



Student Handbook and Orientation Guide For International Students

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Welcome to ITHEA

ITHEA would like to extend our warmest welcome to you. We trust that you will enjoy your stay here in Melbourne and your study at our institute. We hope you find this guide helpful and informative. If you need any further information, please feel free to ask one of the friendly ITHEA staff members.

How do I contact ITHEA?

ITHEA's address is: Level 11, 168 Lonsdale Street, Melbourne, Victoria 3000

ITHEA's phone number is: +61 3 9650 3900 if you are calling from overseas.
If you are calling from Melbourne, you just dial 9650 3900.

If you are calling from outside Victoria, you put '03' at the beginning of the telephone number. That is, you dial 03 9650 3900.

ITHEA's fax number is: +61 3 9650 3199 if you are calling from overseas.
If you are faxing from Melbourne, you just dial 9650 3199

Our email address is: info@ithea.edu.au

Orientation Program

Your first week at ITHEA will be spent getting to know all about the Institute, its facilities, meeting coordinators and trainers, asking questions about your course and learning a little about Australia, how to settle in quickly and enjoy your time here.

It is important that you attend the Orientation program as many things are covered in this one short week.

- Welcome by the Registrar
- Required to update their personal details and other student information
- Informed of the requirements of ITHEA and DOHA
- Introduced to the classroom trainers and students
- Informed of attendance/course progress requirements
- Issued with a student card
- Assisted to finalise accommodation arrangements (if required)
- Assisted with banking details (if required)

Use of Personal Information

Personal information is collected solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered by the Victorian Government who is the registering authority. The information provided by the student to the provider may be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code.

It is a condition of your student visa to inform the ITHEA of any change to your address. International students **MUST** confirm and update your address details within **7 days of the change**. Please ensure if your personal details have changed that you also notify ITHEA by emailing alex.ioannidis@ithea.edu.au

ITHEA is required, under S19 of the ESOS Act 2000, to tell the Department about: changes to student's enrolment; and any breach by students of student visa conditions relating to attendance or satisfactory academic performance.

What Services are available to me @ ITHEA?

Administration

During Orientation the team @ ITHEA will inform you about all the institute's services and facilities.

If you are not sure about where to go or who to ask about anything, ask at the reception desk and the person there will help you.

Services at the ITHEA Reception

- First point of contact for students, administrative services and visitors
- Submit forms – Enrolment Variation, Request for Leave, Cancellation of Enrolment, Application for refund, Amendment to personal details, Student Complaint form
- Enquire about enrolments, student fees and the status of a student request form or an application that has been submitted.
- Receive support filling forms.
- Obtain a new or replacement Student Card.
- Enquire about other student support services including the Counselling Service.

- Handing brochures of relevant course requested on enquiry.
- Check if lost property has been handed in.

Student ID card

When you arrive at ITHEA you will receive a student ID card which can be used as identification if required.

Please note: Students must notify ITHEA within 24 hours if cards are lost or stolen. A fee of \$20.00 will be charged for replacement of lost or stolen cards.

Student Support Services

The Student Manager, the Training Manager, teaching staff and administrative staff of ITHEA are available to you to get help while living and studying in Australia.

They can provide general advice and assistance with matters such as:

- Studying and homework
- English language problems
- Adjusting to Australian culture
- Public Transport
- Accommodation, including your rights and responsibilities as a tenant
- Counselling and welfare services
- Information about future careers and pathways to further study
- Students requiring special or intensive assistance must contact the Managing Director who may refer them to external support services if required

Your Student File

Student files are stored in a secure, lockable area to prevent unauthorised access, destruction, alteration or removal. Student information is strictly confidential and all personal details should be handled with the utmost care. Each student has a right of access to their academic record. Refer to the Access to Student Record.

Complaints and Appeals Policy and Procedure

ITHEA has a Complaints and Appeals Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. A student may approach the Ombudsman for a review of a decision of ITHEA. More information about lodging a complaint is available at: Overseas Students Ombudsman: <https://www.ombudsman.gov.au/making-a-complaint/overseas-students>

The dispute resolution process does not remove the right for a student who is concerned about the conduct of ITHEA to take further action under Australia's Consumer Protection Laws.

Facilities

ITHEA provides:

- modern, air conditioned classrooms with a bright and pleasant atmosphere,
- comfortable furniture,
- up to date facilities, including data projector
- high speed Internet access

Students are required to bring their own laptop computers for use in classes. Students must follow the guidelines on ITHEA's Acceptable Use Policy.

General Information

Attendance Requirements

Students' attendance is closely monitored and **ALL** students are expected to attend 80% of their scheduled classes. For all English courses, if a students' attendance falls below 80%, ITHEA must report your non-attendance to the Department of Home Affairs and you may be asked to leave Australia therefore, students are required to attend all class sessions.

If you are ill, you are required to produce a medical certificate and hand it to you trainer. These requirements are in accordance with visa regulations. (see Appendix for more information).

Contact Details

The Institute will require your current contact details. If you have plans to change any contact details, you must inform ITHEA in writing within 7 days of your change of address. It is your responsibility to maintain current contact details with the Institute.

Dress requirements

All staff and students are required to dress in an appropriate manner. Clothing must be clean and well maintained. For Health and Safety reasons students must wear shoes at all times. Thongs are not permitted.

Mobile Phones

Mobile phones are to be turned off at all times in classrooms. Mobiles may be used in the common areas and during breaks.

Photocopying and Faxing

ITHEA provides these facilities for students at a cost of \$0.20 per page.

Valuables

Please be very careful with your possessions and do not leave items unattended.

- Keep your bags with you when moving from room to room, particularly during breaks.
- Please do not carry large amounts of cash. Always be careful with purses, wallets cash and credit cards. We recommend you get an Australian bank account, so that you can secure your money there.

ITHEA does not accept responsibility for any lost or stolen item.

Smoking

In Australia, smoking is not permitted in public places, including shopping centres, cinemas, restaurants and airports. ITHEA also has a non-smoking policy and smoking is prohibited anywhere in the building, including toilets.

Adjusting to life in Australia

Culture Shock

Moving to a new country and culture different from your own can be difficult. Although a change in culture is exciting, you may experience some "culture shock". The people, customs and language are unfamiliar and not always easy to understand and it is very common to feel homesick. Remember - it is only temporary!

What is Culture Shock?

It is a feeling of nervousness, fear, unhappiness or any unpleasantness that comes to us when we live in a culture very different from our own. It happens to everyone but in different ways. For most people, it is mild and doesn't last long. For some, it is stronger and makes them want to go straight home and miss the great opportunity to learn lots of new things about the world and develop as an individual.

Try to make friends in Australia and do as many 'new' activities as you can. Be positive about your new activities. Joining a local sports club or church group can help introduce you to people.

Trainers at ITHEA can help you deal with any problems you may experience. Drop in for a chat or make an appointment to speak to your Trainer, the Student Manager or the Student Counsellor if you do get sad or lonely.

Aussie language!

It may take a week or two to get used to the Australian pronunciation. Even those of you who have studied English for some years may think that Australian English is a completely new language. We tend to speak very quickly and run our words together.

Many Australians also use a lot of 'slang'. If you are not sure what something means, don't be afraid to ask. You will learn some interesting expressions! "Carn, give it a shot!" (Come on, have a go!)

Some common examples of Australian slang:

Aveagoodweegend	Have a good weekend	G'day	good day/Hello
Arvo	afternoon	Good on ya	well done
Aussie	Australian	Hang on	wait a moment
Barbie	barbecue/BBQ	I dunno	I don't know
Beaut	fantastic	Jumper	pullover/Sweater
Bikkie	biscuit/cookie	Lollies	sweets, candy
Bloke	guy/man	Mate	friend
Brekkie	breakfast	Na/Nuh/Nope	no
Bring a plate	bring a plate of food	No worries	no problem
Brunch	breakfast & lunch, around 11:00am	See ya	good bye
BYO	bring your own (drink)	She'll be right, mate	everything will be OK.
Cracked it	to get very upset	Spit the dummie	to get very upset
Dodgy	awkward, suspicious	Sunnies	sunglasses
Doona	bed quilt usually filled with feathers	Ta	thank you
Dunny	an outdoor toilet	Yeah/Yep	yes
Fair dinkum	really?	Ya reckon?	Do you think so?
		Footy	Australian Rules Football

Melbourne

Melbourne is the capital of Victoria and has a population of about 4 million. The city is situated on Port Phillip Bay on the south-eastern coast of Australia. Melbourne is a clean, safe city with lots of beautiful parks and gardens. It is a cosmopolitan, multicultural city - famous for its wide variety of restaurants, shopping centres, entertainment venues and sporting facilities. Melbourne has a low crime rate and has excellent emergency and hospital facilities making it a comfortable, easy city in which to live.

Places to visit in Melbourne

There are many exciting and interesting things to do while living in Melbourne. Worthwhile places to visit include:

Melbourne Zoo

Experience the wonders of wildlife at the award-winning Melbourne Zoo.

Melbourne Aquarium

Wiggle with an octopus and see sharks being fed at the Melbourne Aquarium.

Melbourne Museum:

Enjoy impressive and informative, world class exhibitions.

Southgate Arts and Leisure Precinct:

Southgate has been a popular meeting place for Melbournians since its opening in 1992. There are three levels of high quality shopping, bars and restaurants. During a stroll down the promenade you may also encounter some unique street performers. Bring your camera along too to get some great photos of the city skyline day or night.

City Circle Tram:

See central Melbourne aboard the free and convenient City Circle Tram. Get on and off the distinctive maroon trams at any of the marked tram stops around the CBD.

Further from Melbourne but still within a day's reach are:

Healesville Sanctuary: A unique Australian animal park offering a rare insight into Australia's unusual flora and fauna.

The Great Ocean Road: A magnificent 250 km drive along Victoria's south western coast offering spectacular ocean views and rugged coastline.

Sovereign Hill, Ballarat: Step back into time and discover where gold was found in Victoria. Visitors can experience life as it was in the 1850s during the Gold Rush.

Phillip Island: This beautiful island is well known for being the location of Australia's fairy penguins. If you would like more information about places to visit, Melbourne's Tourist Information Office is at Federation Square, opposite Flinders Street Station. It is open 7 days a week and you can find information about Melbourne and Victoria. You may also check the following websites:

- <http://www.visitvictoria.com>
- <http://www.visitmelbourne.com>

Things to do in Melbourne

Festivals

International Comedy festival
International Festival of the Arts
Chinese New Year Parade
Moomba Festival

International Sporting Events

Spring Racing Carnival & Melbourne Cup
Australian Open (Grand Slam Tennis)
Grand Prix Racing
World Series Test Cricket

Climate

Melbourne has a comfortable temperate climate with 4 seasons. Summer is generally hot and dry, and winter is cool with occasional rain. It is a good idea to bring a woollen jumper or windproof jacket for the winter months. In summer, light cotton clothing is best. Most students dress casually: T-shirts, jeans, sweaters, shorts, windcheaters and comfortable shoes.

Summer: (Dec, Jan & Feb) January and February are the hottest months. Daily maximum temperatures are between 25-30°C. On a hot day the temperature can be between 35-40°C.

Autumn: (Mar, Apr & May) Most days are pleasantly mild.

Winter: (June, July & Aug) Days can be cold and windy. Temperatures range between 10-15°C

Spring: (Sept, Oct & Nov) Days are slightly warmer. Temperatures range between 15-20°C

Public Holidays

There are several national and state public holidays. During these days government departments, banks, businesses and some leisure centres may not be open:

New Year's Day	1st January	Easter Monday	Different every year
Australia Day	26th January	Queen's Birthday	2nd Monday in June
Labour Day	2nd Monday in March	Melbourne Cup Day	1st Tuesday in November
Anzac Day	25 April	Christmas Day	25th December
Good Friday	Different every year	Boxing Day	26 December

Health and Welfare

Melbourne has a reputation as a safe city to live in. In 2000, it was recognised by the World Health Organisation as a Safe Community, one of only three capital cities worldwide to achieve such an honour.

We have provided some basic information about health and safety in Melbourne. For more information, speak to one of your advisors or see the City of Melbourne website.

Student Health

All International students must have health insurance before being issued with a visa. This cost is payable with your fees.

Counselling

Staff members at ITHEA are available to help you out with academic or personal problems. Professional counselling can be arranged if required.

Employment in Australia whilst studying

Visa regulations usually allow international students to work up to 20 hours per week however, students must ensure that work does not interfere with their study.

In September of 2022 the minister of Home Affairs announced an update to the regulations which states that International students can now work unlimited hours until June 2023.

Vaccinations

You don't need special vaccinations before coming to Melbourne, unless you have recently been in a yellow fever area such as South America or South Africa within the last six days.

Drinking Water

You can safely drink Melbourne tap water – it is one of the purest supplies in the world.

Skin Cancer

Australia has the world's highest death rate due to skin cancer, caused by exposure to the country's intense sunlight. Limit your exposure to the sun and protect your skin with broad-spectrum skin creams (SPF 30+). Most sunscreens also contain a moisturiser to protect your skin from dry weather.

Prescriptions

Australian pharmacies or chemists can only fill prescriptions prescribed by Australian doctors, so ensure you carry enough of your current medication for your trip, or visit a doctor in Melbourne to write you a new prescription. You will generally find a 24 hour medical clinic and chemist in or near to your suburb.

Feeling Unsafe

If at any stage you feel unsafe or in any danger it is best to speak to someone at ITHEA or go directly to the police. Their number in a case of an emergency is 000.

Embassies / Consulates in Melbourne

During your stay you may require support services from your national representatives in Australia. Find your country's Embassy, Consulate or Diplomatic Mission in Melbourne. (see Appendix)

Melbourne's Transport System

Public transport is fairly reliable and safe to use. Most stations and stops display the relevant timetable. Services are reduced on weekends and public holidays. The Melbourne transport system operates trains, buses and trams from the City centre to all Melbourne suburbs. It operates from 5.30am to 12.00 midnight every day. The free City Circle Trams circle the perimeter of the City centre and central business district every day except for Christmas Day and Good Friday. The transport system does not operate from Melbourne to the Airport. See the table below for the price of an adult ticket.

Melbourne's ticketing system is called **Myki**. Myki is operating on metropolitan trains and buses. Myki money or myki pass are valid for travel on all metropolitan trams, trains and buses. Tram travel within the CBD is free.

Before getting on public transport, ensure your ticket is validated with today's travel date. If unsure, ask someone and follow the example of a responsible commuter.

REMEMBER: BUY, VALIDATE, TRAVEL and there will be no problems. Heavy penalties are imposed if you are found travelling without a valid ticket. Always ensure you buy your ticket **before** you get on the train. It is not an excuse to say to ticket inspectors that the station was closed and you were unable to buy one or that the ticket vending machine was not operating.

International students are entitled to student concessions on public transport.

For further information on the Melbourne transport system or train, tram and bus timetables call 1800 800 007 or visit <http://www.ptv.vic.gov.au>

Timetables, maps and brochures are available on the PTV website.

Getting Around

There are a variety of transport options to help you get around.

Driving

Cars are the most common form of transport. In Australia, cars drive on the left-hand side of the road and seatbelts must be worn by **everyone** in the car. The driver must have either an Australian Driver's Licence or must bring an International Driving Permit from your country.

Drink-driving (driving when under the influence of alcohol) is strictly prohibited. Failure to obey drink driving laws may result in loss of licence and heavy fines. Drive safely!

Traffic in Melbourne is not as heavy as in your major cities back home. This is not an excuse to speed. Speeding incurs heavy fines and loss of licence. Always stick to the speed limit and keep your passengers safe. As a passenger, ask your driver to slow down if you feel uncomfortable.

Car insurance is essential if you are thinking of owning a car in Australia. A student who buys a car is very strongly advised to purchase third party and comprehensive insurance to cover you and other drivers in the event of an accident. We do not recommend that you consider buying a car if you are unable to meet these costs.

Buying a car

You can browse the classified ads to get an idea of car prices. If you choose to buy a car, ensure that it is sold with a current Roadworthy Certificate (RWC). You may also consider getting it checked out with a qualified mechanic.

