. If in doubt, admin staff are to seek the advice of the Chief Executive Officer or the related Skills Service Organisation. The simplest rule to apply is, if the unit of competency is equivalent then the unit record will identify the new unit of competency is equivalent.

If there is no mapping available, the unit is not equivalent, and we are not to recognise the unit through credit transfer. In these circumstances, the applicant should be advised of the equivalence status and referred for RPL in accordance with our Recognition policies and procedures. Under no circumstances is a comparison between units to be used as the basis for issuing credit transfer. If



the skills council has not determined it to be equivalent, then it is not. Subjective comparisons by ATQ College are difficult to justify and should generally be avoided.

Evidence verification requirements

An applicant will be required to present his or her statement of attainment or qualification certificate (with a record of results) for examination by ATQ College. These documents will provide the detail of what units of competency the applicant has been previously issued. Applicants must provide satisfactory evidence that the statement of attainment or qualification is theirs and that it has been issued by an approved RTO. The following guidelines should be followed to ensure that the evidence being submitted in support of an application for credit transfer is valid:

- Certificates including statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework, Second Edition, 2013. The national regulator has provided a fact sheet that provides guidance on the formatting requirements for AQF documentation [Fact Sheet – Sample AQF Documentation](#).
- A qualification certificate must always be accompanied by a valid record of results which is clearly formatted as an accompanying document of the qualification certificate. The record of results is the only document that lists the actual units of competency issued under the qualification. Where a learner presents a qualification without a record of results, this should not be accepted as valid evidence.
- The person undertaking the verification must check the RTO details on the national training register are correct. They should also confirm that the RTO had the training product on the scope of registration at the time the certificate claims it was issued. This can be checked by going to the delivery information on the RTO record and clicking on the display history checkbox to show when the training product was added to the RTO's scope.
- If there is the slightest doubt about the validity of the evidence being presented, the person undertaking the verification must contact issuing RTO to confirm the validity of the AQF certificate. This can be done by simply providing the RTO with the certificate number or the learner's name and seeking confirmation that the outcome is valid. The details of this verification should be recorded within the credit transfer application form.
- The applicant is required to submit copies only which have been certified as a true copy of the original by a Justice of the Peace (or equivalent). Copies of certificates which have not been appropriately certified are not to be accepted.

Credit transfer guidelines

The following guidelines are to be followed when an application for credit transfer is received:

- Any learner is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled or seeking enrolment.
- Learners may not apply for credit transfer for units of competency or qualification which are not included in our scope of registration.



- Whilst learners may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the learner down a more efficient path to completion.
- The learner does not incur any fees for credit transfer and we do not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competency where the equivalence status has been confirmed on the national training register. Credit transfer may not be awarded for part units of competency.
- Credit transfer will only be issued when the learner's enrolment includes at least one other unit of competency for which the learner is participating in training or is seeking recognition. Learner may not enrol only for credit transfer.
- The recognition of a unit of competency under a credit transfer arrangement is not contingent on the applicant demonstrating their currency. If the unit has been previously awarded and equivalence can be established then the unit can be issued as a credit transfer. The currency of the applicant is not a factor to be considered.

Where a learner is not entitled to credit transfer, they may seek recognition of prior learning using the same evidence. This evidence may combine with other evidence in order to assess the learner as competent under a recognition of prior learning pathway

10. Recognition of Prior Learning

RPL is the recognition of existing skills and knowledge, attained from previous study at non-vocational institutions or from work and life experiences, against those skills and knowledge identified in the elements of the unit or module they wish to study at the College.

The RPL Process

The recognition of prior learning (RPL) process conducted by us is an assessment process, which provides acknowledgement of all skills and knowledge gained through the life experiences, work experience, previous training and formal education of applicants.

Our RPL process examines the evidence within the following key principles:

- adopting a focus on the competencies held rather than on how, when or where the learning occurred;
- demonstrated commitment to recognising the prior learning of adults;
- providing access to the RPL process for all potential students of courses;
- undertaking RPL processes which are fair to all those involved; and



- providing adequate support for all potential RPL applicants

The RPL assessment process includes the initial provision of information support and counselling, formal application assessment, post-assessment guidance and certification for course students.

All of our students are offered RPL at time of the pre-enrolment interview and can elect to be considered for RPL by selecting the option available on the enrolment form. The special needs of RPL applicants that have been recognised by us will have all necessary and reasonable adjustments (taking into account such areas as LL&N) made during the RPL assessment process where appropriate.

A variety of RPL assessment options will be available for potential applicants to identify whether they have achieved the necessary competencies/learning outcomes to the required standard in the relevant national training program. All assessment mechanisms used are valid, reliable, flexible and fair and conducted in an ethical manner.

The key objectives of our RPL assessment process are to:

- minimise duplication of learning, training or skill acquisition;
- allow the completion of studies in the shortest possible time;
- provide clear RPL outcomes and access to further learning/training and career development;
- provide quality advice and support to potential and current applicants;
- conduct the RPL process only in respect to courses that we are registered to assess;
- ensure that only fully qualified consultants are involved in the RPL process;
- document the RPL process;
- recognise competencies and modules gained through an RPL process conducted at another registered training organisation via the requirements of mutual recognition;
- ensure that the RPL processes are monitored, evaluated and updated where appropriate;
- advise all RPL applicants of their right of appeal through the formal process; and
- ensure fees and charges are fair and competitive with the industry standard.

Reduction of Course Duration as a result of Credit or RPL

If Credit or RPL is granted after the acceptance of a place in a course or on commencement of studies and will affect the duration of studies, ATQ College will provide you with a new Confirmation of Enrolment Letter (COE) including the new duration. Please see fees schedule in fees and refund policy for Credit and RPL costs. Policy is located on ATQ website www.atqcollege.edu.au

RPL is not available for ELICOS courses.

11. Visas



Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at:

<https://www.homeaffairs.gov.au/trav/stud>

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with the process of applying for a course to arrival at ATQ College and including assistance with visas. Contact us for details of the education agents that we use.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a full refund for the fees that you have paid except for the enrolment /application fee of \$300 which is non refundable. (Please see 'Refund policy for more information)

Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa. See more information at the following link:

<https://www.homeaffairs.gov.au/trav/stud>

Conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- If you are a student visa holder under 18 years of age who is neither being accompanied nor staying with a relative who is at least 21 years of age, you must not change your accommodation, support and general welfare arrangements without the written approval of your education provider.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

Bringing My Family

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances with the Department of Immigration and Border Protection See: Arranging Visas). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is very high. You may have to consider and discuss many issues with your family.



Issues to Consider

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before making a decision to bring your family to Australia it is important to consider the following issues:

- The cost of airfares for your family to and from Australia;
- Possible higher rent for a larger home;
- Limited employment opportunities for your spouse;
- Extra costs for food, clothing and other necessities;
- The effect on you and your studies if your family is not happy in Australia;
- Whether your children will adjust to school in Australia;
- Waiting lists for child care centres; and
- Whether to come alone to Australia first and arrange things for your family, or to all come at the same time.

For more information visit: <https://www.homeaffairs.gov.au/>

12. Arranging Travel and Documents to Bring

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in location at least 2 weeks before your course orientation to give you time to settle in.

Include details of nearest International Airport.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (CoE)
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by ATQ College at the time of confirmation of enrolment.



If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

Things to do – Checklist

Before Leaving Home:

- Apply for passport ☒
- Arrange student visa - ☐
- Make contact with institution ☐
- Arrange for immunisations and medications from my doctor ☐
- Apply for a credit card and/or arrange sufficient funds ☐
- Confirm overseas access to your funds with your bank ☐
- Make travel arrangements..... ☐
- Arrange travel insurance ☐
- Advise institution of travel details..... ☐
- Arrange accommodation ☐
- Arrange transport from airport to accommodation *[if applicable]* ☐
- Pack bags being sure to include the following:
 - Name and contact details of an institution representative ☐
 - Enough currency for taxis, buses, phone calls etc. in the event of an emergency ☐
 - Important documents:
 - THIS HANDBOOK! ☐
 - Passport ☐
 - Letter of offer ☐
 - eCoE ☐
 - Certified copies of qualifications & certificates ☐
 - Travel insurance policy ☐
 - ID cards, drivers licence, birth certificate (or copy)..... ☐

NOTE: Make sure you leave any originals or copies of these documents safely with family in your home country in case of loss.



13. Arriving and Living in Australia

Arriving in Australia

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint.

When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you leave the plane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at www.aqis.gov.au



Things to do – Checklist

Upon Arrival in Australia:

- | | |
|---|-------------------------------------|
| • Call home | <input checked="" type="checkbox"/> |
| • Settle into accommodation | <input type="checkbox"/> |
| • Contact institution | <input type="checkbox"/> |
| • Purchase household items and food | <input type="checkbox"/> |
| • Enrol children in school (if applicable) | <input type="checkbox"/> |
| • Attend international student orientation | <input type="checkbox"/> |
| • Get student ID card | <input type="checkbox"/> |
| • Advise health insurance company of address & get card | <input type="checkbox"/> |
| • Open a bank account | <input type="checkbox"/> |
| • Start classes | <input type="checkbox"/> |
| • Apply for tax file number if seeking work | <input type="checkbox"/> |
| • Get involved in student life and associations
(eg music, sporting and cultural clubs). | <input type="checkbox"/> |

Getting from the Airport

Sydney Airport has a reputation around the world for exceptionally high levels of passenger service as well as outstanding facilities for airlines and other aviation-related businesses.

Sydney Airport is conveniently located only 8 kilometres from the city centre and less than 10 kilometres from major tourist attractions.