Cycling

Keep fit, have fun, and cut your transport costs. Melbourne is great for cycling. Cyclists must obey the road rules. This includes wearing an approved helmet, having a warning device on the bike (e.g. a bell), and having reflectors and lights if you are riding at night or when visibility is low. For details, see the [VicRoads](http://www.vicroads.vic.gov.au/Safety-and-road-rules) website. <http://www.vicroads.vic.gov.au/Safety-and-road-rules>

Taxis

Public transport stops at midnight. So, if you're out late, you may need to get a taxi.

Melbourne's taxis are widely available across Melbourne. They often wait in taxi ranks that are clearly signposted at central locations like major hotels in the CBD, or busy spots such as Flinders Street Station. You can also hail a taxi in the street – if the rooftop light is illuminated, it means the taxi is available for hire – or book a taxi by telephone.

The major companies operating in Melbourne and Victoria are:

13 CABS (ph 132 227)

Black Cabs (ph 132 211)

Silver Top Taxis (ph 135 000)

UBER: Request, ride and pay via your mobile phone www.uber.com

Banking

Australia has many banks, building societies and credit unions. The larger banks include ANZ, Commonwealth Bank, National Australia Bank, St George and Westpac.

It is important to open a bank account as soon as possible. You will need your passport as proof of identification. (Take along either your Student ID card or Letter of Offer)

Banking hours are generally 9.00am to 4:00pm Monday to Thursday and 5:00pm on Friday. Some banks are even open on Saturday mornings with telephone banking and internet banking available 24 hours a day, 7 days a week. Your bank will let you know what services they provide and how to use your ATM card and PIN around Melbourne.

You may need to provide a Tax File Number (TFN) to avoid paying too much tax on the money in your account, and especially if you intend to work part-time after you start classes. You can apply for a TFN during Orientation on campus, or in person at a branch of the **Australian Tax Office**

Currency

Australia uses the decimal system of currency (100 cents = \$1.00.) Notes are in denominations of \$5, \$10, \$20, \$50 and \$100. Coins come in denominations of 5 cents, 10 cents, 20 cents, 50 cents, \$1 and \$2.

Receiving Money from Overseas:

Telegraphic Transfer (TT): Money sent by TT can take around 3 working days to be deposited into your Melbourne bank account. Your Melbourne bank may charge you a fee (around \$10), which will be paid out of the transferred funds. You may be charged a currency conversion fee.

Bank Draft or Bank Cheque: When you deposit an overseas bank draft into your account, it can take up to 30 days to clear. You may be charged a currency conversion fee.

Other ways to transfer money: There are organisations other than banks where you can send or receive money. For example, many Australia Post branches are agents for Western Union Money Transfer Services.

Shopping

Melbourne has long been recognised as Australia's shopping and fashion capital.

Shopping hours are usually 9.00 am to 5.30 pm Monday to Wednesday, and 9.00 am to 9.00 pm on Thursday and Friday. However, larger shopping centres are also open from 9.30 am to 5.00 pm on Saturdays and Sundays. Most large supermarkets open 24 hours a day, seven days a week.

The city is a great place to find bargains, with many trendy laneways and tree-lined streets filled with specialty shops and boutiques. All fashion tastes are catered for by major department stores, David Jones and Myer, both in the Bourke Street Mall and in suburban centres. Other popular shopping destinations include Chapel St, Chadstone, Knox, Westfield Doncaster and Northland.

It is not customary to bargain in Australia except in some markets and second-hand shops.

Food

Melbourne has a diverse selection of restaurants, offering a wide variety of international cuisines to suit every palate and budget!

In the heart of the city, you can explore Chinatown, which offers the finest of Asian cuisine and culture. Just around the corner on Lonsdale Street you can sample exquisite food in the Greek Precinct. Italian food is well represented in bustling Lygon St. Other popular cuisines include Vietnamese (Victoria St, Richmond), Japanese, Thai and Middle Eastern (Sydney Rd, Brunswick).

The city is also a great place for buying fresh food.

Queen Victoria Market is the largest open air market in the southern hemisphere. Other popular areas for buying fresh food include Preston Market and Box Hill Centro.

Communication

Telephones – Australia's country code is +61 and the area code for Victoria (and Melbourne) is **03**

Australia has many mobile phone and home phone service providers. They usually offer a range of phone plans with different fees depending on the kind of phone calls you make. Shop around to get the best deal.

Mobile Phones

Mobile phone service providers offer pre-paid accounts and/or periodical bills. You will normally pay a connection fee plus a rate per minute for phone calls and a flat rate for SMS. Shop around for a deal which suits the way you use your phone. If you want to bring your mobile phone from overseas to Australia, check if it is compatible with Australian networks first.

Home Phones

If you decide to have a telephone line in your home, you will normally pay a one-off connection fee and a monthly line rental fee. Local calls from residential telephones cost around 40 cents per call. Calls to mobile phones vary. For international calls you will normally pay a connection fee and a rate per minute. It may be

cheaper to use a pre-paid phone card to call mobiles, long distance, and/or overseas from your home phone. There are many different phone cards available, offering different rates for different countries. You can buy phone cards at convenience stores, some supermarkets and cafés, and online.

Payphones

Local calls from most payphones cost 50 cents. It may be cheaper to use a phone card for long-distance and international calls.

Telephone Directories

Melbourne has two main telephone directories: the **Yellow Pages** and the **White Pages**.

Yellow Pages is used if you are looking for a business by category and **White Pages** if you know the name of the business or if you are looking for a residential phone number or address.

Directory Assistance

These numbers are for directory assistance from your home phone or from a payphone.

Local and National: **1223**

International: **1225**

Email and Internet

The best and cheapest way to keep in touch with family and friends from your own country is via email. There are free and easy to use email services available e.g. Hotmail and Gmail. Internet cafés are easy to find. The cost is around \$5 per hour.

Postal Services

Australia Post manages postal services in Australia. Examples of postage prices:

Small letter within Australia: \$1.10

Translating and Interpreting Service (TIS)

Phone: 131 450 **TIS** offers a range of services including telephone interpreting. **TIS** is available 24 hours a day. Some services have to be arranged in advance.

Religion & places of worship

Australia is predominantly a Christian country, but you can also find Buddhist temples, Islamic mosques, Sikh temples, and many other places of worship.

ITHEA counsellors can help all international students, regardless of religious affiliation to find people of their own language group, locate a church with similar cultural background or provide general assistance in coping with Australia. Also, the **Melways** street directory provides a listing of places of worship in Melbourne.

The following is a short list of web sites of major religions in Australia which may be useful as a reference:

Christian:	
Greek Orthodox	http://greekorthodox.org.au
Anglican	http://melbourne.anglican.com.au
Catholic	http://melbourne.catholic.org.au
Presbyterian	http://www.pcvic.org.au
Buddhist	http://www.buddanet.net
Hindu	http://hinducouncil.com.au
Islamic	http://www.islam-australia.com.au
Sikh	http://gurudwara.net

Evacuation Plan City Campus Levels 11, 10 & 9

Please refer to Evacuation plan maps located on each floor

Evacuation procedures to be followed in the event of an emergency

In the event the FIRE ALARM rings:

- **The Evacuation Point is:** Corner of Hayward Lane and Little Lonsdale Street.

Staff member at front desk/reception

- Telephone Emergency Services
- Proceed to the evacuation area through the nearest safe fire exit.

Staff members in training rooms

- Inform students and supervise their evacuation in a quiet orderly fashion to safe collection area through the nearest safe fire exit closing all doors and windows (Refer to Floor Plan posted near each lift). (Door to right of Lifts ONLY)
- Assure that persons with mobility related needs have the information they need. The trainer should be familiar with the procedures for individuals with mobility related disabilities and be able to direct visitors with different needs.
- Staff must ensure they bring their attendance record.
- Trainer should report to Fire warden or other emergency personnel if someone from their class has not evacuated the building.

Staff in offices

- Check all staff and visitors are notified and proceed to evacuation area through the nearest safe fire exit located to the right of the lift doors.

Fire Wardens

- The Fire Wardens will conduct fire drill exercises periodically.
- When an alarm is raised, wardens should ensure that the building has been evacuated and that all attendance registers have been removed.
- Wardens should make their way to the evacuation area, which is located at the corner of Hayward Lane and Little Lonsdale Street.
- Check with staff to ensure that all everyone is accounted for.

All staff, students and visitors are required to report to this meeting point.

NO PERSON IS ALLOWED TO LEAVE THE EVACUATION AREA UNTIL FIRE WARDEN OR THE FIRE BRIGADE HAS GIVEN THEM CLEARANCE

Evacuation Procedures: Levels 11, 10 & 9, 168 Lonsdale Street, Melbourne

When Fire Alarm sounds:

- Collect all valuables (if they are with you) Do not return to collect belongings after leaving the building.
- Follow the instructions of Trainers and Emergency personnel.
- Evacuate from the nearest **SAFE** exit located to the right of the lift doors.
- Assist any person with a disability to leave the building, or to the nearest fire isolated or fire safe haven for multi-story buildings. Do not attempt to carry people downstairs.
- **DO NOT** use the lift.
- Walk quickly and calmly to the designated assembly area for your building or as advised by a Warden or Fire and Rescue Services personnel.
- **DO NOT** re-enter the building until the 'all clear' is given.
- Students must neither interfere with responding emergency services nor place themselves at risk of injury from the emergency.
- Fire Wardens are to check with staff to ensure that all everyone is accounted for.
- All staff, students and visitors are required to report to this meeting point.
- No person is allowed to leave the evacuation area until the Fire Warden or the Metropolitan Fire Brigade has given them clearance.

When an alarm is raised, wardens should ensure that the building has been evacuated and that all attendance registers have been removed.

Code of Practice

This Code of Practice requires ITHEA to implement policies and management practices that maintain high professional standards in the delivery of education and training services and which safeguard the educational interests and welfare of staff and students.

Administration and management

ITHEA Corporation will meet the following minimum administrative and management standards.

- Ensure a person or persons with relevant qualifications and experience will undertake responsibility for the management and coordination of training delivery, assessment, verification, staff selection and professional development of the Registered Training Organisation.
- Maintain adequate and appropriate insurance including public liability, and Work Cover.
- Advise the Registering Authority in writing within 10 working days of any change to the information contained in its Registration/Endorsement Application.
- Allow the Registering Authority or its agent's access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the Conditions of Registration/Endorsement.
- Pay the Registering Authority all registration fees within 30 days of these fees being due and payable to maintain currency of registration.
- Maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, grievances and the archiving of records.
- Treat all personal records of clients with the strictest confidentiality.
- Provide for staff and students to be able to access their own records.

Course delivery

ITHEA will:

- Provide an orientation program containing information about the course curriculum, program of study and availability of learning resources, prior to course commencement.
- Ensure that a current copy of the accredited course curriculum is available to staff and students.
- Ensure that training and assessment occur in accordance with the requirements of the accredited course.
- Ensure that National guidelines are followed when customising courses to meet the needs of particular clients.
- Obtain written permission from course copyright owners prior to course delivery to use and, if required, customise courses.
- Ensure that all courses in the Scope of Registration remain accredited.

Staff

Trainers and Assessors of ITHEA:

- Have the necessary training and assessment competencies determined by the National Skills Standards Council or its successors.
- must have the relevant vocational competencies at least to the level of those being delivered or assessed.
- can demonstrate current industry skills directly relevant to the particular courses or modules that they are involved in delivering.

Training environment

ITHEA will meet the following minimum training environment standards.

- Comply with all laws relevant to the operation of training premises including occupational health and safety, equal opportunity, anti-harassment, privacy and fire safety regulations.
- Ensure that training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.
- Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

Awards and Statements of Attainment

Awards and Statements of Attainment will be issued to students who satisfactorily complete courses or units within the Scope of Registration in the form of certificates containing the following information:

- Name and registered number of the provider as shown on the certificate of registration.
- Name of the person receiving the qualification.
- Name of the course or units as shown on the scope of registration.
- A certificate number
- The nationally recognised training logo
- The appropriate Australian Qualifications Framework Statement
- Identification of The Recognition Authority
- Date issued; and
- Authorised signatory of ITHEA
- Unique watermark/ seal

ITHEA will identify units of competency achieved on any certification issued in relation to courses based on national competency standards.

ITHEA will accept and mutually recognise the qualifications and Statements of Attainment awarded by any other registered training organisation.

Revocation of Qualification/Statement of Attainment

Revocation of an award occurs when the person on whom the Qualification or Statement of Attainment is conferred in error, issued inadvertently, or obtained in any unauthorised manner whatsoever.

When a Qualification or Statement of Attainment is in question, a committee, comprised of the Training Manager, Student Manager and the Course Leader, will conduct an investigation to determine the circumstances that surround the issuance of the Qualification or Statement of Attainment.

The committee will submit its findings and recommendations to the Managing Director, who will decide on the case at hand.

When the Managing Director decides to revoke the qualification or Statement of Attainment, the candidate concerned will be notified in writing that the award, Statement of Attainment or Result of Assessment will be cancelled within 21 days of receipt of the letter. The letter also contains the correct result or award documentation. The student is requested to return the incorrect award, Statement of Attainment or Result of Assessment to the institute.

The student may appeal the decision of the Managing Director in accordance with the ITHEA's Appeals Policy.

Marketing and recruitment

ITHEA will:

- Market courses within the Scope of Registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons are to be drawn with any other provider or course.
- Not state or imply that courses other than those within the Scope of Registration are recognised by the registering authority.
- Recruit students at all times in an ethical and responsible manner consistent with the requirements of courses.
- Ensure that application and selection processes are explicit and defensible, and equity and access principles are observed.

Student information

ITHEA will advise prospective students of:

- its Scope of Registration.
- application processes and selection criteria.
- fees and costs involved in undertaking training.
- fee refund policy (commercial providers only);
- qualifications to be issued on completion or partial completion of courses.
- competencies to be achieved during training.
- assessment procedures including recognition of prior learning.
- literacy and numeracy requirements.
- grievance procedure.
- staff responsibilities.
- facilities and equipment; and
- Student support services.

Access and Equity Operating Principles

ITHEA:

- Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Training services are delivered in a non-discriminatory, open and respectful manner.
- Staffs are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- Conduct client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Actively encourages the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
- Provides culturally inclusive language, literacy and numeracy advice and assistance that assist clients in meeting personal training goals.
- Is accountable for its performance in adhering to the principles of this policy and welcomes feedback as part of its quality improvement system.
- Staff and students are required to comply with access and equity requirements at all times.

If you have any suggestions as to how we can improve our performance with respect to access and equity, or if you would like further information on anything included in this policy, please contact the Training Manager.

Code of Conduct

Policy

All Students enrolled in courses or using the services of ITHEA are required to maintain appropriate standards of conduct at all times, whether attending an ITHEA campus or representing ITHEA in any capacity (such as a work placement).

Guidelines

Where behaviour is deemed to be improper or inappropriate as outlined below, ITHEA will take action in accordance with the Student Disciplinary Policy.

1.0 Improper or Inappropriate Behaviour

- 1.1. Improper or inappropriate behaviour includes but is not restricted to:
 - 1.1.1 Being on ITHEA or work placement provider premises and consuming or having consumed alcohol.
 - 1.1.2 Persistent disruptive behaviour.
 - 1.1.3 Verbally abusive or hostile behaviour affecting fellow students, employees or colleagues.
 - 1.1.4 Smoking or the use of prohibited or illegal substances at ITHEA classes or on ITHEA or work placement provider premises.
 - 1.1.5 Deliberate misuse of ITHEA or work placement provider equipment or materials.
 - 1.1.6 Wilful or malicious damage to ITHEA or work placement provider property or equipment.
 - 1.1.7 Arson of ITHEA property or work placement provider property.
 - 1.1.8 Behaviour of a discriminatory nature.
 - 1.1.9 Carrying, using or being in possession of a prescribed or regulated weapon or dangerous article on ITHEA or work placement provider premises.
 - 1.1.10 Physical assault on a member of general or teaching staff, other students, employees, colleagues or members of the public or behaviour which is perceived to be threatening.
 - 1.1.11 Theft from staff, fellow students, employees or colleagues at ITHEA or work placement provider.
 - 1.1.12 Slander or harassment (whether verbal, sexual or otherwise) of staff fellow students, employees or colleagues.
 - 1.1.13 Any student who has been found to willingly or accidentally activate fire or security alarms which result in the calling out of emergency services such as the fire department, police, ambulance or any other emergency service will be liable for whatever costs are incurred by their actions. Furthermore, students may be prosecuted under State or Federal laws in relation to their actions.
 - 1.1.14 Any student who has been found willingly overloading the lift resulting in its malfunctioning buildings will be liable to share the costs incurred in repairing and maintaining these.
- 1.2. Students not adhering to the Non-Smoking Policy with regards to refraining from smoking in ITHEA designated areas will be asked to comply or leave the premises or site.
- 1.3. Improper or inappropriate behaviour may result upon investigation in suspension of enrolment or payment of damages.