You can download the map from this weblink

<http://www.sydneyairport.com.au/find/airport-maps.aspx>

For more detailed information about all the transportation options from the Sydney Airport visit

<http://www.sydneyairport.com.au/go.aspx>

Please refer to the page 7, for more information about getting from the airport to accommodation e.g. public transport options and taxi, so you can make an arrangement before you come to Australia.

Keeping in contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should



then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived into location you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting <http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters>

Accommodation

It is best book temporary accommodation before you arrive and look for long-term accommodation once you get to Australia. Temporary accommodation could be a hotel, hostel or backpackers. Temporary accommodation can be found through:

- <https://www.trivago.com.au/>
- <https://www.hotelscombined.com.au/>
- <https://www.booking.com/motels/city/au/bankstown>
- <https://www.wotif.com/Bankstown-Hotels>

Backpackers

Brisbane, Gold Coast, Melbourne and Sydney have a large number of backpackers. Accommodation providers. Before you stay at backpacker accommodation, you should ask to see the facilities and the bedrooms. Prices for backpackers vary greatly and depend on how many people you are prepared to share a room with. Staying in backpacker accommodation is a good way to meet other travellers and make new friends.

-YHA Australia: <https://www.yha.com.au/hostels/nsw/sydney-surrounds/sydney-central-backpackers-hostel/>

-X Base Backpackers Sydney: <https://www.stayatbase.com/hostels/base-backpackers-sydney/>

-Maze Backpackers Sydney: <http://www.mazebackpackers.com/>

For long-term accommodation options are as following;



Private rental

A private rental is where you sign a lease for a whole apartment or house.. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules.

Homestay

Living with an Australian family is called Homestay. Homestay is an excellent introduction to the Australian way of life and provides a great opportunity to practise speaking English. Students will be treated as part of the family by their hosts.

The fee for homestay covers 7 breakfasts, 7 dinners and 2 lunches on the weekend.

Single rate: student's own room, with bed, desk for study and wardrobe

Shared rate: 2 students sharing one room with bed, desk and wardrobe

The minimum length of stay in a home is 4 weeks. If students wish to leave their homestay they must inform their host 2 weeks before they leave. This is called 2 weeks' notice. For information about homestay and shared accommodation please talk to Student Service.

Share accommodation

Share accommodation is where you live with other people in a house or apartment. You may share a bedroom or have a bedroom to yourself and the cost of utilities like electricity and gas are shared between the people in the household.

For more information please ask at Student Service.

Health

Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

Fire



The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Home Affairs (DHA) requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five main providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management OSHC www.ahmoshc.com
- BUPA Australia www.overseasstudenthealth.com
- Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
- Allianz Global OSHC <https://www.oshcallianzassistance.com.au/>
- NIB OSHC www.nib.com.au/home/newtonib/overseasstudents

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. ATQ College can help you with arranging OSHC upon request. Depending on the institution you will be attending you will be required to join one of these four registered health funds. You may choose to change your health fund at anytime, but will need to abide by the conditions of change of the health fund provider you are leaving.



Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) [Frequently Asked Questions](#).

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au or www.iselect.com.au

Living Costs in Australia

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

The following web site includes information about average living costs in Australia:

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

Carefully review the information at the web site link noting that the figures provided are average only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

Budgeting

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

Costs associated with living in Australia are included at:

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

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at www.understandingmoney.gov.au



Working in Australia

Most student visa holder can work up **to 40 hours** a fortnight during term time and as many hours as you like during holidays. Before you undertake any paid work you need to make sure your visa allows you to work. Find out more at the <https://www.homeaffairs.gov.au/trav/stud>

You should also visit the following website to find out more about working in Australia, including your employment rights and conditions.

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

If you require any further information about your workplace rights and obligations, for example, resolving a workplace dispute, visit the Fair Work Ombudsman site at www.fairwork.gov.au

Your Safety

Australia is a safe country. However, it is always best to take precautions. Read the information at the following web site about personal safety tips:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal>

You should also review the section in this Handbook about health and safety and remember to listen carefully to all of the information provided to you at your orientation.

If an incident occurs that has a significant impact on your well-being, please speak to us immediately at the contact numbers provided. An incident may be both physical or psychological.

Shopping

All Australian major town centres and capital cities shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.

Clothing

While there are no set rules on clothing in Australia, however many workplaces, restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where you can find low cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.

For more information about the cost of living, visit the Study in Australia website at:

<http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs>



Seasonal Considerations

Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November. For most of the country the hottest months are January and February.

If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets. You may also need to purchase a heating appliance once you arrive.

14. Orientation

At the start of your course will be provided with an induction this will be held in Orientation. The induction will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

As an international student you will also be provided with information on:

- details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- legal, emergency and health services
- safety and awareness relevant to life in Australia
- information on how to seek assistance for and report an incident that impacts significantly on your well-being, including critical incidents
- facilities and resources
- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- any student visa conditions relating to course progress and attendance.

The orientation will also provide you with important information about health and safety requirements including emergency evacuation procedures, critical incidents and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The orientation also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in.

General housekeeping arrangements are also discussed as stated in the section below.



15. Student code of conduct

This Code sets out the College's expectations of students with respect to their academic and personal conduct.

The Code applies to:

- all students. Under certain circumstances it may also apply to a previously enrolled student.
- all activities on College premises and all external activities related to study
- conduct in online/offline academic work
- students representing the College (such as at sporting and cultural activities)

Student obligations

Students have an obligation to familiarise themselves with the College's rules and policies affecting them.

Students must ensure their contact details are up-to-date and that they read all emails and SMS messages sent by the College.

Students must identify themselves truthfully when required to do so by a College staff member and produce their student card on request to a College staff member fulfilling the requirements of their duties.

Integrity in academic work

Students are expected to:

- conduct themselves honestly and in compliance with college expectations;
- not engage in plagiarism or other academic misconduct;
- conduct themselves in a manner conducive to the proper functioning of the college, which is dedicated to the pursuit of academic excellence;
- actively participate in the learning process;
- attend scheduled course teaching activities and submit assessment tasks on time, unless unforeseen or exceptional circumstances arise;
- behave ethically, avoiding any action or behaviour that would unfairly disadvantage or advantage either themselves or another student;
- ensure the proper use of copyright material;



- not behave in any way which impairs the reasonable freedom of other persons to pursue their studies or to participate in the life of the College.

Equity and respect

Students are expected to:

- treat all College staff, other students, and visitors to the College with courtesy, tolerance and respect. this extends to teaching staff in venues off-campus and online, and supervisors and others involved in workplace or clinical placements, fieldwork or other practicum;
- respect the rights of others to be treated equitably, free from all forms of unlawful discrimination and harassment, including sexual harassment;
- respect the rights of others to express political and religious views and not engage in behaviour that is obscene, dangerous or could reasonably be considered to be offensive to others;
- not engage in behaviour that is unlawful, discriminatory, harassing, or bullying;
- not engage in behaviour that is perceived to be threatening or intimidating or causes any person to fear for their personal safety or well-being;
- not behave in a way that disrupts or interferes with any teaching or academic activity of the College authorised to be held on a campus of the College.

College resources and reputation

Students are expected to:

- use and care for all College resources in a lawful and ethical manner, mindful of the need for resources to be shared by all members of the College community;
- ensure their actions or inactions as a student do not harm, or bring into disrepute, the College's reputation or good standing;
- not engage in behaviour that is detrimental to College property;
- not participate in any learning activity, such as, tutorials, laboratory class, while under the influence of alcohol or other drugs;
- not use, possess or supply any prohibited drug, substance or weapon on campus;



- not misuse library, computing or communications facilities in a manner which is unlawful or which will be detrimental to the rights and properties of others;
- not use the college's name, reputation or logo for private gain or the gain of a third party, or private business or commercial purposes, without prior permission;
- not use College resources for private gain or the gain of a third party, or private business or commercial purposes, without prior permission;
- not engage in any fraudulent or corrupt conduct (for information about what constitutes fraud and corruption).

Student Responsibilities

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

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.

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.

Chewing Gum

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

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.

Firearms and Knives

It is against the law in NSW 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.

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.

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.

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.

Litter

Please use the rubbish bins provided for the litter.

Language

The only language to be spoken within the classroom at ANY time is English.

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.



16. Course expectations and requirements

The training and assessment offered by ATQ College focuses on providing students with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a “unit of competency”. Students may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally our courses may involve classes, workplace component, homework and online learning.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

ATQ College provides quality training to its students for all Courses. This means:

- Providing an appropriate amount of training for each Course to ensure effective outcomes for students in line with industry expectations, Training Package or VET Accredited Course requirements, and AQF requirements.
- Providing suitable educational and support services sufficient to meet the numbers of students enrolled with the ATQ College.
- Providing training resources that are accessible to students regardless of their location or mode of delivery.
- Ensuring there are sufficient numbers of skilled trainers and assessors who are appropriately qualified and experienced in line with the Standards and the ATQ College's *Skilled Trainers and Assessors Policy and Procedures*, who are able to deliver the Courses on the ATQ College's scope to the number of students enrolled with the ATQ College.
- Identifying the support that each individual student needs prior to their commencement or enrolment with the ATQ College (whichever is first) and providing access to the educational and support services necessary to meet these needs and Course outcomes.

Training and Assessment Strategies and industry consultation

- ATQ College engages effectively with industry on each of the Courses it develops and/or delivers and uses industry feedback and input to contribute to the way in which a Course is delivered and structured.
- A comprehensive Training and Assessment Strategy is developed and implemented for each Course on ATQ College's Scope of Registration. Training and Assessment Strategies are developed in consultation with industry and meet the requirements of the training package or VET Accredited Course.