2.0 Student Classroom Behaviour

ITHEA requires behaviour in the classroom to be conducive to the most effective learning environment for the class participants' observation of consideration and respect for classmates and teachers is expected.

- 2.1. Students are required to be punctual at all times to ensure fellow classmates are not disadvantaged by lateness or early departure from timetabled classes.
 - 2.1.1. Students are required to attend all scheduled classes, with prescribed textbooks, correct uniforms and all necessary equipment to ensure they are able to meet course competencies.
 - 2.1.2. Any class session or activity missed, regardless of cause, reduces the opportunity of learning and may adversely affect a student's achievement in their enrolled course.
- 2.2. No food or beverages are to be consumed during class, except bottled water.
- 2.3. At the end of every class, the room is to be tidied up, chairs pushed in, and tables straightened.
- 2.4. The use of electronic equipment, such as mobile phones and I Pads, is not permitted in the classroom by students or staff when use is not related to classwork.
 - 2.4.1. A lap top computer is permissible provided it is relevant to the class.
 - 2.4.2. The use of a dictionary by students in class is permitted.
- 2.5. Students are expected to use appropriate language at all times.
 - 2.5.1. Students are expected to speak English in the classroom in accordance with local etiquette.

3.0 Serious Misconduct

- 3.1. Serious misconduct is deemed to be behaviour that is illegal, willful or premeditated. This behaviour can result in immediate suspension pending investigation and may lead to expulsion.
- 3.2. Misconduct of a criminal nature will be reported to the appropriate authority.

4.0 Student Conduct

- 4.1 The Code of Conduct requires the following rights to be respected and adhered to at all times.
- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status.
 - The right to be free from all forms of intimidation.
 - The right to work in a safe, clean, orderly and cooperative environment.
 - The right to have personal property (including computer files and student work) and ITHEA property protected from damage or other misuse.
 - The right to have any disputes settled in a fair and rational manner (this is accomplished by the Complaints and Appeals Procedure)
 - The right to work and learn in a supportive environment without interference from others.
 - The right to express and share ideas and to ask questions.
 - The right to be treated with politeness and courteously at all times.

Students are given the capacity and right to learn with equal opportunity to develop their maximum potential.

Student Discipline Procedure

ITHEA actively promotes an environment in which students develop a positive and responsible attitude to the work environment, clients and colleagues. As part of this the Institute supports a system of informed consequence for actions.

To ensure the proper management of disciplinary issues the following disciplinary procedure should be used. The procedure is designed to ensure fairness and objectivity and its principal purpose is not intended as a form of punishment but as a means of providing students with the opportunity to correct or modify their behaviour through fair and objective means.

Procedure

In the case when student behaviour conflicts with **Code of Conduct**, disciplinary action will need to be taken and the following will apply in a private and confidential manner.

- 1.0 In the first instance the Trainer concerned, issues the student with an official warning about their behaviour by filling out the **Student Communication Form**, one copy of this warning goes to the student and another copy must be filed in the student's file.
- 2.0 In the second instance of unacceptable behaviour the Trainer is to arrange a meeting with the Course Leader.
 - 2.1. The details of all disciplinary interviews and warnings will be recorded using the **Student Communication Form** and a copy filed in the student's file. The Course Leader must inform the student of the possible ramifications.
 - 2.2. A note should be placed on VETTRAK to identify that a disciplinary interview has taken place and that details are located on the student's file.
- 3.0 Persistent disciplinary problems are to be dealt with by the Student Manager in liaison with all parties, including the Course Leader and the Trainer. In the third instance the Student Manager is to decide whether the student's behaviour constitutes their suspension or expulsion from ITHEA.
 - 3.1. The details of all disciplinary interviews and warnings will be recorded using the **Student Communication Form** and a copy filed in the student's file.
 - 3.2. A note should be placed on VETTRAK to identify that a disciplinary interview has taken place and that details are located on the student's file.
- 4.0 Any variation in the student's enrolment must be reported to the Department of Education and Training (DET), as outlined in **Deferral, Suspension & Cancellation policy**.
- 5.0 In cases of serious misconduct the Student Manager will make an immediate decision on suspension or cancellation of enrolment as outlined in Policy and Procedures.
- 6.0 In cases where suspension or cancellation of the student's enrolment is initiated by ITHEA, students will be notified and given 20 working days to access ITHEA's internal **Complaints and Appeals Procedure**.

Course delivery information

Trainer led classroom delivery, workshops, seminars, tutorials and supervised study. Integrated delivery of some units will occur. Online learning is available for specific courses.

Assessment

Assessment is the process of collecting evidence and making judgments on the extent and nature of performance and other requirements, as described in a set of standards, or learning outcomes, resulting in a judgment of whether or not competency has been demonstrated.

Effective and objective assessment is of vital importance to the successful implementation of competency standards in the workplace and in education. This is the judgment of performance and knowledge against the relevant industry competency standards.

Assessment is carried out by the comparison of a student's evidence of skills and knowledge, against the requirements of the Standards.

In general terms, assessment during training will involve observation of performance in class or online, including:

- Case studies
- Projects
- Assignments
- Presentations
- Role plays
- Written tests
- Integrated assessment of some units may occur
- Students will be given an opportunity for three resubmissions for any competencies not achieved on the first attempt

Reasonable adjustment/ Special learning needs

One fundamental principle of an assessment system is that each student must have access to fair and open assessment. Students with special needs should be offered the same opportunities as any other student.

As special needs extend to more than identify physical or learning difficulties, an assessor will also need to consider the best approach when dealing with students with needs such as low literacy, lack of confidence or Non - English speaking background.

An assessor must take special needs into consideration from the planning stage onwards and adopt particular assessment methods as appropriate. Depending on any specification given in the standards, the assessor may be able to accept alternative evidence from a student with special needs.

Evidence collection can be adjusted to suit individual student needs if required. Reasonable adjustments may include the use of adaptive technology, educational support and alternative methods of assessment such as oral assessment. The learning need that forms the basis of any adjustment to the training program will be identified and appropriate strategies will be agreed with the student. Any adjustments will be recorded in the student file and will not compromise the competency standard.

If there is uncertainty, the assessor should call on other assessors or the Training Manager for assistance and guidance, as required. In such a case, the situation must be fully documented, with appropriate feedback being provided to the student at all stages.

Assessment Requirements

Attendance

All scheduled classes, excursions and placement/workplace learning arrangements must be attended. Supervised work placement comprises a compulsory element of attendance records and attendance should be recorded accordingly. If students miss classes or do not attend organised work placements and are unable to show that there are extenuating circumstances for the absence may be required to submit additional work or to meet other conditions that are considered to be warranted.

Assessment Results

All results should be recorded as **Competent (C)/Satisfactory (S)** or **Not Yet Competent (NYC)/Not Satisfactory (NS)**. To be deemed competent, the student must satisfactorily complete all assigned work. A duplicate copy of work submitted, must be kept by the student. Students are required to save work or submit assessments on a regular basis as evidence of participation.

Extension of course completion date

If you are having trouble with your studies because of personal problems, we may be able to help you. We can organise for you to have more time. You can apply for an **Extension to complete the course**.

Please remember that you need a suitable reason to get an Extension.

Suitable reasons for extension might be:

- a. You were or are very sick (you will need a medical certificate).
- b. A relative or friend was or is very sick (you may need a medical certificate for the person, and the Trainer/Assessor may ask for evidence of your relationship with the person).
- c. A relative or friend has died recently (you may need to provide a death certificate, and the Trainer/Assessor may ask for evidence of your relationship with the person).
- d. Personal problems that are causing you emotional distress (you may need to provide written proof of this distress, either from the Student Manager or another professional counsellor). The specific reasons for the emotional distress do not necessarily have to be on this written document, give privacy issues. If they are, however, the Trainer/Assessor will take all steps to provide confidentiality for the student's situation.
- e. Any other extenuating circumstances that your Trainer/Assessor believes are valid (you will need to provide all document/s your Trainer asks for).

If you need to apply for an Extension of Time, here is the process you need to follow:

- Contact your Trainer/Assessor and provide all the documentation you think you will need and fill out the **Application for Extension to Complete Course**.
- Students seeking an extension for course completion, must submit an application form to the Trainer/Assessor to be approved by the Student Manager.
 - Students seeking an extension of more than one month (course completion) in duration must provide appropriate supporting documentation, including evidence of the circumstances and an explanation of the impact of the circumstances on the student's ability to complete the assessment task/course
- Submission of an application for extension does not mean automatic approval
- 'Having work in another subject' or 'Had no time because I was working' will not be accepted as valid reasons for late submissions. Also, excuses involving computers or printers will not be accepted as valid reasons.

Feedback

Feedback is one of the most important aspects of the learning process and serves the important function of enabling students to make timely and informed judgments about their performance so that subsequent assessment can be undertaken with improved likelihood of success.

Feedback is provided in a variety of ways, including:

- a. model answers to questions
- b. verbal comments from trainers, both individually and to the whole class
- c. verbal comments on presentations and participation in class discussions
- d. preliminary assessment task advice
- e. face-to-face assessment task discussion, individually, and in groups
- f. written feedback comments regarding drafts and assessment tasks

Feedback on assessment tasks will normally be provided within ten working days, but no longer than **15 working days** following the deadline for submission of the assessment task.

Where students are undertaking placements, it is expected that they will be provided with regular and constructive feedback about their performance, either by the Course Leader, the placement officer and/or the supervising professional in the workplace.

Where students are assessed as not competent they will be provided with additional feedback on their assessment outcome to assist in achieving the required performance standard on reassessment.

Assessment task cover sheets (ELICOS Only)

When students submit an assessment task, they are required to include a signed and completed cover sheet. In the case of group assessment tasks, each member of the group is required to sign the cover sheet, and each student will receive written feedback on their group assessment task.

Recording of results (ELICOS Only)

Assessors should give clear advice to students as to how the unit(s) will be assessed.

Each student should have the following records kept in their file:

Assessment Tasks with Assessment Cover sheets.

This cover sheet should include but is not limited to:

- Student details
- Course code and title
- Assessment title and description (if applicable)
- Date
- Assessor name
- Elements and relevant performance criteria (if applicable)
- Assessment Result: recorded as **C** or **NYC/ N** or **NS**
- Feedback/comments section
- Student declaration regarding plagiarism
- Signatures of both student and assessor

Resubmission

Resubmission is where a student is permitted to make minor corrections/modifications amendments to an assessment task which has been deemed **NYC/NS**. The assessment is then re-submitted to the original assessor within a specified timeframe. After the third resubmission, if the student is still assessed as **NYC/NS** for that assessment, the student will receive a fail for that unit. If the trainer/assessor questions any submitted work as wholly or partially plagiarised or copied, an **NYC/NS** result will be submitted (refer to **Plagiarism Policy**).

Reassessment

Students who are dissatisfied with their assessment outcome may apply for reassessment by contacting their Course Coordinator or Trainer/Assessor. The Course Leader/ Trainer/Assessor will decide which of the following outcomes is the most appropriate and will notify the student in writing within five working days:

- a. arrange for a second assessor to re-mark the assessment
- b. deny the request

Reassessment is where an assessment task is marked again by a second assessor, without any further work by the student. The second assessor is not provided with details of the student's original mark. The same range of marks which were used on the original assessment must be available for re-marking. The second mark stands, whether it is higher or lower. No further re-marking will be permitted. A re-marked assessment task cannot be re-submitted.

A student who is not satisfied with the outcome of resubmission or reassessment may appeal in writing to the Managing Director within five (5) working days of the notification of the resubmission or reassessment result.

The decision of the Managing Director is final and the student is notified within ten working days of the receipt of the written appeal.

A student who has followed this process and still is dissatisfied may take the matter further (refer Student Complaint and Appeal Policy)

Access to Student Records

Current and former students of ITHEA have access to their own records on request. **Academic Files** for currently enrolled students are maintained at the **Training Staff Office** while **Administration files** for current enrolled students are maintained at **Administration**. All requests from an individual student to view their student file should be referred to the respective trainer who will make appropriate arrangements for supervised access. If a student wishes to amend their student administration file, they should contact the Compliance Manager. Due consideration will be given to any request to amend personal information held on file. A request to correct personal information may be satisfied by the individual providing an additional record rather than making alterations or deletions to the original record.

ITHEA provides students with accurate and up to date information about the status and outcomes of the courses in which they are enrolled.

Removal of hard copies of student files from the Training Office and Administration may not occur.

Information about a student is not disclosed to a third party without the consent of the student, unless required or permitted by law. Persons outside of ITHEA do not have access to the records of individual students unless students give written permission for the release of specific records, or unless the knowledge of such information is required to be provided to funding, immigration, accreditation or other agencies which are legally entitled to such information. Information required by other education institutions for the purposes of confirming qualifications of a current or former student of ITHEA, such as confirmation of units of study completed, participation in officially recognised activities, and scholarships received by students, will not be released by ITHEA unless accompanied by written authorisation of the student.

All requests for archived student files must be authorised by the Compliance Manager. A form has been designed to assist this process. This will enable the location of files to be monitored and minimize the number of missing files.

Student Survey

ITHEA uses surveys to enable students to give feedback on training delivery including their perceptions of teaching, their learning experience, their overall course experience, and their whole experience at ITHEA.

ITHEA undertakes regular student survey twice a year during the months of May and November.

The survey data are collected and analysed to ensure that ITHEA can make informed decisions that positively affect the learner's outcome. Students and staff will be provided with the results from student feedback along with plans for improvement.

Plagiarism & Cheating

What is Plagiarism?

Plagiarism happens when a student copies or reproduces someone else's work or ideas without acknowledging its original source. This includes but is not limited to, copying information from books, the Internet and fellow students. This is called **Plagiarism**.

In some cultures, using information from other sources is considered to be okay. In Australia, if the other source is not cited this is considered inappropriate. This is why it is looked on in an unacceptable way.

ITHEA treats plagiarism as cheating. The use of another person's work as though it were one's own, intending to gain an unfair advantage, is **Cheating**. Students who provide their work for others to copy are also subject to the same penalties as those who copy.

Cheating and plagiarism are serious offences and will be treated severely. ITHEA imposes strong penalties on students who cheat and plagiarise.

How do you avoid Plagiarising?

To avoid Plagiarising, it is very important to **acknowledge all sources** in all assignments submitted for marking. This means you must say where you found your information. Acknowledgement may be in the form of footnotes, endnotes or any other textual references. A reference list must be included at the end of an assignment if any acknowledgements have been made within the assignment, including sources that have been referred to but not cited within the assignment.

The words of another writer must be placed in quotation marks/inverted commas. These words must be followed by the author's name, the source (book, website etc.) and page number of the source. The author's complete details should also be included in the reference list at the end of the assignment.

It is also a serious offence to help another student to plagiarise written work. This includes lending another student work that you have completed so that it can be copied and submitted as the other student's own work. ITHEA treats these instances as seriously as plagiarism and will impose severe penalties on students found to be assisting other students to cheat and plagiarise.

The use of **Artificial Intelligence** or **AI** to dishonestly complete assessments or assigned work while pretending that the work is their own is also considered as cheating or plagiarism. This means that using computer programs such as ChatGPT or other programs like it, is not recommended as this is not considered a student's own work and does not ensure understanding of the topic. Nor does it demonstrate the scope of a student's abilities. If a student has used such programs, they should cite these programs as per regular conventions to cite outside sources.

Penalties for Plagiarism

Penalties for plagiarism are severe.

If a trainer/assessor suspects a student is doing any of these things, they will investigate and provide evidence of the plagiarism/cheating.

The trainer/assessor will report the suspicion to the Training/Student Manager, who will discuss the evidence with the trainer/assessor.

If the case is proven, the student will receive an **Automatic Failure** for that assignment or assessment. They will receive 0% (Not Yet Competent) and will have to resubmit that assessment. The Assessor/Course Leader may change the assessment to protect its integrity. Resubmission is only possible where the assessment will be completed before the relevant unit ends. If on the second attempt of the assignment or assessment, the student is still caught plagiarising, the student gets an **Automatic Failure** for that **unit/module**. You may appeal, using the **Automatic Failure Appeal Form** if you feel you have been accused wrongly.