- Training and Assessment Strategies are reviewed annually to ensure they remain current and reflect the current needs of industry.
- Training and Assessment Strategies are designed to be detailed so as to ensure that they can be used as the road-map to the delivery of each course, in conjunction with ATQ College's policies and procedures.
- Trainers and assessors are provided with the Training and Assessment Strategy for each Course they train and/or assess to ensure consistency and compliance with the requirements

Suitable and sufficient resources

ATQ College ensures it has access to suitable resources, facilities and equipment to deliver all Courses on its Scope of Registration. This includes access to a sufficient number of qualified trainers and assessors, relevant training rooms, learning aids, machinery, tools, workplaces or simulated workplace environments that appropriately reflect a workplace that a student is likely to work in once qualified.

Assessment arrangements

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

Assessment principles

ATQ College has an assessment system that ensures assessment:

- Is conducted in accordance with the Rules of Evidence and the Principles of Assessment.
- Is conducted in line with the requirements of the relevant Training Package or VET Accredited Course.
- Requires the student to demonstrate all of the skills and knowledge outlined in the components of the relevant unit of competency or module.
- Requires the student to demonstrate the ability to perform tasks in a variety of situations, adapt to different contexts and environments and perform tasks to an appropriate level expected by a workplace.



- Considers the students' dimensions of competency when making all assessment decisions.

To ensure no students are disadvantaged, where required assessors will make Reasonable Adjustments to assessment tasks or processes to accommodate individual needs and record these adjustments.

Assessment documentation

Assessment documentation has been developed for all units of competency or modules in each Course. These documents include:

- Detailed instructions to the student about the tasks they must complete
- Benchmark answers and decision making rules for the assessor
- Recording tools for the assessor
- Mapping documents showing how the assessment tasks relate to the requirements of the unit of competency or module.

In some cases, ATQ College has grouped units of competency or modules together to form a cluster/subject. In this case, assessment requirements may relate to a group of units rather than one unit, however this will be made clear in the assessment task instructions and in course information.

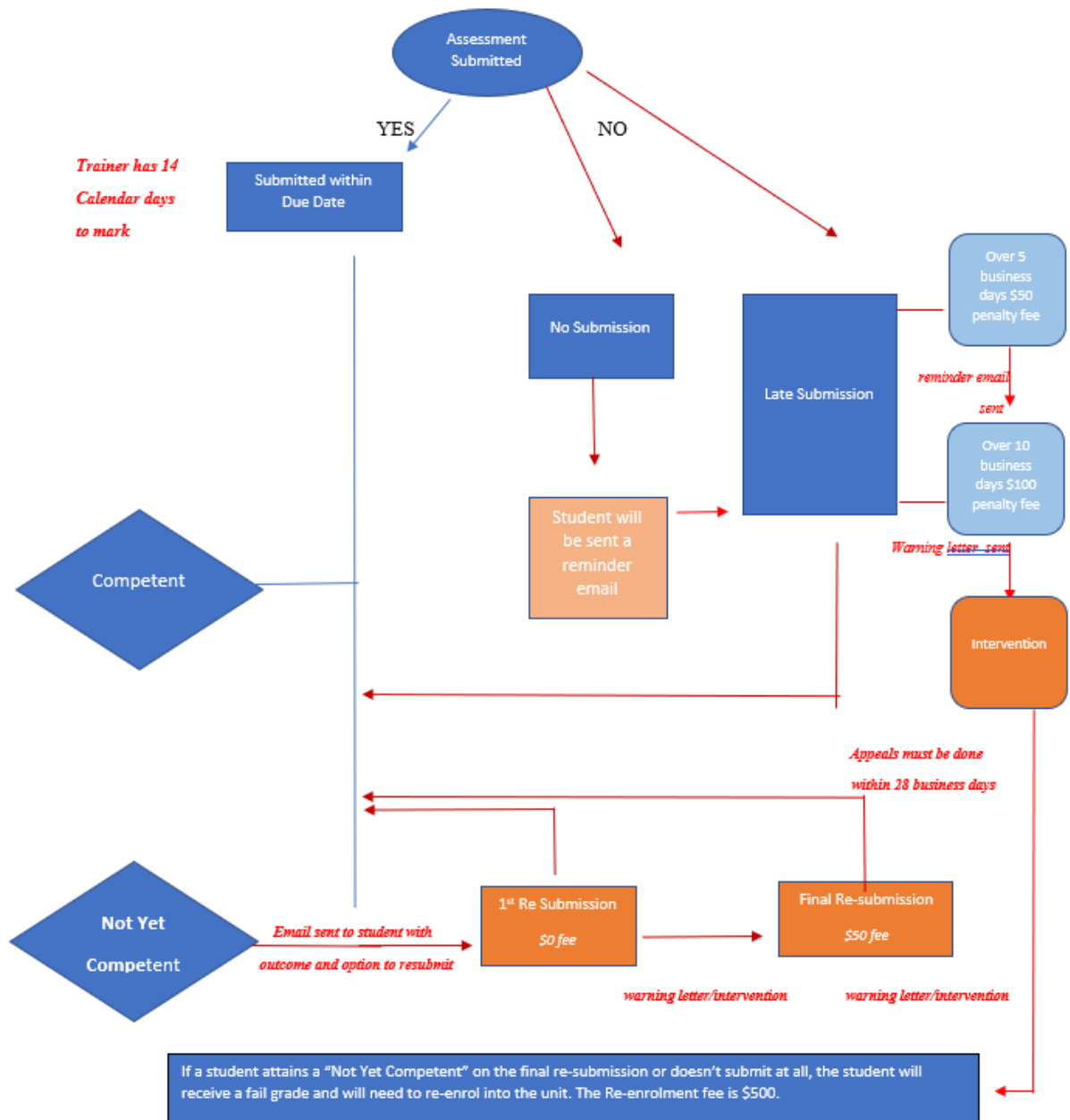
Submission, feedback and re-assessment

- Students must submit each task with a completed and signed record of Assessment Task Cover Sheet within timelines specified in the assessment instructions.

Written and theoretical tasks will be assessed within 14 calendar days. Each task will be marked as Satisfactory or Not Satisfactory. A unit or module will be marked as Competent once all tasks for the unit or module have been marked as Satisfactory.

Students who require Work placement as part of their assessment will only be deemed competent on the satisfactory completion of Work placement requirements.

- Students have up to three attempts per assessment task. Where a task is marked as Not Satisfactory, the student will be provided with feedback and be given the opportunity to resubmit/re-attempt the task. Students will incur penalties for late submission and the third submission (refer to flowchart below) Students need to refer to the course progress and attendance policy for further details.
- Where a student exhausts their attempts at re-assessment, the student will be required to re-enrol in the unit or module, participate in further training and undertake the whole assessment again. Student will need to pay a re enrolment fee as per the Fees and refund policy.
- Students will receive detailed feedback for each task either in written or verbal form from their assessor.





Work placements

Where a student is required to attend Work Placement, ATQ College will:

- Ensure a Work place Agreement is in place prior to commencement of the training outlining: roles and responsibilities of all parties including any facilities, equipment or resources (which may include workplace supervision) required to be provided by the host workplace. The original Work placement Agreement signed by the student, workplace and ATQ College will be kept in the student's file.
- Monitor the placement to ensure that both the Host Workplace and the student are meeting their obligations under the Work place Agreement.
- Monitor progress and attendance of international students in accordance with its *Course Progression and Attendance Monitoring Policy & Procedure*.
- Ensure the Host Workplace is engaged in the process of training and assessment for the students attending their workplace and have an opportunity to provide feedback on the student's performance, the Course and ATQ College.

Assessment appeals

Students have the right to make an Appeal against an assessment decision by following the *Complaints and Appeals Policy and Procedure*.

Student plagiarism, cheating and collusion

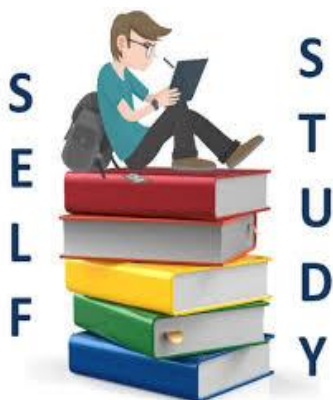
ATQ College has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.



Self-Study



Successful completion of your course will require you to engage in unsupervised out of class self study. The purpose of self study is to complement your formal class based learning by you completing a range of supplementary learning activities. The research says that this improves your marks, understanding and confidence. Self-study is designed to allow you some time to reflect and to research the unit you are studying at a deeper level and in your own time.

Self-study is a weekly activity, for a specified amount of time, which is in addition to your in-class study and in addition to the assessments. It involves **reading books and articles** on the topic, **watching educational videos** and **working through practice questions** to reinforce skills you have learned.

You are provided with a Self Study Guide for each unit of competency. The Guide contains weekly learning activities, written exercises. and a guide to reading the text by giving the page numbers for a set amount of reading for each week. The Self Study Guide is structured to assist you to:

- review and reinforce the learning content covered in class
- deepen understanding through the completion of learning activities
- undertake research in preparation for assessment completion

The amount of time students need to spend varies with the individual. However, the specified number of hours set for the week is appropriate for satisfactory course progression.

Your trainer will monitor your self-study activity by asking questions and conducting a discussion of the outcomes of the activity at your next training session.

17. Support services

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.