Where a student is detected in repeated plagiarism (i.e. in more than one unit or on more than two occasions) the case will be brought to the Training/Student Manager who may recommend any of a range of penalties, including failure in the unit and/or exclusion from the college. Such severe recommendations however will be referred to the Managing Director for a final determination. Students will be given an opportunity to put their case at every level in accordance with the Appeals policy.

Vocational Course Progress and Intervention Strategies

1.0 Purpose

Standard 8 of the National Code 2018, requires providers to be systematic in monitoring course progress and be proactive in contacting and counselling students who are at risk of failing to meet course requirements. Students are to be reported according to section 19(2) of the ESOS Act.

2.0 Responsibility

2.1 The Managing Director is responsible for implementation of this procedure and ensuring that staff and students are made aware of its application.

3.0 Requirements

ITHEA has implemented the **DEEWR-DIAC Course Progress Policy and Procedures for CRICOS Providers of VET Courses for all its vocational courses.**

Vocational education and training conducted at ITHEA (Institute of Tertiary and Higher Education Australia) is competency-based. ITHEA ensures that students are assessed to achieve the level of understanding, knowledge and skill expected by industry. ITHEA also encourages students to build on their competencies as they progress through their courses.

In line with DEEWR-DIAC Course Progress Policy and Procedures for CRICOS Providers of VET Courses (Standard 8), ITHEA systematically monitors course progress and implements appropriate intervention strategies when students are at risk of not making satisfactory course progress.

Where unsatisfactory course progress continues for a period of two consecutive study periods, the student will be reported to the Secretary of the Department of Education and Training, (DET) via PRISMS (section 19 of the ESOS Act) and their CoE will be cancelled, which may also result in their student visa being cancelled.

4.0 Definitions

- 4.1 **DET** is the Department of Education and Training.
- 4.2 **DOHA** is the Department of Home Affairs
- 4.3 A **study period** is defined as 10 study weeks or ONE term.
- 4.4 **Course progress** is defined as the measure of advancement within a course towards the completion of that course demonstrated through competency-based training and assessment.
- 4.5 **Satisfactory Course Progress** is defined as when a student achieves a competent result in all assessments for all units of competency undertaken in a given study period and is on track to successfully complete their program within the expected duration of study.
- 4.6 **Unsatisfactory course progress** is defined as **not** successfully completing or demonstrating competency in at least 50 % of the course requirements in **two** consecutive study periods.
- 4.7 **Monitoring** refers to the active checking of course progress.
- 4.8 A student **at risk** is one who has been assessed as NYC in one or more of their units attempted in a study period and their attendance is inconsistent, erratic or random or deemed insufficient for achieving satisfactory academic progress by the Trainer.
- 4.9 **Intervention Strategy** is an individual plan to provide support and/or assistance to a student identified as 'at risk' of not achieving satisfactory course progress.

5.0 Method

5.1 Advice to students

At the orientation session students will be advised of the meaning and requirements for academic performance and of the requirement to complete the course by the scheduled end date of the course.

5.2 Early detection of, and intervention in, lack of satisfactory academic performance

As ITHEA is committed to ensuring that all students have satisfactory learning experiences, at ITHEA early identification of issues affecting student progress and performance is a priority.

- 5.2.1 Consequently whenever a student, undertaking the **first study period**, fails to achieve a satisfactory result in consecutive assessments that form part of any unit of competency or fails to achieve competency in a unit that would normally be completed prior to the end of the study period, that student is identified as '**at risk**'. Trainers/Assessors will notify the course coordinator (or Student Manager if no coordinator) using the **Monitoring of Course Progress Checklist and Reporting Form**.
- 5.2.2 On receiving notification from the trainers/assessors the course leader/Student Manager will arrange for a meeting with the student involving the Student Manager, coordinator/trainers/assessors and student to discuss academic performance.
- 5.2.3 The purpose of this meeting is to determine the reasons for this lack of satisfactory academic performance of a student who is yet to complete the first study period of the qualification and to develop strategies involving student support and student action to assist the student to gain the necessary competence in a time frame that enables the student to complete the course within the expected course duration. Records will be kept using the **Student Communication Form** and the **General Intervention Record**.
- 5.2.4 Outcomes, actions and agreements of that meeting signed by both the Student Manager and the student will be given to the student and a copy kept on the students file.

5.3 Review of academic performance at end of study period

- 5.3.1 At the end of a study period the Course Leader will review the academic performance of ALL students. The progress of each student shall be monitored using the **Monitoring of Course Progress Checklist and Reporting Form**. This will be done by examining the students allocated study program and by examining

the academic results provided by trainers and assessors for the units of competency, comprising the study program, undertaken during the study period.

5.3.2 If as result of the review it is identified that.

5.3.2.1 a student has failed to/yet to achieve competence in any units of competence undertaken in that study period the leader will notify the Student Manager who will contact the student through personal contact, telephone and/or email and/or SMS or, at last resort, registered mail to arrange for a meeting with the student involving the Student Manager, Leader / Trainers/Assessors and the student to discuss academic performance.

5.3.2.2 The purpose of the meeting is to determine the reasons for this lack of satisfactory academic performance and to develop and implement intervention strategies involving student support and student action to assist the student to gain the necessary competence in a time frame that enables completion of the course within the expected course duration. Records will be kept using the **Student Communication Form** and the **General Intervention Record**.

5.3.2.3 **First Notification:** If a student's course progress is not satisfactory after being identified as 'as risk' and having implemented intervention strategies, then a first warning letter for unsatisfactory course progress will be sent and another meeting organised.

5.3.2.4 Outcomes, actions and agreements of that meeting signed by the Student Manager, the leader and the student and the student will be given a copy and a copy kept on the students file.

5.3.3 Intervention strategies may include: ITHEA

- Advising the student on the suitability of the course enrolled in
- Arranging extra learning support or tutorials
- Arranging counselling for assistance with personal issues
- Providing advice regarding study habits (i.e. maintaining required class attendance)
- Providing opportunities for students to be reassessed or to repeat subjects
- Arranging to vary or reduce the enrolment load for the following semester
- Providing advice re-course suitability (i.e. Literacy, Language and Numeracy)
- Allocating a new individualised study program for the following study period. *Such an individualised study program may include repeat units in addition to the normal study program (As specified in the Delivery and Assessment strategy) or in place of units specified in the normal program.*

The student

- Undertaking re assessment in each of the failed units
- Undertaking a period of study during the scheduled break between study periods
- Repeating failed units during the next study period by:
 - Attending additional classes
 - Undertaking a self paced/on line programs
- Being required to undertake additional English language classes prior to re assessment
- Producing evidence of competence gained in the workplace.

5.3.4 In most cases the agreed actions, may require the student to pay an additional fee for additional tuition or assessment services.

- Tuition @ \$12 per class hour **OR**
- Assessment @ \$200 per unit

5.3.5 Students who fail to achieve competence in a majority of units of competence undertaken during this study period will be advised that this lack of satisfactory academic performance in two consecutive study periods could lead to the student being reported to DOHA and cancellation of his or her visa, depending on the outcome of any appeals process. These students will be classified as being "At Risk" and recorded on file.

5.4 Monitoring of students with a lack of satisfactory academic performance during a consecutive study period.

5.4.1 The academic performance of ALL students classified as being "At Risk" or who are undertaking repeat units of competency in any study period as a result intervention strategies put in place in the previous study period will be monitored in an ongoing way.

5.4.2 Any assessment undertaken by the student in any unit of competency undertaken in the study period that achieves other than a competent result will be recorded and may require the student to immediately discuss their academic performance with the trainers/assessors and the leader.

5.4.3 All results of these students will be reviewed at the mid-point of the study period by the Course Leader. This will be done by examining the students allocated study program and by examining the academic results provided by trainers and assessors for the units of competency, comprising the study program, undertaken during the study period.

5.4.4 Students who, at this mid-point, are displaying a lack of satisfactory academic performance in their new units or in units being repeated will be contacted by the Student Manager to attend a meeting with the leader and/or trainers/assessors to discuss their academic progress. Contact will be through personal contact, telephone and/or email and/or SMS or, at last resort, registered mail.

Second Notification: If a student's course progress is not satisfactory after being identified as 'as risk' and having implemented intervention strategies, then a second warning letter for unsatisfactory course progress will be sent and another meeting organised.

- 5.4.5 The purpose of this meeting will be to determine the reasons for the ongoing lack of satisfactory performance and to develop strategies involving student support and student action to assist the student to gain competence by the end of the study period.
- 5.4.6 Outcomes, actions and agreements of that meeting signed by both the leader and Student Manager and the student. A copy will be given to the student and a copy kept on the students file.

5.5 Review of academic performance at end of a consecutive study period.

- 5.5.1 At the end of the study period the course leader will particularly review the academic performance of any student "At Risk"
- 5.5.2 If as result of the review it is identified that;
 - 5.5.2.1 A student has failed to/yet to achieve competence in a majority of the units of competence undertaken in the current study period the leader will notify the Student Manager who will notify the student in writing of its **intention to report** the student to DET- DOHA for not achieving satisfactory course progress. This written notice will be sent by registered mail.
 - 5.5.2.2 The written notice will inform the student that he or she is able to access ITHEA 's complaints and appeals process as per ESOS Standard 10 (Complaints and appeals) and that the student has 20 working days in which to do so. A copy of this letter is retained within the student's file.
 - 5.5.2.3 If the student chooses not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting ITHEA, the Student Manager will notify the Registrar who will notify the Secretary of DET through PRISMS of the student not achieving satisfactory course progress as soon as practicable.
 - 5.5.2.4 Similarly if a result of the review a student's academic performance shows a lack of satisfactory performance in less than 50% of scheduled units the normal interview and intervention strategy approach indicated earlier in this policy and procedure will prevail.
 - 5.5.2.5 Copies of all outcomes and notifications related the appeal processes are kept on the student's file in accordance with ITHEA's complaints and appeals policy and procedure.

5.6 Review of the impact of intervention strategies on course duration

- 5.6.1 At all stages of this review and monitoring process the impact of any decision relating to implementation of intervention strategies on the expected course duration for a student will be examined and any likely or possible variation in course duration will be noted on the student's file. Reporting' the student (issuing a new CoE) will occur when the ITHEA knows the student cannot reasonably complete his or her course, as specified in the delivery and assessment strategy, within the expected duration as specified on the student's CoE. However, ITHEA will only issue a new CoE when they can accurately predict how long an extension of duration of study the student will require. See **Completion within expected duration Policy and Procedure**.

Completion within Expected Duration Policy and Procedure

1.0 Purpose

The purpose of this policy is to monitor the workload of International students to ensure they complete the course within the duration specified in their CoE and not to exceed the allowable portion of online or distance learning. ITHEA will only enable students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances. The policy and procedure applies to all international students enrolled at ITHEA.

2.0 Responsibility

- 2.1 The Student Manager is responsible for implementation of this procedure and ensuring that staff and students are made aware of its application.

3.0 Requirements

- 3.1 To ensure students complete their course according to the length of their CoE, ITHEA enrolls all students in compulsory study periods of 10 weeks (one term) and does not offer non-compulsory study periods or distance (including online) learning.
- 3.2 ITHEA monitors each student's progress to ensure that at all times they are in a position to complete their course within the expected duration as specified in their CoE
- 3.3 ITHEA monitors enrolment load and progress at the end of every study period and monitors students during the term ensuring they are passing their individual assessments enabling them to maintain satisfactory course progress
- 3.4 ITHEA will only extend the duration of a student's study where it is clear that the student will not complete the course within the expected duration, as specified on the CoE as a result of:
 - 3.4.1 Compassionate or compelling circumstances (for example, illness where a medical certificate states that the student was unable to attend classes or where ITHEA was unable to offer a pre-requisite unit)
 - 3.4.2 ITHEA implementing its intervention strategy for students who are at risk of not meeting satisfactory course progress,
 - 3.4.3 An approved deferment or suspension of study that has been granted under Standard 8
- 3.5 Where there is a variation in the student's enrolment load which may affect the student's expected duration of study, this variation is recorded in the student's file with the reasons and via PRISMS and issue a new CoE if necessary

4.0 Definitions

- 4.1 A student **at risk** is one who has been assessed as NYC in one or more of their units attempted in a study period and their attendance is inconsistent, erratic or random or deemed insufficient for achieving satisfactory academic progress by the Trainer.
- 4.2 **Intervention Strategy** is an individual plan to provide support and/or assistance to a student identified as 'at risk' of not achieving satisfactory course progress.
- 4.3 A **study period** is defined as 10 study weeks or ONE term.
- 4.4 **Satisfactory Course Progress** is defined as when a student achieves a competent result in all assessments for all units of competency undertaken in a given study period and is on track to successfully complete their program within the expected duration of study.
- 4.5 **Unsatisfactory course progress** is defined as **not** successfully completing or demonstrating competency in at least 50 % of the course requirements in **two** consecutive study periods.
- 4.6 **Monitoring** refers to the active checking of course progress.
- 4.7 For the purposes of Standard 8, the **expected duration** of a course is the duration of course as registered on CRICOS.
- 4.8 **Compassionate or compelling circumstances** are generally circumstances beyond the control of the student and which have an impact on the student's course progress or well being. These could include but are not limited to:
 - Serious illness or injury, where a medical certificate states that the student was unable to attend classes,
 - Unexpected illness or death (bereavement) of close family members such as parents or grandparents,
 - Student being caught in a major political upheaval or natural disaster in their home country or, if in Australia, requiring emergency travel for such reasons and this has impacted on the student's studies,
 - The student is involved in custody proceedings for their child
 - The student is involved in legal proceedings where timing is beyond the student's control,
 - The student or accompanying family member has an acute medical condition requiring treatment

- A traumatic experience which could include involvement in or witnessing a serious accident and witnessing or being the victim of a serious crime and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- Or where the registered provider was 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 above are only some examples of what may be considered compassionate and compelling circumstances. ITHEA will use their professional judgement and will assess the documentary evidence provided by the student to support the claim on a case by case basis. ITHEA will keep copies of these documents in the student's academic file

For the purpose of Standard 8, the following *additional situation* would be considered 'compelling circumstances' and could support the granting of an extension of the duration of a student's study,

- If the student had failed occasional units throughout the course but had not done so poorly as to be picked up by ITHEA's intervention strategy for course progress. In this case, ITHEA will document the findings of the monitoring process and the decision to extend the student's duration of study in order to complete the course.

5.0 **Method**

- 6.1 Students are monitored throughout the term and also at the end of their term as per the Course Progress and Intervention Strategy.
- 6.2 As soon as a student receives an NYC/NYS for an assessment, the trainer advises the Course Leader and a meeting with the student, trainer and Leader is arranged as soon as possible
- 6.3 The meeting with the Leader will involve identifying why the student failed and putting in place a strategy to address the student's needs and assisting them in being able to achieve competency within the duration of their CoE
- 6.4 Through identifying issues at the assessment level, intervention strategies are put in place to ensure the students can complete their course within the duration of the CoE
- 6.5 Some possible interventions which may be utilised to assist students are:
 - 6.5.1 The option of undertaking a combination of classes and field placement, in order to catch-up with the units or with the field placement.
 - 6.5.2 English language support for oral and written comprehension or
 - 6.5.3 Assistance with academic skills such as essay & report writing, meeting assessment requirements and research skills
 - 6.5.4 Counselling with the Student Manager/Student Counsellor if compassionate circumstances are identified and students are having personal difficulties that may be affecting their progress
 - 6.5.4 A resubmission of the work after further clarification on the requirements is provided to the student or addressing the problems the student had with the assessment item
- 6.6 If after intervention strategies are put into place and the student still receives an NYC/NYS for 50% or more units in a term, then the Course Progress and Intervention Strategy Policy takes effect, resulting in further intervention strategies for the student. (Refer to the Course Progress and Intervention Strategy Policy in the Student Handbook and Orientation Guide)
- 6.7 ITHEA considers a student to be at risk of not completing the course within the expected period, if at the end of term the student has to repeat two or more units.
- 6.7 Issuing a new CoE should occur when ITHEA decides that the student cannot reasonably complete his or her course within the expected duration as specified on the student's CoE and there have been grounds identified in 3.4 above. This would normally be done as part of the academic review process conducted at the end of a students' penultimate, study period. In simple terms the course leader and the Student Manager, decide in conjunction with the student whether it is possible, for the student to successfully complete all the remaining units necessary for the award of the qualification within the period of a study period. Using the allocated hours identified in the delivery and assessment plan they identify the expected extra time required for the student to fully complete the requirements of the qualification.
- 6.0 On determination of the additional time and agreement with the student the Student Manager will formally advise the Managing Director in writing that a new CoE should be issued to extend the duration of the student's study. The Managing Director will notify the Secretary of DET through PRISMS as soon as practicable.