The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- One to one support from our trainers/assessors including providing you with their phone and email contact details
- Classes to assist with study skills.
- Study groups where you can work with your fellow students.
- Referral to relevant external services.
- Specialist support services for students with a disability.
- Personal counselling

Contact us at 1300 687 287

18. Welfare services

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of international students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Internal welfare services will be provided at no additional cost to the student. However, where a student is referred to an external provider, the student will be responsible for meeting the costs of the provider. ATQ College does not charge for such referrals to the provider

Contact us at 1300 678 278 for details about welfare services we can offer.

19. External Support Services

For students requiring additional support with their studies, work or life, ATQ College provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

Adjust the following services to suit your students as applicable. You might need to link to services in other states, local areas to your delivery, services that are more relevant to your students.



Reading and Writing Hotline

Telephone: 1300 655 506

Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Fair Work Australia

Telephone: 1300 799 675

Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Student associations

Australia has a number of student associations representing and assisting students from Australian institutions. National associations include:

[Council of International Students Australia \(CISA\)](#) - national peak student representative body for international students studying at the postgraduate, undergraduate, private college, TAFE, ELICOS and foundation level.

[Australian Federation of International Students \(AFIS\)](#) - assisting international students in maximizing the scope and potential of their experience living and studying in Australia.

Most institutions in Australia also have their own student associations - you can visit your institution's website for more information.

Kids Helpline

Contact details - 1800 551 800



Service details - If you're between 5 and 25 and you're feeling depressed, worried, sad, angry or confused about things like your studies personal relationships, Kids Helpline offers free 24 hour, 7 day telephone counseling support (anonymous if you prefer)

20. Critical Incidents 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 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 or CEO. The CEO is the designation point of contact for all critical incidents. This is for students, students family and friends, Emergency services and for Media.

21. Maintaining your Enrolment and Course Progress

Monitoring Course Progress Policy:

Identifying students at risk of not meeting course progress requirements.

In addition to the process of assessing satisfactory course progress, ATQ College will also monitor a student completion of assessment events during a study period. This enables the identification of students at risk of not meeting course progress requirements. Unlike the arrangements for assessing satisfactory course progress, monitoring throughout the Term enables the course progress intervention strategy to be implemented early if the student is identified as needing additional support. This early action will in many cases prevent the student from failing to successfully achieve competency in at least 50% of the course requirements. This is a preventative measure that attempts to keep the student on-track.

A student is to be identified as “at risk” of not meeting the course progress requirements if the student:

- ☐ is not attending class regularly and/or not participating actively in class
- ☐ being marked as Not Satisfactory in one assessment task within a clustered unit of competency
- ☐ is not completing formative assessment tasks
- ☐ is not completing their self-study
- ☐ Is experiencing some personal issues or difficulties

Where these situations arise the trainer advises the Academic Manager of their concerns. The Academic Manager will contact the student and individually tailor an academic skills program and/or a program to support a student with personal difficulties to improve their academic performance and/or attendance.

Students will be allowed two (2) further attempts at an assessment for which the outcome is Not Satisfactory, within the timeframe of a course (unit of competency). No additional fees will be charged for the first re submission, however students will be charged for the second/last re submission as per the fees schedule in the fees and refund policy located in the handbook and on ATQ College website.



The warning letters will also advise students unsatisfactory course progress (less than 50% competency over two consecutive study periods), may lead to them being reported to DHA and the possible cancellation of their visa. Students will also be told of their rights to appeal such a decision and provided a copy of the Complaints and Appeals Policy and Procedure.

Note. If a trainer or any other staff member feels that there are other extenuating circumstances that would warrant the implementation of the course progress intervention strategy for a student, then this request should be made to the Academic Manager who will consider such a request.

The student may also request the establishment of a course progress intervention strategy for themselves.

Course Progress Intervention Strategy

As outline above, the course progress intervention strategy will be implemented where the student is assessed to have unsatisfactory course progress as defined above within the section “Assessing satisfactory course progress” or is identified as “at risk” of not meeting the course progress requirements.

The Course Progress Intervention Strategy is simply a mechanism to put formal support and monitoring arrangements in-place for a student. Its aim is to provide the student the support and monitoring framework to ensure they are meeting the minimum course progress requirements.

The following steps are to be taken to initiate the Course Progress Intervention Strategy:

- ② The student is to be contacted by email and/or phone and requested to attend ATQ College to meet with the Academic Manager/General Manager/Trainer to discuss their course progress. Student has 7 calendar days to arrange a meeting with ATQ staff as per Unsatisfactory Course Progress Warning Letter.
- ② The Academic Manager is to gather all of the relevant details about the student progress including any assessment results, record of course progression, notes from trainers, etc.
- ② The Academic Manager is to meet with the student to discuss their course progress and explain the reporting process and obligations ATQ College must comply with in respect to making a report to the Secretary of the Department of Education through PRISMS
- ② The Academic Manager is to consider the need to make a referral for the student to any support service such as a Counsellor. These referrals should form part of the documented intervention strategy.
- ② The Academic Manager may consider the following types of interventions in order to support the student’s course progress:
 - ② English language support for technical assignments and comprehension;
 - ② Assistance with academic skills such as writing essays and report writing;



- ② Student counselling advice if there are personal matters such as work, accommodation or lifestyle issues affecting study;
- ② Attending a study group;
- ② Attending a 'make up' session
- ② Additional practical workshops to hone practical skills;
- ② Referral to external support agencies;
- ② Review of course selection and possible transfer if appropriate;
- ② The opportunity to repeat the unit in the next term;
- ② Trainer reporting on assessment outcomes and attendance; and
- ② Regular scheduled meetings with the student to monitor their progress.

Note. The Academic Manager may use a combination of strategies to meet the needs of the student. Strategies will be determined on a case-by-case basis and will take into account the student's current and previous results, attendance records and any previous implemented intervention/counselling strategies.

- ② The Academic Manager with the Student will identify and document the planned intervention strategy. This must clearly identify the strategies to be applied, the start and end dates and the agreed milestones the student must achieve and how these will be monitored. The strategy must also communicate the opportunities and services the student has available to them, the risk of not making satisfactory course progress.
- ② Student work is assessed by the trainer who then forwards a summary of the outcomes to the Academic Manager. The outcome for each unit is entered into the student management system. The student management system provides a cumulative student record for each unit. A progress report can be run at any time but will be run at the end of each Term. This will identify any student who is failing to successfully complete any unit requirements as specified in the course timetable. The Academic Manager will speak with the trainer and the student to identify if the student is in danger of not achieving satisfactory progress.
- ② The Academic Manager must ensure that records of the advice and assistance provided to the student who have been assisted under the intervention strategy are kept.
- ② The Academic Manager will implement and monitor the intervention and the students' progress and attend further meeting as needed.

A summary of the support/ intervention action to be implemented will be recorded on the Student Support Intervention record and placed in the Student file. Notes on any meetings that occur will also be noted in the student management system and kept on the student's file.



A student will not be reported for unsatisfactory progress until after the support/ intervention strategy has been implemented and enough time has been allowed for the strategy to run its course.

Reporting unsatisfactory progress

ATQ recognises that the ESOS Act has very strict timelines on when PRISMS must be updated. Students who do not start / change their status and those not meeting course progress requirements, must be updated on PRISMS within 31 days. This is an ESOS requirement. This has a civil penalty attached.

There are several steps to follow in the process of making an unsatisfactory course progress report about a student to the Department of Education. There are:

- ⑦ The student will be assessed as making unsatisfactory course progress (see definition above) over a compulsory study period and a course progress intervention strategy is to be implemented (see above guidance).
- ⑦ If the student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, the provider must notify the student in writing of the intention to report the student to the Department of Education and DHA for unsatisfactory progress and advise the student they have 20 working days to access ATQ College appeals process prior to being reported. Letters of the intention to report the student to the Department of Education and DHA are to be issued by the CEO. During any such period the student's enrolment is kept current.
- ⑦ The written notice (of intention to report the student for unsatisfactory progress) must inform the student that he or she is able to access the complaints and appeals process. The student may appeal on the following grounds:
 - ⑦ ATQ College's failure to record or calculate a student's marks accurately,
 - ⑦ compassionate or compelling circumstances, or
 - ⑦ ATQ College has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

Appeals will be handled in accordance with the Appeals Policy.

- ⑦ Where the student's appeal is successful, due to ATQ College not implementing its intervention strategy and other policies according to its documented policies and



procedures, ATQ College does not report the student, and there is no requirement for intervention.

- ⑦ Where the student's appeal is successful, due to an error in the course progress calculation, and the student made satisfactory course progress, ATQ College does not report the student, and there is no requirement for intervention.
- ⑦ Where the student's appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through ATQ College's intervention strategy and does not report the student.
- ⑦ Where the student has chosen not to access the complaints and appeals processes within the 20-working day period, the student withdraws from the process, or the process is completed or the student's appeal was unsuccessful, ATQ College must report the student to the Department of Education and DOHA for unsatisfactory progress. A student will not be reported until the outcome of any appeal has been finalised and the appeal has been unsuccessful, or the student does not access the appeals process during the 20-day period.

Where a student is assessed as having made unsatisfactory progress for two consecutive study periods even after implementation of the support/intervention strategy ATQ College will report the student to the Secretary of the Department of Education and the student's Confirmation of Enrolment (CoE) will be cancelled. This may also result in the cancellation of the student visa. The Administration Manager is responsible for all transactions on PRISMS as directed by the CEO.

Extending course duration

ATQ College can only extend the overseas student's enrolment if:

- ⑦ it has assessed that there are compassionate or compelling circumstances and there is evidence to support this assessment;
- ⑦ it has implemented, or is in the process of implementing, an intervention strategy for the overseas student who is at risk of not meeting course progress requirements; or
- ⑦ it has approved deferral or suspension of the overseas student's enrolment has occurred.
- ⑦ If ATQ College extends the duration of an overseas student's enrolment, ATQ College must also encourage the overseas student to consider whether a change in enrolment breaches a visa condition. The student can refer to the Department of Home Affairs website

When considering compassionate or compelling' circumstances, these are circumstances which are generally beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing.