General English Language Attendance Policy and Procedure

Policy

ITHEA is obliged under The National Code 2018 to monitor attendance records and notify the Department of Education and Training, (DET) when any international student's attendance falls below 80% of the scheduled course contact hours. Students must attend at least 80% of scheduled course contact hours for each CRICOS registered course in which they are enrolled. Attendance of less than 80% represents a breach of visa conditions and if continued will require ITHEA to report the student to DET through PRISMS.

Definitions

- A **Study period** is defined as ten weeks or one term.
- **Sign In sheets** include information such as reasons for arriving late, and reasons for students leaving class before the official scheduled time.
- **Student attendance records** are primarily based on the **Sign In sheets**.
- **Class Rolls** serve as a complement and reference to the attendance record.
- Students who are identified as '**at risk**' are those who are in danger of not meeting attendance requirements or have been absent for 5 consecutive days without approval.
- **Compassionate or compelling circumstances** are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course.

Guidelines

Students must attend at least 80% of scheduled contact hours for each unit in a study period in which they are enrolled in order to be competent for the particular subject.

Consideration will be given to students with less than 80% attendance only if:

- The student is attending at least 70% of the course contact hours and
- There is documentary evidence demonstrating of compassionate or compelling circumstances. These could include:
 - serious illness or injury, where a medical certificate states that the student was unable to attend classes.
 - unexpected illness or death(bereavement)of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - a major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies.
 - a traumatic experience which could include involvement in or witnessing of a serious accident and witnessing or being a victim of a serious crime and this has impacted on the student (these cases should be supported by police or psychologists' reports). (See **Compassionate and Compelling circumstances Policy**)

ITHEA also uses professional judgement and assesses each case on its individual merits. When determining whether compassionate or compelling circumstances exist, ITHEA requires documentary evidence provided to support a claim. Copies of these documents, together with a record of why the decision was made, are kept in the student's file. Students who fail to meet such requirements will need to retake that subject regardless of the competency of their subject assessments. ITHEA policies and procedures relating to attendance are contained in the Student Handbook and Orientation Guide.

Procedure

1. Attendance Recording

- 1.1 Student attendance is based on two documents: **Class Rolls** and **Sign-In Sheets**
- 1.2 **Sign-In sheets** are returned to the Administration Assistant responsible by the end of the term and attendance is monitored by trainers using class rolls.
- 1.3 Three times per study period, the trainer will:
 - 1.3.1 Identify students 'at risk' of falling below the expected attendance level.
 - 1.3.2 Make contact with students identified as 'at risk'.
 - 1.3.3 Report to Student Manager who will instigate an intervention meeting or issue **Warning Letters** according to the policy.

2. Stages reporting students 'at risk'.

- 2.1 Students who are identified as '**at risk**' are contacted and an appointment is made for counselling by the Course coordinator/ Student Manager regarding the requirements of the attendance policy. Intervention strategies may be put in place, if required. Warning letters will be sent to the student's residential address that was last updated.
- 2.2 **First Notification**
If a student's attendance falls to approximately **85 % of scheduled classes within a study period**, the student will be issued a **First Warning Letter** advising the student that he or she is at risk of breaching his or her visa conditions because of unsatisfactory attendance. The letter will also indicate that the

student should make an appointment with the course coordinator to discuss the reasons for the absence.

2.3 Second Notification

If a student's attendance falls to approximately **80 %** of scheduled classes within a **study period**, the student will be issued with a **second warning letter** advising the student that he or she is at risk of breaching their student visa conditions due to unsatisfactory attendance. The letter will also indicate that the student should make an appointment with the Student Manager to discuss/review the reasons for the absence. The review would also remind the student of the attendance requirements and actions that can occur when they are in breach of attendance requirements.

2.4 Notice of Intention to Report

If the student's overall attendance continues to drop below 80% despite being issued with first and second warning letters, the student will be sent a Notice of Intention to Report advising them of the Institute's intention to report them to DET-DOHA.

The letter also informs the student that if they wish to appeal the Institute's intention to report them to DOHA for breach of their Student Visa attendance requirement, that they have 20 working days from the date of the **Notice of Intention to Report** to access ITHEA's **Complaints and Appeals Procedure**. Students are advised that if they are not satisfied with the Institute's decision from the internal complaints and appeals process that they will be able to access an External Complaints and Appeals Process.

The letters are sent by registered mail, and evidence is maintained in the student's file.

Students are also advised that their enrolment will be maintained until the completion of internal and external complaints and appeals process and that they should continue to attend their classes until the processes are complete to assist them to maintain course progress.

If the student does not access the Institute's internal complaints and appeals process within 20 working days from the date of **Notice of Intention to Report** and the student is in breach of the attendance requirement then the Managing Director proceeds with reporting this breach to DET via PRISMS.

COMPLAINTS AND APPEALS PROCESS

The National Code 2018 Standard enables ITHEA not to report a student, if s/he appeals, for unsatisfactory attendance, if:

- a. The student provides evidence clearly demonstrating compassionate and compelling reasons (see *Compassionate and Compelling Circumstances*), and
- b. The student has not missed more than 30% of the scheduled course contact hours.
 1. If student undertakes an internal appeal, processing starts within 10 working days of the appeal and student's course enrolment is maintained during the processing.
 2. (a) If internal appeal is successful, the letter of the appeals outcome is sent to the student advising him/her to continue his/her course and the student's enrolment is maintained.
(b) If internal appeal is unsuccessful, the letter of the appeals outcome is sent to the student advising him/her to make an external appeal within 10 working days.
 3. If the student undertakes an external appeal, the student must advise ITHEA if they intend to appeal and his or her enrolment is maintained.

Evidence of Illness / Medical Certificates

An absence supported by a medical certificate is counted towards the student's total absences when calculating attendance. Also, please note that **back-dated** medical certificates are not accepted. It is, therefore, important that student should have a medical certificate **at the time that he/she is unwell**.

Holidays / Travelling out of Australia

Students must be at school for the first class on the first day and on the last day of each term. Leaving early for and returning late from holiday is not permitted. However, ITHEA understands that there may be compassionate and compelling circumstances affecting your enrolment. If you need to return late or leave early you must complete a **Request for Leave Form** and include the reasons as to why you need to return late or leave early and provide all the relevant evidence. This form is available at Reception and must be submitted to the Student Manager for assessment. Just because you have bought your ticket to go home does not mean that you will be given permission by the Institute to leave.

You must complete the **Request for Leave Form**, especially if you are leaving during the term. You may be stopped at the airport when you come back and questioned as to why you left during class time. If ITHEA gave you permission to return overseas, you will need to provide Immigration with the **Approval for Absence** letter that the Student Manager would have given you before you left. If you were not granted permission to leave but returned home anyway and you are questioned at the airport, you may not be allowed to re-enter Australia.

General Attendance Policy for all other Courses

Attendance

Both DET and ITHEA understand that you may have times where you cannot come to class. This is why you only have to attend 80% of your classes, not 100% - the other 20% where you may be absent is for times when you may be sick, or in emergencies, etc (of course, we would like to see you attend every class!). ITHEA will instigate the Early Intervention and Support strategies Policy for students who fall below the required 80% of attendance to DET.

You must fill out a **Reason for Absence Form**, which is available from Reception, your trainer or the Student Manager. Providing us with this Form and evidence of why you were absent will not result in your attendance at ITHEA being changed. It's simply so that if ever you need to explain your absences, we can provide them with evidence for why you were absent. At ITHEA, attendance is recorded for every class and students' attendance rates are calculated accordingly. Students are expected to attend all classes as scheduled on the timetable.

Lateness

It is very important that you arrive on time for class. If you do not, you will be missing out on important class time, which may affect your attendance and also may affect your academic performance (you may miss out on information about a piece of assessment). Being late to class causes unnecessary disruption to the teachers and to the students therefore every student should make every effort possible to come to class on time. Lateness to school and or to class without valid reason will result in a notation being made on the sign in sheet. Records of persistent lateness will be recorded in the student file.

Illness

You must have medical certificates as evidence if you are absent due to illness.

If you are going to be late or away:

1. Ring ITHEA on 9650 3900 and explain reasons for being late or absence.
2. When you return to ITHEA, you must see your trainer or coordinator and explain your absence and/or present any evidence of that absence (eg. medical certificate).
3. A note will be recorded in the class roll.

Attendance Recording

Classroom attendance is based on two documents: **Class Rolls** and **Sign-In Sheets**.

Trainers mark each student's attendance in the class roll, twice each day: at the beginning of each session in the morning and in the afternoon. Each student must **'sign in'** at the beginning of each session. A student who is more than 15 minutes late for a session must record the time of arrival and the reason for lateness on the sign in sheet.

Sign-In sheets will be kept by the trainer and class rolls will be returned to the Administration Officer by term's end. Three times per study period, the trainer will review the attendance of every student and identify students **'at risk'** of falling below the expected attendance level.

Trainers will make contact, via email, SMS or phone, with students who fall below the accepted number of classes to ascertain the reason for their absence. If the student continues to be unacceptably absent, the trainer will report to the Student Manager who will advise the trainer regarding steps to be taken.

These steps may include:

- Meeting with the Student Manager to discuss Early Intervention strategies according to ITHEA policy.
- Advising the student that they are at risk of being withdrawn from the course.
- Withdrawing a student from a course using the appropriate withdrawal codes on the SVTS form if a funded student.

Holidays / Travelling out of Australia.

Students must be at school for the first class on the first day and on the last day of each term. Leaving early for and returning late from holiday is not permitted. However, ITHEA understands that there may be compassionate and compelling circumstances affecting your enrolment. If you need to return late or leave early you must complete a **Request for Leave Form** and include the reasons as to why you need to return late or leave early and provide all the relevant evidence. This form is available at Reception and must be submitted to the Student Manager for assessment. Just because you have bought your ticket to go home does not mean that you will be given permission by the Institute to leave.

You must complete the **Request for Leave Form**, especially if you are leaving during the term. This is because your leave will impact on the duration of your course and you may not have sufficient time to complete the coursework required. You may need to apply for an extension to your course in order to complete all the course work required.

Deferral, Temporary Suspension and Cancellation Policy and Procedures

Purpose

Student enrolment can be deferred, suspended or cancelled in limited circumstances by ITHEA or by the student. When deferral, suspension or cancellation of enrolment is initiated by the Institute, students have the right to appeal the decision. All documentation relating to the assessment of student deferral, temporary suspension and cancellation applications will be kept in the student's file. All discussions undertaken with the student during the processing of the application will be recorded using a Student Communication Form as they occur and kept in the student file.

Definitions

- **Deferral** is the postponement of the commencement of your course.
- **Suspension** is the temporary postponement of enrolment during course.
- **Cancellation** is the cessation of enrolment in course.
- **Compassionate and Compelling circumstances** are circumstances beyond the control of the student and which have an impact on the student's course progress or well being.

1.0 Guidelines for International Students

1.1 ITHEA Initiated Deferral, Suspension or Cancellation

- 1.1.1. ITHEA may **suspend** a student enrolment in the following instances.
 - Student misbehaviour as outlined in the Student Code of Conduct.
 - Intervention strategy for unsatisfactory course progress.
 - Compassionate and compelling circumstances
- 1.1.2. ITHEA may **cancel** a student enrolment in the following instances.
 - Student demonstrates serious misconduct as outlined in Student Code of Conduct.
 - Erratic course progress, for example, consistent unsatisfactory course progress in non-consecutive semesters or continuous absence from scheduled course hours.
 - Nonpayment of outstanding fees.
 - A Student who ceases attending a course for 14 working days or does not return from leave for 14 working days and is non contactable will be deemed to have 'inactively' advised ITHEA of his/her failure to continue studying. In this case, ITHEA is not required to give the student access to the appeals process.
- 1.1.3. In cases where suspension or cancellation of the student's enrolment is initiated by ITHEA, students will be notified and given 20 working days to access ITHEA's internal complaints and appeals process (see Complaints and Appeals Procedure).
 - 1.1.3.1. The change in enrolment status will not be reported to DET until the internal appeals process is completed unless extenuating circumstances relating to the welfare of the student apply.
- 1.1.4. Once the deferral, suspension or cancellation is processed, ITHEA will notify DET via PRISMS within 14 days.

1.2. Student Initiated Deferral, Suspension or Cancellation

- 1.2.1. International students may **defer commencement** of a course or temporarily **suspend their enrolment** during their course in the following limited circumstances.
 - On the grounds of compassionate or compelling circumstances (at the discretion of the Institute). See Compassionate & Compelling Circumstances.
 - Student visa delay.
- 1.2.2. Students may request a **deferral of the commencement** of their course by completing an Application to Defer, Temporarily Suspend or Cancel studies Form and submitting it to the Administrative Officer prior to the course commencing.
 - 1.2.2.1. Once the deferral is processed the student will receive a Confirmation of Enrolment letter and have a new enrolment agreement written to reflect the new commencement.
- 1.2.3. Students who wish to temporarily **suspend** their enrolment must obtain written approval from the Student Manager.
 - 1.2.3.1. Students need to complete an Application to Defer, Temporarily Suspend or Cancel studies Form and submit it, together with all supporting documentation to the Student Manager.
 - 1.2.3.2. To obtain approval, students must submit the form a minimum of 10 working days before the requested suspension date.
 - 1.2.3.3. In case of an emergency situation that compels the student to suspend their course, the minimum submission deadline of 10 working days may be waived. Please see Compassionate & Compelling Circumstances Policy for further guidelines on what constitutes an emergency situation.
 - 1.2.3.4. Once the suspension is approved the student will receive an Approval for Absence Letter from the Student Manager granting the suspension.
- 1.2.4. Students who wish to **cancel** enrolment in their course must obtain approval from ITHEA and attend a cancellation appointment.
 - 1.2.4.1. Students must complete an Application to Defer, Temporarily Suspend or Cancel studies Form or where applicable a Transfer between Providers Application Form and submit it, together with all supporting documentation, to the Student Manager.
 - 1.2.4.2. The Student Manager will decide the outcome of the student's request for cancellation.
 - 1.2.4.3. If the student requests a refund, the Student Manager will submit their request to the Managing Director for approval of the refund.
 - 1.2.4.3.1. The student must complete an Application for Refund (Cancellation) Form and submit it with their Application to Defer, Temporarily Suspend or Cancel studies Form.
 - 1.2.4.4. If the student does not accept the outcome of their request for cancellation, the Student Manager will escalate the student's application to the Managing Director.

- 1.2.4.5. Once the cancellation is processed, the student will receive a Release Letter from the Managing Director.
- 1.2.5. Once the deferral, temporary suspension or cancellation is processed, the Compliance Officer will notify DET via PRISMS within 14 days.

2.0 Additional Guidelines for International Students

- 2.1. If an international student's enrolment is temporarily suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist).
 - 2.1.1. The student will be required to prove that they are returning home, such as providing their airline ticket.
 - 2.1.2. The Student Manager will take a copy of the airline ticket for the student's file.
- 2.2. International students can temporarily suspend enrolment for a maximum period of six months.
 - 2.2.1. In the case of exceptional circumstances (supported by documented evidence), longer suspensions may be granted at the discretion of ITHEA management.
- 2.3. Deferral, temporary suspension or cancellation of enrolment may affect the student's visa.
 - 2.3.1. If an international student's enrolment is suspended for more than six months, the student's visa may be cancelled by DOHA.

3.0. Guidelines for Local Full Fee-Paying Students

- 3.1. **ITHEA Initiated Deferral, Suspension or Cancellation**
 - 3.1.1. ITHEA may **defer commencement** of a course when a course is not offered.
 - 3.1.2. ITHEA may **temporarily suspend or cancel enrolment** in the following circumstances.
 - Student misbehaviour as outlined in Student Code of Conduct.
 - Non-payment of outstanding fees.
 - 3.1.3. In cases where suspension or cancellation of the student's enrolment is initiated by ITHEA, students will be notified and advised to access the institute's internal complaints and appeals process if they are dissatisfied. (see Complaints and Appeals Procedure).
- 3.2. **Student Initiated Deferral, Suspension or Cancellation**
 - 3.2.1. Students may request a **deferral of the commencement** of their course by completing an Application to Defer, Temporarily Suspend or Cancel studies Form and submitting it to an Administrative Officer prior to the course commencing.
 - 3.2.1.1. Once the deferral is processed the student will receive a Confirmation of Enrolment letter written to reflect the new commencement.
 - 3.2.2. Students who wish to **temporarily suspend** enrolment in their course must obtain written approval from the Student Manager.
 - 3.2.2.1. Students need to complete an Application to Defer, Temporarily Suspend or Cancel studies Form and submit it, together with all supporting documentation, to the Student Manager.
 - 3.2.2.2. To obtain approval, students must submit the form a minimum of 10 working days before the requested suspension date.
 - 3.2.2.3. In case of an emergency situation that compels the student to suspend their course, the minimum submission deadline of 10 working days may be waived. Please see Compassionate & Compelling Circumstances Policy for further guidelines on what constitutes an emergency situation.
 - 3.2.2.4. A student can suspend enrolment for a maximum period of one semester.
 - 3.2.2.4.1. In the case of exceptional circumstances (supported by documented evidence), longer suspensions may be granted at the discretion of ITHEA management.
 - 3.2.2.5. Once the suspension is processed the student will receive a written letter from the Student Services Manager granting suspension.
 - 3.2.3. Students who wish to **cancel** enrolment in their course must obtain written approval from ITHEA and attend a cancellation appointment.
 - 3.2.3.1. Students must complete an Application to Defer, Temporarily Suspend or Cancel studies Form and submit it, together with all supporting documentation, to the Student Manager.
 - 3.2.3.2. The Student Manager will decide the outcome of the student's request for cancellation.
 - 3.2.3.3. If the student requests a refund, the Student Manager will submit their request to the Managing Director for approval of the refund.
 - 3.2.3.3.1. The student must complete Application for Refund (Cancellation) Form and submit it with their Application to Defer, Temporarily Suspend or Cancel studies Form.
 - 3.2.3.4. If the student does not accept the outcome of their request for cancellation, the Student Manager will escalate the student's application to the Managing Director.
 - 3.2.3.5. Once the cancellation is processed, the student will receive a Release Letter from the Managing Director.

4.0 Guidelines for Funded Local Students

- 4.1. **ITHEA Initiated Deferral, Suspension or Cancellation**
 - 4.1.1. ITHEA may **defer commencement** of a course when a course does not have sufficient numbers to start.
 - 4.1.2. ITHEA may **cancel enrolment** in the following circumstances.
 - Student misbehaviour as outlined in Student Code of Conduct.
 - Non-participation in classes
 - Non-payment of outstanding fees (if applicable).
 - 4.1.3. In cases where cancellation of the student's enrolment is initiated by ITHEA, students will be notified and advised to access the institute's internal complaints and appeals process if they are dissatisfied. (see Complaints and Appeals Procedure).
- 4.2. **Student Initiated Deferral, Suspension or Cancellation**

- 4.2.1. Funded students may request a **deferral of the commencement** of their course by informing the Registrar/Admissions Officer prior to the commencement of the course.
 - 4.2.1.1. If the deferral is less than one month, the dates of commencement will be adjusted on the enrolment form.
 - 4.2.1.2. If the deferral is more than one month, the enrolment will be cancelled and the student will be required to re-enrol at a later date more suitable for the student.
- 4.2.2. Funded students who wish to **temporarily suspend** enrolment in their course must inform their trainer who will provide an Application to Temporarily suspend or an Approval of leave form (depending on the amount of leave required)
 - 4.2.2.1. The trainer will advise the Student Manager of the request.
 - 4.2.2.2. If the period of temporary suspension is 3 weeks or less, the student should complete an Application for Leave form and attach any evidence to support their request.
 - 4.2.2.3. If the period of temporary suspension is 3 weeks or more, the trainer should prepare the file for withdrawal by completing the appropriate section on the Skills Vic reporting form and use the appropriate withdrawal code – Withdrawn Deferred(WD). The student's enrolment can be re-activated upon return by the Registrar/Admissions Officer once the trainer has notified them of the student's return.
 - 4.2.2.4. All requests for leave or temporary suspension must be approved by the Student Manager/ To obtain approval, students must submit the form a minimum of 10 working days before the requested suspension date.
 - 4.2.2.5. In case of an emergency situation that compels the student to suspend their course, the minimum submission deadline of 10 working days may be waived. Please see Compassionate & Compelling Circumstances Policy for further guidelines on what constitutes an emergency situation.
- 4.3 ITHEA Initiated cancellation for funded students**
 - 4.3.1. ITHEA may cancel a funded student's enrolment if:
 - 4.3.1.1. the student has finished training without successfully completing any program and has notified the RTO/Trainer of their withdrawal. The withdrawal code WO/Withdrawn Official should be used on the Skills Vic reporting form.
 - 4.3.1.2. When a student has finished their training without successfully completing any program and has not officially notified the RTO/Trainer of their withdrawal. The student has lost contact with the RTO/Trainer and the RTO/Trainer is assuming a withdrawal. The code WA or Withdrawn Apparent should be used on the Skills Vic reporting form. This code covers both scenarios where the student has opted to stop training and where the training has ceased through no fault of the student (e.g., RTO closure)

Compassionate or Compelling Circumstances Policy

Purpose

This policy outlines any compassionate or compelling circumstances which may affect a student's enrolment. **Compassionate or compelling circumstances** are generally circumstances beyond the control of the student and which have an impact on the student's course progress or wellbeing. These could include but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes,
- Unexpected illness or death (bereavement) of close family members such as parents or grandparents,
- Student being caught in a major political upheaval or natural disaster in the home country or, if in Australia, requiring emergency travel for such reasons and this has impacted on the student's studies,
- The student is involved in custody proceedings for their child
- The student is involved in legal proceedings where timing is beyond the student's control,
- The student or accompanying family member has an acute medical condition requiring treatment
- A traumatic experience which could include involvement in or witnessing a serious accident and witnessing or being the victim of a serious crime and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- Or where the registered provider was 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 above are only some examples of what may be considered compassionate and compelling circumstances. ITHEA will use their professional judgement and will assess the documentary evidence provided by the student to support the claim on a case by case basis. ITHEA will keep copies of these documents in the student's academic file

For the purpose of Standard 8, the following *additional situation* would be considered 'compelling circumstances' and could support the granting of an extension of the duration of a student's study,

- If the student had failed occasional units throughout the course but had not done so poorly as to be picked up by ITHEA's intervention strategy for course progress. In this case, ITHEA will document the findings of the monitoring process and the decision to extend the student's duration of study in order to complete the course.

Fees and Charges Policy for International Students

This policy outlines the fees and charges that the Institute of Tertiary & Higher Education Australia (ITHEA) has with relation to the tuition during the course of enrolment of international students.

1. Enrolment

- 1.1 Prospective students apply for enrolment on the prescribed ITHEA Online Application Form. The application is assessed by ITHEA and a letter of offer is issued to the prospective student. Once the student reads the information pertaining to the enrolment (including college rules and requirements), the student must sign the agreement and include the required deposit as specified in the letter of offer.

2. Explanations and definitions

- 2.1 The **Enrolment Fee** refers to the costs associated with processing the application.
- 2.2 **OSHC** is the acronym for **Over Seas Health Cover** which is medical health cover that international students must have while they are studying in Australia. Upon payment, ITHEA students are covered from the moment they arrive in Australia.
- 2.3 **Course Tuition Fee** refers to daily tuition aspect of each specific course.
- 2.4 **Materials Fee** refers to the associated materials (including copies, texts, equipment etc) of each course.
- 2.5 **Re-assessment Fee** refers to the payment a student will need to make for re-assessment of final assessment assignments or exercises.
- 2.6 **Repeat of Unit Fee** and/or **Repeat of Competency Fee** refer to the expense that a student is charged if a Unit or Competency needs to be repeated.
- 2.7 No fees paid to ITHEA will be transferred to another educational institution.
- 2.8 **Letter of Offer** is the letter sent by ITHEA to the prospective student in response to a student's Application for Enrolment.
- 2.9 **Acceptance of Offer** is the agreement of the prospective student to accept all the rules, student responsibilities, terms, conditions and policies of ITHEA.
- 2.10 **Payment Schedule** is the itemisation of payable Course Tuition Fees on or before the prescribed dates.

3. Course Fees

- 3.1 Prospective students must pay an Enrolment Fee, OSHC, Course Tuition Fee and Materials Fee as outlined in the letter of offer, in order to secure their enrolment at ITHEA.
- 3.2 The Course Tuition Fee for the course that the student is enrolled will remain the same for the duration of the specific course of enrolment.
- 3.3 Enrolment fee is non-refundable.
- 3.4 ITHEA will collect fees for one study period at a time and a maximum of 50% of the total course fees in the first study period (except for courses less than 24 weeks where collecting 100% of fees upfront can be collected). Balance Course Tuition Fees must be paid no later than two weeks prior to the end of the previous semester.
- 3.5 In accordance with the Student Acceptance of Offer agreement, if the Course Tuition Fees are not received by the agreed date (as per the payment schedule in the letter of offer) a late payment penalty will be incurred at the rate of \$100 per fortnight or part thereof that the payment is in arrears.
- 3.6 If any fees are not paid, in accordance with Student Acceptance of Offer in the Letter of Offer and the payment schedule, ITHEA may take any appropriate action for debt recovery. Further, according to the Deferment, Temporary Suspension and Cancellation Policy, ITHEA may cancel a student's CoE for non-payment of outstanding fees. If a student is dissatisfied with this decision, they have twenty (20) working days to appeal, in accordance with the ITHEA Complaints and Appeals Policy.
- 3.7 Course and other Fees are not transferable to another student or institution but may be transferred to another course within ITHEA at the discretion of the ITHEA after payment of an administrative fee.

4. Refunds

- 4.1 Refund applications must be made in writing using the refund application form.
- 4.2 An administrative charge of \$100 is made to vary an application.
- 4.3 Tuition Fees are refunded where the Australian Embassy/High Commission rejects the Student's initial Visa Application. Specific documentary evidence is required.
- 4.4 ITHEA will refund the tuition fees for the portion of the course not delivered or assessed when it fails to meet its obligations.
- 4.5 Tuition fees will be refunded in part where a student wishes to cancel a course:
 - 4.5.1 More than 30 calendar days before course commencement, less 10% for administrative expenses.
 - 4.5.2 Where a cancellation occurs within 30 calendar days or less prior to the starting date of the course, 30% of tuition fees will be deducted from the full fee applicable for the semester/course.
- 4.6 No refunds will be made after the commencement date of the course.
- 4.7 Refunds must be paid:

- Within a period of 4 weeks after the day of default in the case of visa refusal
- Within 4 weeks from the day the provider receives a written claim form from the student.

4.8 Agreements and the availability of complaints and appeals processes does not remove the right of the student to take action under Australia's consumer protection laws or to pursue other legal remedies.

4.9 Any approved refunds are made payable to and sent to the student or if a person specified (other than the student) as specified in the agreement (between ITHEA and the student), in Australian dollars.

4.10 Bank charges are deducted for refunds made by bank draft or electronic transfer.

5.0 Designated Account

ITHEA places pre-paid course fees for the first study period into a designated account which can only be drawn down when the student's first study period begins. ITHEA does not mix this pre-paid course fees held in a designated account with other money.

6.0 Recognition of Prior Learning

6.1 Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). Application may only be made after enrolment and payment of fees and must be made using the appropriate Application Form upon request.

6.2 RPL fees will be calculated at the rate of \$50 per hour. An estimate will be provided to the student beforehand, and only upon the student's written consent will the RPL be commenced.

6.3 Students who are not satisfied with the application outcome are able to access the Complaints and Appeals Policies and Procedures.

7.0 Re-assessment / Repeat units Fees

7.1 If a student has been assessed at Not Yet Competent (NYC) in any Unit of Competency during a term, s/he will be given one opportunity to complete the re-assessment during regular classes within the specific term and based on the student's final assessment.

7.2 Re-assessment for theory units (other than for the Community Welfare and Children's Services courses) will be charged at \$100 per Unit of Competency.

7.3 Re-assessment for practical units (other than for the Community Welfare and Children's Services courses) will be charged at \$200 per Unit of Competency.

7.4 If a student fails to attend a scheduled re-assessment outside the normal class times and does not have a sound reason (such as a medical condition with appropriate medical verification), the full fee will be charged.

7.5 Students may sit for up to two assessments for any Unit of Competency. If the student fails to acquire Competency after the second re-assessment, then s/he must repeat the Unit of Competency.

7.6 Units of Competency may be repeated in the next availability within the boundaries of ITHEA's timetable. Students must make these arrangements with the Trainer in charge of the course.

7.7 If a student is required to repeat a complete term of a course, the fees paid will be calculated based on the normal cost of tuition fees of each term, plus the equivalent in materials fees.

8.0 Repeat and/or re-asses Work Placement

If a student has been assessed at Not Yet Competent (NYC) in any Unit of Competency during a term, s/he will be given one opportunity to complete the re-assessment during regular classes within the specific term and based on the student's final assessment.

8.1 Re-assessment for theory units (other than for the Community Welfare and Children's Services courses) will be charged at \$200 per Unit of Competency.

8.2 Re-assessment for practical units (other than for the Community Welfare and Children's Services courses) will be charged at \$300 per Unit of Competency.

8.3 If a student fails to attend a scheduled re-assessment outside the normal class times and does not have a sound reason (such as a medical condition with appropriate medical verification), the full fee will be charged.

8.4 Students may sit for up to two assessments for any Unit of Competency. If the student fails to acquire Competency after the second re-assessment, then s/he must repeat the Unit of Competency.

8.5 Units of Competency may be repeated in the next availability within the boundaries of ITHEA's timetable. Students must make these arrangements with the Trainer in charge of the course.

8.6 If a student is required to repeat a complete term of a course, the fees paid will be calculated based on the normal cost of tuition fees of each term, plus the equivalent in materials fees.

9.0 Other Charges

9.1 Re-issue of an ITHEA student ID - \$20

9.2 Re-issue of an Academic Transcript, Certificate, Diploma, Advanced Diploma - \$50

9.3 Payment of any fee or charge by credit card – an additional 2% above the initial amount.

RPL/ Credit Transfer Policy and Procedures

Policy

This policy outlines the process for ITHEA to grant course credit to applicable students. If necessary, the duration of study is adjusted accordingly and students are advised of ITHEA's granting of credit. ITHEA will ensure that Credit Transfer / RPL is offered to all applicants on enrolment and that the process is structured to minimise the time and cost to applicants; and provides adequate information and support to enable applicants to gather reliable evidence to support their claim for recognition of competencies currently held, regardless of how, when or where the learning occurred.

Guidelines

Procedures for granting and recording course credit if applicable are carried out by the Course Leader in conjunction with the Registrar. Course credit will be assessed and granted (if appropriate) at the time of application and the adjusted duration will be reflected in the offer letter and Confirmation of Enrolment (CoE). To gain course credit, applicants must provide certified copies of evidence with their application. Course credit may be granted in the form of Recognition of Prior Learning (RPL) or Credit Transfer (CT). All course credit assessments must be conducted by the Course Leader /Assessor.

Assessor Qualifications

ITHEA shall at all times ensure that assessors completing assessment for prior learning will have completed TAE40116 Certificate IV in Training & Assessment OR its successor.

Definitions:

Recognition of Prior Learning (RPL): Recognition of Prior Learning (RPL) is a process that allows the competencies you already possess to be recognised, regardless of how you obtained them. These might include skills you picked up on the job or from other life experiences that do not necessarily include formal training.

Recognition of prior learning suits people who have industry relevant:

- work skills or knowledge
- paid or unpaid work experience
- life experience
- community work experience

Recognition of prior learning could provide you with a full or part qualification and avoid duplication of training. It could be used to identify what training you may need to complete a qualification or could provide a pathway to higher qualifications for people who may not have access to further training.