The Department of Education and Training propose these to include, but are not limited to:



- ⑦ serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
- ⑦ bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- ⑦ major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or
- ⑦ a traumatic experience, which could include:
 - o involvement in, or witnessing of a serious accident; or
 - o witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
- ⑦ where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol; or
- ⑦ inability to begin studying on the course commencement date due to delay in receiving a student visa.

ATQ College will consider the above circumstances when deciding to extend a course and the CEO will use professional judgement to assess each case on its individual merits.

Once a course extension decision has been made

- ⑦ The Chief Executive Officer will decide whether to refuse or grant the course extension and inform the student accordingly in writing providing the reasons for the decision.
- ⑦ If the Chief Executive Officer decides to refuse a course extension, the student may access the student complaints and appeals process if they want a review of the decision within 20 working days.
- ⑦ ATQ College must not finalise the student's course extension status in PRISMS until the appeal finds in favour of ATQ College, or the overseas student has chosen not to access the complaints and appeals processes within the 20-working day period, or the overseas student withdraws from the process.
- ⑦ All requests, considerations, decisions and copies of notifications are placed on student's file and are to be retained and stored securely by ATQ College for a period of no less than two years from the date the student's enrolment with ATQ College is terminated.
- ⑦ ATQ College must also encourage the overseas student to consider whether a change in enrolment breaches a visa condition. The student can refer to the Department of Home Affairs' website

22. Attendance



CRICOS VET -Attendance Policy

International students must attend class full time study - it is a visa requirement (Standard 11 National Code 2018). We recognise that international students are in Australia to study, not work as students had to prove they had the funds to support themselves as part of their visa approval.

ATQ College will maintain class rolls as the method by which to monitor student attendance. ATQ College will identify where students are if they are absent and will seek to contact them if they do not attend class. The roll will be taken twice a day by sessions and are recorded in the Student Management System weekly. The attendance rolls enable ATQ to prove students are attending their 20 hours and will also assist in supporting students during their studies through ongoing contact with students who are not attending class and are not maintaining satisfactory course attendance.

Students are informed that they must contact ATQ College if they are unable to attend class or leave early and must provide a valid reason for not attending class.

If a student is not attending scheduled classes, actions can include:

- Remind a student that enrolment in a full-time registered course, which is a course with a minimum of 20 scheduled course contact hours, is a visa condition for overseas VET students.
- Remind a student of scheduled class times.
- Planned leave - Require student to submit an Application for Leave of Absence Unplanned leave – Students must provide a certificate (e.g. medical certificate)
- Investigate why a student is not attending
- Schedule a meeting with the student
- Implement a Student Intervention Plan and Agreement
- Issue warning letters
- Shorten the duration of the course and visa if a student does not attend scheduled classes
- Report the student to the Department of Home Affairs

Monitoring attendance

ATQ College has practices in place to monitor students' attendance. ATQ College has requirements for achieving satisfactory attendance for the course which at a minimum must be 80 per cent of the scheduled contact hours over a study period. A study period is defined as a Term.

All attendance records are completed by Class Teachers/Trainers or ATQ Management who maintain a daily Class Roll, which records times for each student - session in/ session out. These are entered weekly into the Attendance Register which tracks attendance for each student by hours and weekly cumulative attendance rate.

An attendance report is generated on a weekly basis (Monday) by Student Support and is provided to the Academic Manager and the General Manager. This identifies students at risk of not meeting attendance requirements before the student's attendance drops below 80% or a student has been absent for one week of classes (20 hours).

ATQ College has processes in place to monitor and implement an intervention strategy for attendance:



Stage 1: Once a student's cumulative attendance falls below 90%, a 1st warning letter is sent by the Student support team. The email will remind them about attendance requirements and also enquire about their welfare.

Stage 2: When the cumulative attendance falls below 85%, a 2nd warning letter is sent by Student support team. Both warning letters are sent to the students by the student support team. The student is then required to meet with Student Support as an acknowledgement that the student is falling below 85% attendance. The VET student Manager/ general Manager at this stage will implement an intervention strategy with the student using the Course Attendance and Progress Intervention Strategy Form.

Stage 3: If a student's cumulative attendance falls below 80% at the end of the study period (Term) an intention to report (ITR) is sent. The student is required to come to Student Support for a face to face meeting and commence an internal appeal. The student has to provide valid reasons, with proof as required, for reasons attendance has fallen below 80%. ATQ College assesses the student appeal and evidence and a determination is made as to whether the ITR will proceed.

ATQ College maintains records of all contact and counselling made with overseas students who have been absent for more than five consecutive days or where the overseas student is at risk of not attending at least 80 per cent of the course contact hours. For example, the overseas student's absence may not be due to medical reasons, but rather to homesickness or social issues – this may be addressed through ATQ College's student support services.

Where ATQ College determines that the student is still attending at least 70% of the scheduled course contact hours and provides genuine evidence of compassionate or compelling circumstances, a decision may be made not to report the student for falling below 80% attendance. Where there is no genuine evidence of compassionate or compelling circumstances, students who persist in failing to meet course progress requirements - even after attempts by ATQ College to notify and counsel them through the intervention strategy - shall be reported to and DHA in accordance with the ESOS Act 2000.

See Course progress and attendance policy on www.atqcollege.edu.au for full details.



ELICOS Attendance Policy and Procedure

ATQ College has established arrangements to monitor the attendance progress of each student.

- Assessing satisfactory course attendance. This is the process of formally and cumulatively monitoring each student's progress at the end of each week and each compulsory study period.

ELICOS students are required, under the National Code, to have their attendance monitored.

ATQ College will maintain class rolls as the method by which to monitor student attendance. ATQ will identify where students are if they are absent and will seek to contact them if they do not attend class. The roll will be taken twice a day by sessions and are recorded in the Student Management System weekly. The attendance rolls enable ATQ to prove students are attending their required 20 hours a week and will also assist in supporting students during their studies through ongoing contact with students who are not attending class and are not maintaining satisfactory course attendance.

Students are informed that they must contact ATQ College if they are unable to attend class or leave early and must provide a valid reason for not attending class.

If a student is not attending scheduled classes, actions can include:

- Remind a student that enrolment in a full-time registered course, which is a course with a minimum of 20 scheduled course contact hours, is a visa condition for overseas ELICOS students.
- Remind a student of scheduled class times.
- Planned leave - Require student to submit an Application for Leave of Absence
- Unplanned leave – Students must provide a certificate (e.g. medical certificate)
- Investigate why a student is not attending
- Schedule a meeting with the student
- Implement a Student Intervention Plan and Agreement
- Issue warning letters
- Report the student to the Department of Home Affairs



Monitoring ELICOS attendance

ATQ College has practices in place to monitor students' attendance. ATQ College has requirements for achieving satisfactory attendance for the course which at a minimum must be 80 per cent of the scheduled contact hours over a study period. A study period is defined as a Term.

All attendance records are completed by Class Teachers/Trainers or ATQ Management who maintain a daily Class Roll, which records times for each student - session in/ session out. These are entered weekly into the Attendance Register which tracks attendance for each student by hours and weekly cumulative attendance rate.

An attendance report is generated on a weekly basis (Monday) by Student Support and is provided to the Academic Manager. This identifies students at risk of not meeting attendance requirements before the student's attendance drops below 80% or a student has been absent for one week of classes (20 hours).

ATQ College has processes in place to monitor and implement an intervention strategy for attendance:

Stage 1: Once a student's cumulative attendance falls below 90%, a 1st warning letter is sent by the Student support team. The email will remind them about attendance requirements, course schedule and also enquire about their welfare.

Stage 2: When the cumulative attendance falls below 85%, a 2nd warning letter is sent by Student support team. Both warning letters are sent to the students by the student support team. The student is then required to meet with Student Support and sign the letter as an acknowledgement that the student is falling below 85% attendance. The ELICOS Academic student Manager/ general Manager at this stage will implement an intervention strategy with the student using the Course Attendance and Progress Intervention Strategy Form.

Stage 3: If a student's cumulative attendance falls below 80%, an intention to report (ITR) is sent. The ITR is also required to be printed and a physical copy is sent of the student's address. The student is required to come to Student Support for a face to face meeting and commence an internal appeal. The student has to provide valid reasons, with proof as required, for reasons attendance has fallen below 80%. ATQ College assesses the student appeal and evidence and a determination is made as to whether the ITR will proceed.

ATQ College maintains records of all contact and counselling made with overseas students who have been absent for more than five consecutive days or where the overseas student is at risk of not attending at least 80 per cent of the course contact hours. For example, the overseas student's absence may not be due to medical reasons, but rather to homesickness or social issues – this may be addressed through ATQ College's student support services.

Where ATQ College determines that the student is still attending at least 70% of the scheduled course contact hours and provides genuine evidence of compassionate or compelling circumstances, a decision may be made not to report the student for falling below 80% attendance. Where there is no genuine evidence of compassionate or compelling circumstances, students who persist in failing to meet course progress requirements - even after attempts by ATQ College to notify and counsel them through the intervention strategy - shall be reported to and DHA in accordance with the ESOS Act 2000



23. Course Transfer

Transferring from another registered provider

ATQ College will not knowingly enroll a student wishing to transfer from another registered provider's course prior to the overseas student **completing six months** of his or her principal course unless one or more of the following conditions apply:

- the releasing registered provider or the course in which the student is enrolled has ceased to be registered, so its registration has been terminated.
- the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing his or her principal course at that registered provider;
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Transferring to another registered provider

For ATQ College students seeking to transfer to another registered provider's course of study **prior to completing six months of their principal course**, the transfer request will be assessed and granted in any of the following circumstances:

- the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with ATQ College's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).
- there is evidence of compassionate or compelling circumstances.
- ATQ College fails to deliver the course as outlined in the student written agreement/letter of offer.
- there is evidence that the student's reasonable expectations about their current course are not being met.
- there is evidence that the student was misled by ATQ College or an education or migration agent regarding ATQ College or its course and the course is therefore unsuitable to their needs and/or study objectives.
- an appeal (internal or external) on another matter results in a decision or recommendation to release the student.



Transfer to another course will not be granted where:

- The transfer may jeopardise the student's progression through a package of courses.
- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.
- The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
- There are no legitimate compassionate or compelling circumstances.

In order for a request for transfer to be considered and a letter of release provided, students must provide a valid offer of enrolment from another registered provider in writing.

The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.

Where a student's application is refused, the reasons for this will be communicated plus the right to access the complaints and appeals process as outlined below.

Where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid in accordance with ATQ College's *Fees and Refunds Policy and Procedures*.

Transferring to another course offered by ATQ College

Students may transfer to another course offered by ATQ College in the following circumstances:

- Where it is considered that the course that the student wishes to transfer to;
 - better meets the study capabilities of the student; and/or
 - better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations; and/or
- Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.

A transfer to another course within ATQ College will not be granted where:

- The transfer may jeopardise the student's progression through a package of courses.
- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
- The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.

In order for a request for transfer to be considered, students must complete a course variation form. This is located on ATQ website.

The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.



Cost involved in transferring to another course plus any refund of course fees paid for the student's current course will be in accordance with ATQ College's Fees and Refunds Policy and Procedure.

24. Deferral, suspension and cancellation

This policy applies to both requests from students and decisions initiated by the management of ATQ 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. (where required)

Student Initiated Deferral, Suspension or Cancellation

For all student-initiated Deferrals, suspension or Cancellation the student will need to complete the deferred, suspended, cancelled form which is located on the ATQ website or reception.

Deferral or Suspension

Deferral or suspension 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.

This could include a bereavement, or significant civil unrest at home or another personal calamity.

A traumatic experience that has impacted on the student which could include involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports

where ATQ College is unable to offer a pre-requisite unit

inability to begin studying on the course commencement date due to delay in receiving a student visa

The circumstances listed are example of what may be considered compassionate or compelling circumstances and each case will be assessed on its individual merits.

A retrospective deferment or suspension may be justified if the student was unable to contact ATQ College because of a circumstance such as being involved in a car accident, but proof is necessary in this situation, such as hospital records, car accident, insurance claims reports.

Students will be required to provide evidence of all circumstances for suspension or deferment. There is no maximum period of deferral under compassionate or compelling reasons, but the deferral is assessed through ATQ College's policy. Each case is different, and this may delay the decision to defer a student's study.



Where a student-initiated suspension of enrolment is granted ATQ College will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

Cancellation

Students may initiate cancellation of their studies at any time during their course. Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per Course Transfer Policy and Procedure.

Types of Evidence for Compassionate and Compelling Circumstances

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

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 ATQ college property or the property of others; alters/defaces ATQ College documents or records; prejudices the good name of the ATQ 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 may with impose the penalty of expulsion from ATQ College in the case of physical or verbal abuse of students or staff of ATQ College, repeated or severe misconduct, or criminal acts.

Payment Misconduct

If a student is non-compliant with the payment conditions in the letter of offer & Agreement, ATQ will contact the student and send 2 warning letters before an intention to report letter is sent out. Student will have 28 days to respond to intention to report letter or to make an appeal before they are reported to DHA.

Course Progress and Attendance

Where a student displays a breach of course progress or attendance requirements, which will occur in accordance with Standard 8 (Overseas student visa requirements) and as specified in ATQ College's Attendance and Course Progress Policy and Procedures.

Notification and appeal

Students must be notified in writing of penalties as a consequence of either general or academic misconduct;

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;

Appeals must be lodged in writing with the Student Support Services/ Management within 28 days of the date of the student being notified of the consequence. The process will commence within 7



business days from receipt of the student's appeal and a written response will be provided within 14 Business days. Enrolment will not be suspended or cancelled until the internal appeals process is exhausted, unless extenuating circumstances apply. Please refer to ATQ Appeals policy & Procedure.

Under no circumstances will the suspension or cancellation of the overseas student's enrolment under Standard 9.3 cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Change in visa status

Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, ATQ College will notify the Department of Education and Training via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students are to refer to the DHA web site at <https://www.homeaffairs.gov.au/trav/stud> or telephone 31 881 for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by ATQ College, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, ATQ College will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has expired

If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to DHA via the DHA helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

ATQ College will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

In cases, where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

25. Your feedback

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes so we are always striving to do better.

Please help us by completing the surveys that are provided to you by your trainer/assessor. These surveys are conducted at the end of each term. You will also be required to do a survey on your agent (if applicable) and the ATQ enrolment process at orientation.



We also welcome feedback from you at any time by email and phone. Students are also able to put feedback in our suggestion box at reception.

26. Access to your records

You may access or obtain a copy of the records that ATQ College holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of your records, you must make a request in writing to the ATQ student support or ATQ staff using the Records Request Form outlining which records you wish to access. There may be a small charge to access your records.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file
- providing access to the online portal where some records about the course can be viewed.

Amendment to records

If a student considers the information that ATQ College holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Notifying changes

As an RTO under the VET Quality Framework and CRICOS Education Provider under the National Code, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, ATQ College will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message.

Please make sure we always have your most current home address, email address, mobile number and emergency contact on file so we can notify you of any changes if applicable.



You can let us know of any changes to your details by using the Change of Details Form or email info@atqcollege.edu.au. As an international student, you are required to provide this form to us within 7 days of any change occurring,

27. Legislations

As a student, you have both rights and responsibilities under applicable legislation.

Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<https://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, ATQ College must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. ATQ College has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with ATQ College emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.



- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification of a statement of attainment for any student if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to <http://www.usi.gov.au/About/Pages/default.aspx>

28. 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
- Physical or intellectual or psychiatric disability, or any organism capable of causing disease



- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- 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

Harassment, victimisation or bullying

ATQ College is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. ATQ College will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per ATQ College Complaints and Appeals procedure and detailed in this Handbook and on our website www.atqcollege.edu.au

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 are through the recruitment and enrolment process. Students will be required to

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.

Equal opportunity

The principles and practices adopted by ATQ College aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with ATQ College.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

ATQ College provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

29. Privacy Policy

In collecting your personal information ATQ College will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes..
- We will not disclose your personal information to another person or organisation unless:
 - *We have made you aware that information of that kind is usually passed to that person or organisation.*
 - *You have given written consent;*
 - *We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;*



- *The disclosure is required or authorised by or under law; or*
- *The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.*

30. Collection of Records

Personal information, including sensitive information, is collected from individuals so that ATQ College can carry out its business functions.

The College shall only collect personal information that is required to carry out its legitimate educational activities. Information shall be collected in a legal and just manner and shall not, where reasonably possible, be intrusive in collection. Wherever practical, personal information will be collected directly from the individual concerned and the College will take all reasonable steps to ensure that the individual is made aware of the purpose for which the information is being collected.

The College will undertake to ensure the collection of personal information does not intrude unreasonably on the personal affairs of the individual concerned and that the information collected is up-to-date and complete.

- The types of personal information collected include:
 - personal and contact details
 - employment information, where relevant
 - academic history
 - background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on
 - training, participation and assessment information
 - fees and payment information
 - information required for the issuance of a USI

Additional information international students:

- current course information including CRICOS code, agreed starting date, expected completion date if the student did not start on the agreed date
- Information about any terminations for change to identity and duration of the course
- English language proficiency including the name of the test and the score received
- visa information
- passport information including whether the student was in Australia when they became an accepted student



31. Management of Records

The College shall only use or disclose information for the primary purpose (original reason for the collection of information) for which it was collected.

The College will also use the information in order to provide products or services, to communicate with students and staff, and to communicate with nominated people in the event of an accident or emergency. The College shall not use or disclose collected information for a secondary purpose (any other purpose than the primary purpose of collection) unless the individual has consented to the use or disclosure.

The College does not sell personal information to external companies for the purposes of marketing.

Storage of Records

ATQ College will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored in paper-based files that are kept in a secure location (locked filing cabinets/locked compactor) and electronically in a secure environment to which only authorised staff have access.