Your RPL Assessor can discuss evidence you will need to supply with your application if you wish to have your experience recognised. In many cases, RPL will only give the off-the-job component of the unit. You may still need to meet the on-the-job component, assessed at work.

Credit Transfer (CT):

Transfer credit is the recognition of any equivalent study you have previously undertaken. To apply for transfer credit, you are required to provide evidence of the accredited study along with your **Credit Transfer**

Application Form.

Transfer credit can only be granted if equivalence has been previously determined through a formal process like a mapping guide, transition arrangements or precedence.

Course credit may reduce the length of a student's course. If this occurs before visa is granted, ITHEA indicates the actual course duration in the confirmation of enrolment issued for that student for that course. If the course credit is granted after visa is granted, the change in course duration is reported via Provider Registration and International Student Management System (PRISMS) under section 19 of the Education Services for Overseas Students (ESOS) Act.

Students need to sign a letter as confirmation of acceptance of course credit granted.

In the instance whereby an applicant provides certified copies of results from their previous provider, ITHEA will recognise these units of competence previously studied at another provider.

Procedure

During application process, students need to inform ITHEA of their intention to apply for Course Credit on the Enrolment Application Form.

Students who wish to apply for Credit Transfer are advised to complete a **Credit Transfer Application Form** which is available from Administration. Students who wish to apply for RPL are advised to contact ITHEA to obtain an **Application for RPL Form** for the course that they wish to enrol.

Upon receipt of **Application for RPL Form**, the Course Leader /Assessor will assess the evidence provided. Evidences that can be used to support the Course Credit application can include:

Credit Transfer

- Transcripts from other VET providers (including short courses where the courses have been assessed)
- Units completed under AQF

RPL

- A detailed resume
- Letters from employers
- An interview with the Course Leader/Assessor.
- Work skills or knowledge
- Paid or unpaid work experience
- Life experience
- Community work experience

Applicants must provide additional evidence if requested by the Course Leader /Assessor.

The Course Leader /Assessor will assess the evidence in relation to: validity, reliability, currency and fairness.

The Course Leader /Assessor will complete mapping of evidence provided by student to the ITHEA's **RPL Evidence Report** for the course they are wishing to apply credit to.

A **Credit Acceptance Letter** will be prepared by the Course Leader /Assessor with the attached copy of **RPL Evidence Report** with the credit competencies approved.

Course Leader /Assessor will return the Application form with the result of the Registrar. The Student will be asked to sign the acceptance letter within 7 working days from the date of the letter.

Upon receipt of student's **Credit Transfer Application Form** and the Enrolment Application Form, the Registrar/Admissions Officer will issue a **Letter of Offer** with the duration as confirmed by the Course Leader. A copy of the **Credit Transfer Application Form** and **RPL Evidence Report** placed in the student Academic file.

If the granting a student course credit leads to a shortening of the student's course, Registrar/Admissions Officer must:

- Indicate the actual net course duration (as reduced by course credit) in the **Confirmation of Enrolment (CoE)** issued for that student for that course if the course credit is granted before the student visa is granted, or
- Report the change of course duration via PRISMS under Section 19 of the ESOS Act if the course credit is granted after the student visa is granted.

Students who are not satisfied with the application outcome are informed to access the **Complaints and Appeal Policy and Procedures**

Transfer between Registered Providers

1.0 Purpose

- 1.1 The purpose of this policy is to ensure that international students wishing to transfer between registered training providers do so in accordance with the guidelines of the National Code 2018.

2.0 Responsibility

- 2.1 The Managing Director is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements

3.0 Requirements

- 3.1 The method section defines the procedure used for inward and outward transfers between registered providers.
- 3.2 All requirements of Standard 7 of the National code are met.
 - 3.2.1 A student may apply to transfer to another provider **after they have completed six months of their principal course**. If a student is enrolled in a package of courses, **they must complete any prerequisite courses, and then the first six months of the principal course**.
 - 3.2.2 ITHEA will not knowingly enrol a student transferring from another education provider prior to the student completing six months of their principal course unless circumstances as outlined in Standard 7.1 apply. The circumstances are outlined below:
 - the original registered provider has ceased to be registered
 - the original registered provider has provided a written letter of release
 - the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course
 - any government sponsor of the student considers the change to be in the students best interest and has provided written support of that charge

4.0 Definitions

- 4.1 The **principal course** is the highest or final qualification in a package of courses.
- 4.2 Circumstances **detrimental** to the student are those considered to disadvantage the students, such as having 2 X 10 hour days or considerable extra travel or attendance requirements outside the hours of 8 am to 10pm or remote locations or lack of public transport

6.0 Method

All current students of ITHEA requesting a transfer to another registered provider prior to the expiry of the required 6 months must be referred to the Student Manager or, in his/her absence the Managing Director.

6.1 Circumstances where student transfer is allowed within 6 months of the principal course of study

- a. The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered; or
- b. The original registered provider has provided a written letter of release; or
- c. The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course; or
- d. 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.

6.2 Inward transfer (Students transferring to ITHEA from other registered providers)

- 6.2.1 Students, who wish to enrol in an ITHEA course, **must submit a release letter** from their current provider before ITHEA will issue a CoE, unless
 - a. The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered, or
 - b. The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or
 - c. 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.
- 6.2.2 Admissions staff may use the ITHEA application form, PRISMS or a copy of the student's visa in the passport to ascertain the principal course and whether the student has completed six months of their principal course.
- 6.2.3 If a letter of release is received and is satisfactory, the application proceeds as normal.
- 6.2.4 If no satisfactory letter of release is obtained, the application process is halted and the student informed that they are unable to transfer at this time until they obtain a letter of release or
- 6.2.5 The student is asked to sign a statutory declaration indicating that they have completed 6 months of their principal course and do not require a letter of release.
- 6.2.6 The letter of release/statutory declaration is kept in the student's Administrative file.
- 6.2.7 ITHEA does not take students under 18 years of age under care arrangements.

6.3 Outward transfers (Students transferring from ITHEA to other registered providers)

- 6.3.1 Students who wish to enrol into a course at another provider must submit an Application to Cancel Studies Form along with a valid Letter of Offer from the other provider to the Student Manager for consideration.
- 6.3.2 If no satisfactory letter of offer is obtained, the application to transfer is halted and the student is provided with a written response advising that they are unable to transfer at this time and the reasons for the refusal.
- 6.3.3 Transfer may be granted:
 - a. where the student applies on personal or academic grounds that are unable to be resolved using ITHEA's resources, and
 - b. the student has no outstanding fees owing to ITHEA for the current study period.
- 6.3.4 A letter of release will be issued at no cost to the student within 10 working days of the transfer request being granted.
- 6.3.5 Students are required to contact DOHA to confirm whether a new student visa is required.
- 6.3.6 Where a release letter has been granted, the Registrar/Admissions Officer will submit a course variation through PRISMS, in accordance with Reporting Student Course Variations on PRISMS. A copy of the course variation is to be placed in student's file.
- 6.3.7 Transfer will not be granted under the following circumstances:
 - a. where it would be considered detrimental to the student,
 - b. where it may jeopardise the student's progress through a package of courses,
 - c. the student has recently started studying the course and the full range of support services are yet to be offered,
 - d. the student is trying to avoid being reported to DOHA for failure to meet ITHEA's requirements,
 - e. a valid letter of offer from the other provider has not been provided.
 - f. the student has outstanding fees to be paid to ITHEA for the current study period
- 6.3.8 Where ITHEA does not grant a letter of release, the student will be provided with a written letter stating the reason(s) for refusal.
- 6.3.9 The letter of refusal will be provided to the student within 10 working days of receipt of the form and the student will be informed of his / her right to appeal the decision, in accordance with Complaints and Appeals Procedure.

7.0 References

7.1 Student complaints and appeals procedure

7.2 Transfer between providers application form

Information Technology

Acceptable Use Policy

Each student must read this Agreement and agree to the terms and conditions of this policy before the student may use the computer network.

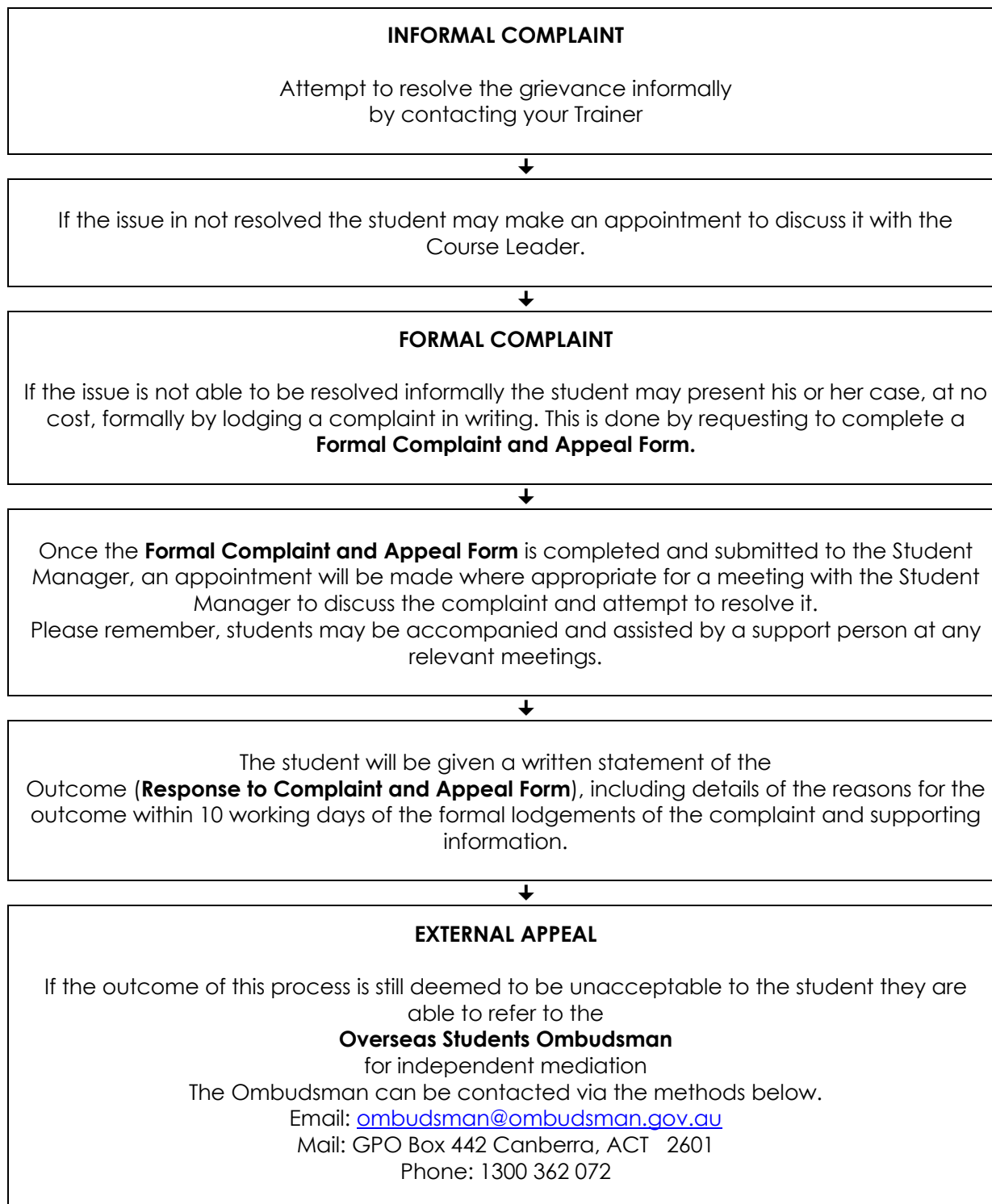
By logging onto the computer network at ITHEA, you agree to abide by the terms and conditions of this policy. Failure to abide by these terms and conditions may result in cancellation of computer network privileges, disciplinary action and/or appropriate legal action.

Use of the school's technology, computers and network is a privilege, not a right. By logging onto the Computer network at ITHEA you agree that:

- You will not use the Network to look for material which is unrelated to the curriculum.
- You may not use the Internet to access, download or create unacceptable material – This includes but is not limited to films, music, pornography and videos
- You must not place content on the Internet relating to ITHEA
- You must not annoy or harass another person or persons
- You agree not to copy, print or download software, data or other material which is protected by copyright unless permission is granted
- You agree to respect the rights and privacy of others and you will not reveal your username and/or password to others or allow them to use your account
- In fairness to other users, you will make your network use as efficient as possible
- You agree to take care and avoid damage to computer hardware and software and you must not install software on the school's computers
- You acknowledge and accept the rights that we reserve and you also agree to maintain your personal folder and mailbox according to the Guidelines.
- You must not attempt to obtain unauthorised access to the institute's computer resources. You also agree to check your disks and storage media used at school regularly for viruses
- You will not use technology resources to publish or distribute information related to the school

International Student Complaint Flowchart

As part of ITHEA's commitment to a positive learning environment, a procedure for complaints and grievances is in place to ensure equitable treatment with a system for appeal. This system is independent, readily accessible and inexpensive for the parties involved.



Student Complaints and Appeals Policy and Procedures

1.0 Purpose

The purpose of this procedure is to define the system available to students for dealing with complaints and appeals, independent resolution and appellant rights.

Each student may be accompanied and assisted by a support person at any relevant meetings and has the opportunity to formally present their case at minimal or no cost.

The procedure requires a written record of the complaint or appeal to be kept in the student's Administrative file. The student is also given a written statement of the outcome, including all details of the reasons for the outcome.

2.0 Responsibility

The Student Manager is responsible for implementation of this procedure and ensuring that staff and students are made aware of its application.

3.0 Requirements

- 3.1 Students who are concerned about the conduct of ITHEA are encouraged to attempt to resolve their concerns using this procedure.
- 3.2 All prospective students will be provided with information about complaints and appeals before making a contract to enrol and again at course commencement.
- 3.3 All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution
- 3.4 All parties will have a clear understanding of the steps involved in the procedure
- 3.5 Students will be provided with details of external authorities they may approach, if required
- 3.6 At any stage in the complaint or appeals process students are entitled to have their own support person included in the complaint/appeals/resolution process.
- 3.7 All complaints and appeals will be managed fairly and equitably and as efficiently as possible
- 3.8 The process will commence within ten (10) working days of the formal lodgement of the complaint or appeal and supporting information. ITHEA will attempt to resolve any complaint or appeal fairly and equitably and all reasonable measures will be taken to finalise the process as soon as practicable.
- 3.9 Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.
- 3.10 ITHEA will encourage the parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.
- 3.11 A student's enrolment must be maintained if the student chooses to access ITHEA's complaints and appeals process and the process is ongoing.
- 3.12 If the internal or external complaint handling or appeal process results in a decision that supports the student, ITHEA must immediately implement any decision and or corrective and preventative action required and then advise the student of the outcome.
- 3.13 Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to:-
 - Contact a solicitor; or-
 - Contact the Law Institute of Victoria, 470 Bourke St Melbourne 3000. Telephone 9602 5000 for a referral to a solicitor.
- 3.14 Records of all complaints and appeals are confidential and are documented in detail in the student's Administrative File. The complaints and or appeals are officially recorded in ITHEA's Complaints and Appeals Register located on the portal.

4.0 Definitions

- 4.1 **Complaint** - dissatisfaction with a service offered, discrimination or treatment received at ITHEA.
- 4.2 **Complainant** – person making the complaint
- 4.3 **Appeal** – dissatisfaction with a decision made by ITHEA
- 4.4 **Appellant** – person making the appeal

5.0 Method

(Note: Each student may be accompanied and assisted by a support person at any relevant meetings.)

Informal Complaint Process

- 5.1 Any student with a complaint may raise the matter with trainers and coordinators of ITHEA and attempt an informal resolution.

- 5.2 Students who are not satisfied with the outcome of the complaint are encouraged to register a formal complaint.