Retention of Records

DOCUMENTS AND INFORMATION RETAINED	Minimum Retention period(s)
Records of Student information, including <ul style="list-style-type: none">• Current residential address• Mobile phone number (if any)• Email address (if any)• Amount of money paid to ATQ• Duration of the course paid for• Amounts owing to ATQ• Written agreements between ATQ and the student	After 2 years after the student ceases to be a student
Certification Documentation	Records containing information regarding student results for the Australian Qualifications Framework (AQF) will be retained for 30 years as the student's course completion date.
Record of Assessment Outcome	Record of Assessment outcome needs to be held 2 years from the date on which the grade decision was made (unless relating to a complaint or appeal)
Examinations and assessments	Completed student assessment items for each student for a period of six months from the date on which the judgement of competence for the student has been made.
Student complaints and appeals records	Five (5) years from the date the complaint or appeal was lodged
Records required for legal action	Retained until the completion of that legal action
OVERSEAS STUDENT RECORDS	



Details of accepted students, including:

- Name and gender
- Name, start date and expected duration of the course at ATQ
- Date of birth, country of birth and nationality
- Details of the person who has the legal authority to act on the student's behalf (if the student is under 18 years of age)
- Course and location
- Agreed start date of the ATQ course
- The day when the student is expected to complete their course at ATQ
- Amount of tuition and non-tuition fees received before confirming the student's enrolment
- Total tuition fees required to be paid to undertake the full course
- Whether the premium has been paid for the student's health insurance before the course commences
- If the student has undertaken a test to determine their English competency, the name of the test, the course taken and the score
- The location of the Australian government immigration office where the student's visa application was lodged
- The student's passport number, and
- If the student holds a visa, the visa number

Until the information is entered into PRISMS and VASTO (within 14 days of the student being accepted into the ATQ course)

Disposal of Records

CEO authorises the disposal of records and manages the process for disposal.

Access to and Security of Records

Paper files and information are maintained in a safe and secure environment.

Only ATQ staff who have legitimate reason within their job description to access students' academic records may do so.

Current and former students of ATQ College have access to their own records on request through Management. Student will need to complete the [Records request Form](#) there might be fees and charges for this request. Please refer to 'Other fees and Charges' table in this handbook. Students will need to prove their identity at the time of request.

Information required by other education institutions to confirm qualifications of a current or former student of ATQ College, such as confirmation of units of study completed and participation in officially recognised activities will not be released by ATQ College unless accompanied by written authorisation of the student.



32. Fees, Charges and Refunds

The purpose of this policy and procedure is to outline ATQ College's approach to managing fees and refunds and to demonstrate how fees paid in advance are protected by ATQ College.

Limiting fees being paid in advance

For **international student fee** protection is ensured as follows:

- All course fees will be held in a separate bank account that can only be drawn down when the student commences. The course fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system.
- ATQ College does not require international students to pay more than 50% of course fees prior to course commencement. However, ATQ College provides students with the opportunity to pay more than 50% of their tuition fees prior to course commencement if they wish. Where a student chooses not to pay more than 50% upfront, the remaining amount will be collected according to an agreed payment schedule. Note, however, that where a course is less than 25 weeks, ATQ College will require students to pay the full cost of the course prior to course commencement.
- ATQ College pays into the Tuition Protection Service (TPS) provided by the Australian Government.

Fees payable

Fees are payable when a learner has received a confirmation of enrolment. The initial fee payment must be made prior to commencing training. ATQ College may discontinue training if fees are not paid in accordance with the agreed fee schedule. The current fees and charges for ATQ College are published within the current schedule of fees and charges.

- Fee information relevant to a course is outlined in detail on the Letter of offer and summarised in the Course Outline on ATQ College's website. Detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
- For international students, fee information is always provided prior to enrolment or receipt of payment.
- Fee information provided to domestic and international students includes:
 - All course fees, including both tuition fees and non-tuition fees and the period to which these fees apply
 - Any additional charges that may apply and the circumstances in which they apply
 - The potential for changes to fees over the duration of the course



- Payment options (including that international students may choose to pay more than 50% tuition fees before their course commences)

The Student Letter of offer & Agreement and the Student Handbook which are provided prior to enrolment, includes this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students are required to sign the Student letter of offer and Agreement in acknowledgement of the terms and conditions of the enrolment and this policy

Schedule of Fees and Charges

ATQ College is entitled to charge fees for services provided to learners undertaking training and assessment that leads to a nationally recognised outcome.

The Student letter of offer and agreement will clearly itemise all course fees, including both tuition and non-tuition fees required for the course.

The Managing Director is responsible for approving the ATQ College Schedule of Fees and Charges for International and Domestic Students. All fees are quoted and payable in Australian dollars.

Tuition fees include:

- All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.

Non-tuition fees include:

- Additional fees that apply for re-assessment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment task.
- Re-issuance or additional copies of certification documents will attract a fee of \$20 per document.
- Fees for deferral of study, late payment of tuition fees, or other circumstances in which additional fees may apply.
- Any optional textbooks and materials that may be recommended but not required to complete a course.
- Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the Fees and payment schedule.
- Stationery such as paper and pens.
- Re-issuance of AQF certification documents
- Photocopy fees
- Credit card payment surcharges.

ATQ College cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.



Refunds for international students

All course fees for international students include a non-refundable enrolment fee (also known as application fee) which is detailed on the Course Outline and Student letter of offer and agreement.

The Application fee is non-refundable, except in the circumstances detailed below.

A full refund of any fees paid (including the Application fee) will apply if ATQ College is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.

Cancellation & Refund Policy- Provider Default

In the unlikely event that ATQ College is unable to deliver your course in full the following applies; (This is called Provider default)

Refunds in situations of Provider Default are covered by the provisions of The Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012 and apply if:

- ATQ College does not offer a course on the advertised start date or
- terminates a course after the course start date or before the course completion date or
- does not provide a course as advertised due to sanctions by any authority or does not provide a course in full.

In such a case ATQ College will pay the student a refund which equals the amount of the total tuition fees paid for the remainder of the course not completed at the time of default if an alternative placement with another provider cannot be found to the student's satisfaction. Such refunds will be made within 2 weeks following the default date.

If ATQ College is unable to provide a refund or place you in an alternative course the Tuition Protection Service (TPS) will place you in a suitable alternative course at no extra cost to you. Finally, if TPS cannot place you in a suitable alternative course or there are no suitable alternative courses or offers, you may apply for a refund of the amount of any unspent pre-paid tuition fees you have paid to ATQ College. These are any tuition fees you have already paid that are directly related to the course which you haven't yet received. In the case of provider default there is no requirement for a student to lodge a refund application form.

Circumstances in which a refund will be paid – FULL REFUNDS APPLY

A full refund of any course fees paid will be provided to students in any of the following circumstances:

- Where a course does not start on the starting date outlined in the Letter of Offer
- If a student cannot commence the course because of illness, disability or where there is death of a close family member of the student (parent, sibling, spouse or child).
- At the discretion of ATQ College's CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.
- If an offer of a place is withdrawn by ATQ College and this is not due to incorrect or incomplete information being provided by the student.



In any of the above situations, **ATQ College** will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 calendar days.

Circumstances in which a Partial refunds will be paid

Partial refunds will be paid in the event of provider default. The refund will be calculated from the day of the default as per section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.

Partial refunds will also be provided in the same manner as for provider default (as above) where ATQ College fails to enter into a written agreement with a student or the Student Agreement is not compliant with the requirements of the ESOS Act or the National Code.

If an international student is refused a visa (student default) before commencing their course, ATQ College will refund the total

Tuition fees and non-tuition fees (material fees) and OHSC fees, 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 Department of Home Affairs. The application fee is non refundable and student will be charged additional \$50 refund processing fee.

Refund process for Withdrawn/cancelled Applications

Students who withdraw from a course prior to commencement may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.

Accepted students who subsequently withdraw after course commencement will not have their tuition fees refunded except under exceptional circumstances. Students will need to be able to provide evidence. (exceptional circumstances may include;

- things that are beyond the control of a student, this is where a situation occurs which a reasonable person would consider is not due to the person's action or inaction, either directly or indirectly and for which the person is not responsible. The situation must be unusual, uncommon or abnormal.
- Family/personal reasons, this is due to unforeseen personal or family reasons beyond the students control and the student was unable to continue with their studies.
- Medical reasons - Where the students medical condition existed before the relevant date, continued past that date and deteriorated to the extent that the student was unable to continue their studies, or their medical condition only became known after a relevant date.

The outcome of the refund assessment will be provided in writing to the student's registered address within 28 Calendar days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.

A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.



Circumstances in which a refund will not be paid – NO REFUND

A student is not entitled to a refund in the following circumstances:

- Where a student is refused a visa and the reason for the refusal was because the student did not start the course at the location on the agreed starting day or the student withdrew from the course at that location or the student did not pay the fees due.
- Due to non-compliance with the conditions in the letter of offer/enrolment Agreement at ATQ College 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.

Payment of Refunds

ATQ College undertakes to effect payment for refunds within 28 calendar days of receipt of the written application or claim for refund.

ATQ College will deduct Bank charges for refunds made by bank draft or electronic transfer from the refund amount.

An approval email is sent to the student/agent if a withdrawal/refund request has been approved.

ATQ College will not authorise the transfer of fees or payment of refunds to other institutions or any student's bank account other than the students/applicants, and whatever is written in the withdrawal/refund form.

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, except the portion of prepaid tuition fees paid by the student to the Approved Education Agent.

Complaints Relating to Refunds

If students have any complaints in relation to refund claims, they may take up the matter using ATQ College Complaints and Appeals Policy.

This agreement, and the availability of ATQ College 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/>.

Other Fees and charges

The fees applicable to each course and category of student and payment schedules are detailed in the Student offer letter and agreement. 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
VET Material fees	\$150 per term
Interim Academic transcript	\$50
Overdue tuition fee. 1-10 working days	\$50
Overdue tuition fee. More than 10 working days	\$100
Re-submission or Assessment late submission per unit (more than 5 working days)	\$50
Re-submission or Assessment late submission per unit (more than 10 working days)	\$100
Refund processing fee (student default)	\$50
Re-issue of photo ID card	\$25
Re-enrolment of Unit	\$500
RPL Per unit	\$200
Application for Credit Transfer (per unit)	\$50
Replacement certificate	\$20
Student letter by request	\$20
Course deferment fee	\$100
Cancellation of CoE(s) / 2 nd Re-issue of CoE(s)	\$50 per CoE
Photocopy or print	10 cent per page(black and white) 20 cent per page (colour)

Full policy is available on ATQ website www.atqcollege.edu.au



33. Complaints and Appeals

This policy applies to and may involve issues concerning the conduct of:

- ATQ College as an organisation, its trainers, assessors or other staff;
- Third party services provided on behalf of ATQ College, its trainers, assessors or other staff; or
- A learner of ATQ College

This is an important point to note in understanding that this policy has a broad application and is not simply relevant to complaints that may be made by learners. A complaint may be made by an employer about ATQ College or by the trainer about the conduct of the learner. Throughout this policy we refer to the person making a complaint as simply the complainant.

Making a Complaint

A complaint may be received by ATQ College in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person.

To make a complaint, the person is recommended to complete ATQ College Complaint Form. This form is available via our website or can be obtained from the College premises in Bankstown.

The completed complaint form is to be submitted to the Office Manager either in hard copy or electronically via the following contact details:

[Level 1, 372 Chapel Road Bankstown, Sydney](#)

Admin@atqcollege.edu.au

If a complainant has any difficulty assessing the required form or submitting the complaint to ATQ College, they are advised to contact ATQ College immediately at the following phone number:

[1300 687 287](tel:1300687287)

A written record of all complaints will be kept by ATQ College including all details of lodgement, response and resolution. The complaints register is to be used to record the details of the complaint and to maintain a chronological journal of events during the complaint handling process. Records relating to complaints handling must be stored securely to prevent access to unauthorised personnel.

The complaint is referred to the Managing Director/CEO; whereby the Managing Director/CEO reviews the complaint and determines if investigation or consultation is required; or if the matter can be solved internally.

Complaints are to be handled in the strictest confidence. NO ATQ College representative is to disclose information to any person without the permission of CEO/Managing Director. A decision to release information to third parties can only be made after the complainant has given permission for this to occur. This permission should be given using the Information Release Form

Complaint Handling Timeframe

Written acknowledgement by ATQ College **no later than 48 hours** from the time the complaint is received. This acknowledgement is intended to provide the complainant assurance that ATQ College



has received the complaint and will review the relevant issues and provide a response as soon as practical. The acknowledgement must inform the person that they will receive a written response.

The handling of a complaint is to commence within **seven (7) working days** of the lodgement of the complaint and all reasonable measures are taken to finalise the process as soon as practicable.

A written response must be provided to the complainant within fourteen (14) working days of the lodgement of the complaint.

- As a benchmark, ATQ College should attempt to resolve complaints as soon as possible. A timeframe to resolve a complaint within thirty (30) calendar days is considered acceptable and in the best interest of ATQ College and the complainant.

- A complainant should also be provided with regular updates to inform them of the process of the complaint handling. Updates should be provided to the complainant at a minimum of two (2) weekly intervals.

- Complaints must be resolved to a final outcome within sixty (60) calendar days of the complaint being initially received. Where ATQ College Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint, the CEO must inform the complainant in writing, including reasons why more than 60 calendar days are required.

Principles of Natural Justice and Procedural Fairness

A complainant is to be provided an opportunity to formally present his or her case at no cost. The principles of Natural Justice and Procedural Fairness must be incorporated into the complaint handling process to ensure that decision-making is fair and reasonable. Natural justice must be observed when it affects the rights, interests or legitimate expectations of individuals. The following principles are to be applied:

- CEO bias. Where the Chief Executive Officer of ATQ College feels that they may have bias or there is a perception of bias process or where the person making the complaint is not satisfied with how the matter has been handled, the complainant is to be referred directly to an independent third-party for consideration and response.

- Responding to Allegations. Where a complaint involves one person making allegations about another person, it is a requirement for ATQ College to hear both sides of the matter before making any judgements about the complaint should be settled. A person who will be affected by a decision made by ATQ College as a result of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:

- Put forward arguments in their favour,
- Show cause why a proposed action should not be taken,
- Deny allegations
- Call for evidence to disprove allegations and claims,
- Explain allegations or present an innocent explanation, and



- Provide mitigating circumstances (information aimed at reducing the severity, seriousness of something). ATQ College also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the complainant and relevant person's subject of allegations in writing. This is to include advising these persons of their right to seek a third-party review of decisions made by ATQ College.

- Referring matters to authorities. Where an allegation is made that involves alleged criminal or illegal activity and it is considered outside the scope and expertise of ATQ College to investigate the matter, then in these circumstances ATQ College reserve the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.
- Third Party Review. Where the person making a complaint is not satisfied with the handling of the matter by ATQ College, they have the opportunity for a body or person that is independent of ATQ College to review his or her complaint following the internal completion of complaint handling process. Before a person seeks a review by an independent third party, they are requested to first allow ATQ College to fully consider the nature of the complaint and to respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they have the right then seek a review by an independent third party. To request a review by an independent third party, the complainant should inform the Office Manager of their request who will initiate the process with the Chief Executive Officer.

In these circumstances, the ATQ College Chief Executive Officer will advise of an appropriate party independent of ATQ College to review the complaint outcome (and its subsequent handling) and provide advice to ATQ College in regards to the recommended outcomes. The independent third-party is required to respond with their recommendations within fourteen (14) working days of their review being requested. This advice is to be accepted by ATQ College as final, advised to the person making a complaint in writing and implemented without prejudice.

Where ATQ College appoints or engages an appropriate independent person to review a complaint, ATQ College will meet the full cost to facilitate the independent review.

Please see ATQ website for full policy www.atqcollege.edu.au

Appeals

Policy

This Appeals Policy and procedure should be read in conjunction with the Complaints Handling Policy and Procedure. ATQ College is committed to providing a fair and transparent appeals handling process.

Scope

This policy applies to and may involve issues concerning the conduct of:

- ATQ College as an organisation, it's trainers, assessors or other staff;
- Third party services provided on behalf of ATQ College, its trainers, assessors or other staff; or
- A learner of ATQ College

Throughout this policy we refer to the person making an appeal as simply the appellant.



Procedures

What is an Appeal?

An appeal is an application by a learner for reconsideration of an unfavourable decision or finding during their time with ATQ College. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 20 working days of the decision or finding being informed to the learner.

It is important to note that a learner may appeal any decision made by ATQ College or a third party providing services on ATQ College's behalf. Contrary to the popular belief that appeal relates only to assessment decisions, appeals can relate to administrative decisions that ATQ College may make. Examples of this include an appeal of a decision to deny a refund or to deny an application for credit transfer. As the process for handling assessment appeal compared with an appeal of an administrative decision is slightly different, this difference has been catered for within this policy with adjusted processes for both situations.

Making an Appeal

An appeal may be received by ATQ College in writing using the specified form 20 working days of the decision or finding being informed to the person.

To appeal a decision, the person is required to complete the ATQ College– Request for an Appeal of a Decision form. This form is available via our website www.atqcollege.edu.au

The completed Request for an Appeal form is to be submitted to the Office Manager either in hard copy or electronically via the following contact details:

Level 1, 372 Chapel Road Bankstown

admin@atqcollege.edu.au

If a person seeking an appeal has any difficulty assessing the required form or submitting the appeal to ATQ College, they are advised to contact ATQ College immediately at the following phone number:

1300 687 287

A written record of all appeals is to be kept by ATQ College including all details of lodgement, response and resolution. The appeals register within the student management system is to be used to record the details of the appeal and to maintain a chronological journal of events during the appeal handling process. Records relating to appeal handling must be stored securely to prevent access to unauthorised personnel.

The appeal is referred to the CEO; whereby the CEO reviews the appeal and determines if re-assessment, investigation or consultation is required; or if the matter can be solved internally.

Appeals are to be handled in the strictest of confidence. No ATQ College representative is to disclose information to any person without the permission of ATQ College CEO. A decision to release information to third parties can only be made after the appellant has given permission for this to occur. This permission should be given using the Information Release Form.



Appeals Handling Timeframe

Written acknowledgement by ATQ College no later than 48 hours from the time the appeal is received. This acknowledgement is intended to provide the appellant assurance that ATQ College has received the appeal and will review the relevant issues and provide a response as soon as practical. The acknowledgement must inform the person that they will receive a written response.

The handling of an appeal is to commence **within seven (7) working days** of the lodgement of the appeal and all reasonable measures are taken to finalise the process as soon as practicable.

A written response must be provided to the appellant **within fourteen (14) working days** of the lodgement of the appeal, including details of the reasons for the outcome.

Where an appellant is not satisfied with the handling of the appeal by ATQ College, a body or person from an independent third party can be requested to review the appeal. The third-party is required to respond to with their recommendations **within fourteen (14) working days** of their review being request.

Appeals must be lodged **within 20 working days** of the decision or finding being informed to the person. An appeal must be submitted using the ATQ College– Request for an Appeal of a Decision form.

As a benchmark, ATQ College should attempt to resolve appeals as soon as possible. A timeframe to resolve an appeal **within thirty (30) calendar days** is considered acceptable and in the best interest of ATQ College and the appellant.

An appellant should also be provided with regular updates to inform them of the process of the appeal handling. Updates should be provided to the appellant **at a minimum of two (2) weekly intervals**.

Appeals must be resolved to a final outcome **within sixty (60) calendar days** of the appeal being initially received. Where ATQ College Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the appeal, the CEO must inform the appellant in writing, including reasons why more than 60 calendar days are required.

Please see full Appeals policy on atq website www.atqcollege.edu.au

34. Issuing of certification documents

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

ATQ College reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where ATQ College is not permitted to do so by law.



ATQ College must have a valid USI on file for the student for a qualification or Statement to be issued.

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and refund policy for all re issuing costs.