Formal Complaint Process

- 5.3 Should the complaint remain unresolved after informal resolution is attempted then the student should complete a Formal Complaint and Appeal form and contact the Student Manager and arrange a meeting. At this meeting the complaint can be raised and a resolution attempted.
- 5.4 At the complaint meeting:
1. The complaint must be recorded in writing and signed and dated by the complainant and the Student Manager
 2. The outcome of the complaint meeting and reasons for the decision must be recorded in writing and signed and dated by the complainant and the Student Manager
- 5.5 The Student Manager will attempt to resolve the complaint with the student and any other parties who may be involved. The resolution phase must commence within 10 working days of the complaint being lodged. (It should be noted that a maximum time of 20 working days will be allotted in which a resolution can be reached. This will be known as the resolution phase.)
- 5.6 Following the complaint meeting and resolution phase, ITHEA must document and convey the decision to the student and act to rectify any substantiated complaint
- 5.7 If a student is dissatisfied with the outcome of the formal complaint meeting then they may institute an internal appeals process by completing the Formal Complaint and Appeal form and indicating that an appeal is being sought.

Appeals

Internal Appeals

- 5.8 Internal Appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by ITHEA.
- 5.9 Students appealing an assessment or RPL outcome will be given the opportunity for reassessment by a different assessor selected by ITHEA. Costs of reassessment will be met by ITHEA. The recorded outcome of the assessment appeal will be most favourable result for the student from either the original assessor or the reassessment.
- 5.10 The student's enrolment must be maintained while an internal complaint/appeal is in progress and the outcome has not been determined if the internal complaint or appeal is initiated by the student.
- 5.11 The appeal resolution phase must commence within 10 working days of the internal appeal application being lodged.
- 5.12 The Appeals panel will comprise two senior staff members not directly involved in the matter and will be convened by the Student Manager within 10 days of the appeal being received.
- 5.13 The outcome of the internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the Appeal Panel and placed in the student file.
- 5.14 The student is advised in the written outcome advice from their internal appeal that they have 10 working days to access the external appeals process and must advise ITHEA if they intend to do so.
- 5.15 Following the internal appeal ITHEA must convey the decision to the student and implement any improvement actions arising from the complaint.

External Appeals

- 5.16 If the matter is still unresolved after the above procedures have been implemented and the internal appeals process exhausted, students are advised for an external appeal.
- 5.17 The **local** student shall be referred to government agencies such as: Consumer Affairs Australia: [The Australian Consumer Law](http://www.consumerlaw.gov.au/content/Content.aspx?doc=the_acl.htm) (http://www.consumerlaw.gov.au/content/Content.aspx?doc=the_acl.htm)
ASQA complaint page: <http://www.asqa.gov.au/complaints/making-a-complaint.html>
Department of Education, by completing the online form at <http://aei.gov.au/aei/esos/EnquiryForm.aspx> and this information can be accessed from the Student Manager. Students bear the costs for external appeal.
International Students are able to refer to the **Overseas Students Ombudsman** for independent mediation. The Ombudsman can be contacted via Email: ombudsman@ombudsman.gov.au, Mail: GPO Box 442 Canberra, ACT 2601, Phone: 1300362072
- 5.18 Where a decision or outcome is in favour of the student, ITHEA will follow the required action to satisfy the student's complaint as soon as possible.
- 5.19 The details of the complaints and appeals, procedures followed and outcome are placed in the student file.

DOHA Requirements

Student visas have a number of conditions that are set by Australian law and must be followed. If you have a visa sticker in your passport, there will be a series of numbers corresponding to the conditions of your visa. If you have an electronic visa, the conditions will be listed on the email you receive from DOHA.

For a full list of Student Visa conditions, go to <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/overview>

International students in Australia must maintain full-time enrolment in each semester.

Below are some of the Student Visa Conditions that you need to comply with if you are an international student. You risk being reported to DOHA if you fail to comply to the below:

Visa Condition 8104 – Work restriction

You can only [work](#) up to 40 hours in a fortnight. A fortnight means the period of 14 days starting on a Monday. If you are a member of the family unit of a primary student visa holder, you must not work in Australia until they have started their course.

Visa Condition 8202 – Meet course requirements

- remain enrolled in a registered course (if you are a Foreign Affairs or Defence sponsored student or a secondary exchange student you must maintain full-time enrolment in your course of study or training)
- maintain enrolment in a registered course that is the same [Australian Qualifications Framework \(AQF\) level](#) or higher for which we granted your student visa, unless changing from AQF level 10 to level 9.
- maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.

Note: A registered course is one that is on the [Commonwealth Register of Institutions and Courses for Overseas Students \(CRICOS\)](#).

Visa Condition 8206

- Students intending to change education provider should contact their current education provider for information. In most circumstances the new education provider will be restricted from enrolling a student if they have not completed 6 months of their main course of study for which the visa was granted.

Visa Condition 8501 – Maintain adequate health insurance

- You must maintain adequate arrangements for health insurance during your stay in Australia.

Note: Under policy, this means that you must maintain Overseas Student Health Cover (OSHC).

Visa Condition 8516 -Continue to satisfy the criteria for the grant of the visa

- You must continue to satisfy the requirements for grant of your student visa.

Note: This means, for example, that your main course of study must continue to be a course in the education sector that matches your student visa, and that you must continue to have sufficient financial capacity to support your study and stay in Australia

Visa Condition 8533 – Inform provider of address

- You must let your education provider know your residential address within 7 days of arriving in Australia if you were outside Australia when your visa was granted.
- If your residential address changes you must let your education provider know within 7 days of the change.
- You must also let your current education provider know you have changed your education provider within 7 days of receiving:
 - a confirmation of enrolment from your new education provider, or
 - evidence you have been enrolled by the new education provider

Relevant legislation

A range of legislation is applicable to all staff and students. In order to comply with regulatory requirements, ITHEA must inform you during orientation, of your legislative obligations. They are as follows:

EQUAL OPPORTUNITY ACT 1995 AND RACIAL AND RELIGIOUS TOLERANCE ACT 2001

In Victoria, racial discrimination is unlawful in the areas of education, employment, goods and services, accommodation and land, sport and local government. For the purposes of the Victorian Act, "race" includes colour, nationality or national origin, descent, ancestry, and ethnic origin or ethnicity. The Act also makes it unlawful to discriminate against a person on the ground that the person has a relative or associate who is of a particular race. Racial and religious vilification is also unlawful in Victoria. The most serious forms of racial and religious vilification are a criminal offence.

EDUCATION SERVICES FOR OVERSEAS STUDENTS ACT 2000 (ESOS ACT)

This Act applies to students in that it mandates certain policies, procedures and actions by the Institute. For example, the Act requires ITHEA to report those students who have not met student visa conditions relating to attendance and academic performance to Department of Home Affairs (DOHA). Students are to be advised that such policies and procedures are not subject to the discretion of the Institute and are required by law.

NATIONAL VOCATIONAL EDUCATION AND TRAINING REGULATOR ACT 2011

This act was established to ensure quality VET standards and regulation and to strengthen Australia's international VET sector.

NATIONAL CODE OF PRACTICE FOR REGISTRATION AUTHORITIES AND PROVIDERS OF EDUCATION AND TRAINING TO OVERSEAS STUDENTS 2018

This Act provides nationally consistent standards for the conduct of registered providers and the registration of their courses

MIGRATION ACT 1958

This Act applies to students in that it allows the Immigration Department to automatically cancel a student visa 28 days after a notice is sent to the student under Section 20 of the ESOS Act if the student has not visited DIBP. Students are to be advised that they must visit DIBP within 28 days of a Section 20 notice if they wish to remain on their student visa.

OCCUPATIONAL HEALTH AND SAFETY ACT 2000

This Act applies to students in that it mandates certain policies, procedures and actions by ITHEA. For example, the Act requires ITHEA to ensure that students are provided with safe areas for training and assessment while on the premises. Students are to be advised that such policies and procedures are not subject to the discretion of the Institute and are required by law.

VOCATIONAL EDUCATION AND TRAINING ACT 1990

This Act applies to students in that it mandates certain policies, procedures and actions by ITHEA. For example, the Act requires in certain circumstances that ITHEA provide certain government bodies with information the Institute has regarding a student.

Further information on relevant legislation can be found at the following websites.

OH&S	http://www.worksafe.vic.gov.au
EO	http://www.humanrightscommission.vic.gov.au/
VET	http://www.skills.vic.gov.au/
ESOS	https://www.aei.gov.au/regulatory-information
DOHA	http://www.immi.homeaffairs.gov.au
Privacy	http://www.privacy.gov.au
ASQA	http://www.asqa.gov.au

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the web sites indicated or contact the Training Manager if you require further information.

Consulates

The following is a list of major consulates in Australia. Where possible, the country's Victorian consulate is on the list but where there is not a Victorian consulate, the national consulate is shown.

COUNTRY	ADDRESS	PHONE	WEB
Greece	37-39 Albert Road, Melbourne	(03)9866 4524	www.mfa.gr/australia/en/consulate-general-melbourne
China	75-77 Irving Road, Toorak Vic 3142	(03)9822 0604	http://au.china-embassy.org/chn/
Egypt	Level 9, 126 Exhibition St Melbourne VIC 3000	(03)9654 8869	http://www.mfa.gov.eg/arabic/embassies/Egyptian_Consulate_Melbourne/Pages/Default.aspx
India	344 St. Kilda Road, Melbourne, VIC 3000	(03)9682 7836	www.cgimelb.gov.in
Indonesia	72 Queens Rd, Melbourne, Vic 3004	(03)9525 2755	http://www.kjri-melbourne.org/
Japan	8/570 Bourke St Melbourne VIC 3000	(03)96794510	http://www.melbourne.au.emb-japan.go.jp/
Korea	113 Empire Circuit, Yarralumla ACT 2600	(02) 62704100	http://www.korea.org.au
Malaysia	Level 1, 432 St Kilda Rd Melbourne VIC 3004	(03) 95735400	http://www.malaysia.org.au/main.html
Pakistan	UNIT 4 492 St Kilda Road, Melbourne, VIC 3000	(03) 98664975	http://www.pakistan.org.au/home.htm
Philippines	Level 10, 257 Collins Street Melbourne, VIC 3004	(03) 7023 7032	http://www.philembassy.org.au
Sri Lanka	Level 11, No 48, Hunter Street Sydney, NSW 2000	(02) 92238729 (02) 92238742	http://www.slcsyd.com/
Thailand	Suite 301, 566 St. Kilda Rd Melbourne VIC 3004	(03) 95339100	http://www.thaiconsulatemelbourne.com/
Vietnam	6 Timbarra Crescent O'Malley ACT	(02) 6169 4916 (02) 6169 4915	http://www.vietnamconsulate.org.au
Nepal	Level 7 28-32 Elizabeth Street Melbourne VIC 3000	(03) 9650 8338	http://www.nepalconsulate.net.au

If you cannot find your country's consulate on this list, ask the Receptionist at ITHEA.

Emergency Services

The Triple Zero (**000**) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life threatening or emergency situations. Calls to **Triple Zero (000)** are free and can be made from mobile, home and work telephones, and payphones.

For times when you need the police but it's not an emergency, call **131 444**.

You can also submit an online report 24/7. www.police.gov.au/police-assistance-line-and-online-reporting

Contact list of Police Stations in Melbourne CBD

Name	Address	Contact No
Australian Federal Police	383 La Trobe St, Melbourne, 3000	(03) 9607 7777
Victoria Police Centre	637 Flinders Street Melbourne 3005	(03) 131 444
Melbourne East Police Station	202 Bourke Street, Melbourne, 3000.	(03) 9637 1100
Melbourne West Police Station	313 Spencer Street Docklands, 3008	(03) 8690 4444
Victoria Police	456 Lonsdale St, Melbourne, 3000	(03) 8628 3280

Contact list of Hospitals near Melbourne CBD

Name	Address	Contact No
The Alfred Hospital	55 Commercial Rd Prahran 3181	(03) 9076 2000
Epworth Freemasons Hospital	320 Victoria Parade East Melbourne 3002	(03) 9418 8188
Epworth Freemasons Hospital	109 Albert St, Melbourne, 3000	(03) 9483 3833
Royal Women's Hospital	132 Grattan St, Carlton, 3053	(03) 9344 2000
St Vincent's Hospital	41 Victoria Parade, Fitzroy, 3065	(03) 9288 2211
The Royal Victorian Eye & Ear Hospital	32 Gisborne St, East Melbourne, 3002	(03) 9929 8666
Epworth Hospital	89 Bridge Rd, Richmond, 3121	(03) 9426 6666
Royal Children's Hospital,	Flemington Road, Parkville 3052,	(03) 9345 5522

Contact list of Chemists in Melbourne CBD

Name	Address	Contact No
Exhibition Pharmacy	Shop 7/242 Exhibition St, Melbourne, 3000	(03) 9662 9444
QV Terrace Pharmacy	Level 4/210 Lonsdale St, Melbourne, 3000	(03) 9663 4911
Chemist Warehouse	Lower level, 108 Bourke St, Melbourne, 3000	(03) 9650 0249
Priceline Pharmacy QV	Shop 55, QV Retail Centre Lonsdale St Melb	(03) 9650 9348
Melbourne Central Pharmacy	Swanston St, Melbourne 3000	(03) 9654 4470

Contact list of Doctors in Melbourne CBD

Name	Address	Contact No
Medical One QV	232/23 QV Terrace 292 Swanston St, Melbourne	(03) 8663 7000
Telehealth Doctors- GP Clinic	203/62 Hayward Lane, Melbourne	1800 012 353
Vita Medical Centre	399 Elizabeth Street, Melbourne	(03) 9193 6221
Melbourne City Medical Clinic	68 Lonsdale Street, Melbourne	(03) 9639 9600

Contact list of Dentists in Melbourne CBD

Name	Address	Contact No
QV Dental	3/292 Swanston St, Carlton, VIC 3053	(03) 9654 2755
Dr Dan Lee	68 Lonsdale St, Melbourne, VIC, 3000	(03) 9639 9600
Medical One QV	232/23 QV Terrace 292 Swanston St, Melbourne	(03) 8663 7000
MC Dental Melbourne Central	Shop 254, level 2, 211 La Trobe St, Melbourne,	(03) 9662 2466

Contact list of Legal Advisors in Melbourne CBD

Name	Address	Contact No
Study Melbourne Student Centre	599 Little Bourke St, Melbourne, VIC, 3000	1800 056 449
Women's Legal Service	Level 10, 277 William St, Melbourne, VIC, 3000	(03) 8622 0600
Victoria Legal Aid	570 Bourke St Melbourne VIC 3000	1300 792 387

Contact list of Banks in Melbourne CBD

Name	Address	Contact No
National Bank of Greece	Level 4 / 168 Lonsdale Street, Melbourne	(03) 9639 1001
Bank of China	210-225 Swanston St, Melbourne, VIC, 3000	(03) 9635 7777
ANZ Chinatown branch	230 Swanston St, Melbourne, VIC, 3000	13 13 14
St George Bank	325 Collins St, Melbourne, VIC, 3004	13 33 30
Bank of Melbourne, Melb Central	Shop GD071/211 La Trobe Street, Maelbourne	(03) 9982 4700
National Australia Bank	228-234 Lonsdale St, Melbourne, VIC, 3000	13 22 65
Commonwealth Bank Melb Central	Shop GD63/211 La Trobe St, Melbourne, VIC, 3000	(03) 9663 5900
Westpac Melbourne Central	360 Elizabeth St, Melbourne, VIC, 3000	13 20 32

Reason for Absence/Request for Leave Form

This form is to be used to inform ITHEA about any absences or any requests for leave you may have during your course. For further details please see the Attendance and Lateness policy in your student handbook.

(It should also be used if you have missed any assessments because of illness)

Student details:

First Name:	Last Name:		
Student Number:	Select ONE:	Domestic	International
Email:	Telephone/Mobile:		
Course:	Trainer:	Date:	

Type of absence: (select one)		Request for leave:
Past absence (illness)	medical certificate attached	Reason for leave:
Past absence (other)	reasons & supporting documentation provided	Reasons & supporting documentation provided

Dates/s of Absence/Leave:	From ____ / ____ / ____	To ____ / ____ / ____
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Declaration: I declare the information I have provided on this form is correct. I will notify ITHEA immediately of any further change in my details.

Student Signature	Date:
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Date received:	Received by:
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PLEASE NOTE:

In the case of absences, Medical certificates are to be passed onto Admin for processing.

★ **All leave requests should be referred to the Student Manager for processing.**

OFFICE USE ONLY

Course progress:	Satisfactory/Up to date	Unsatisfactory/Not up to date (include details below)
Fees:	Owing	Up to date/Paid in Full
CoE affected?	NO – no further action needed	YES - PRISMs notified
Leave Status:	Approved	Not Approved
		Approval/refusal letter issued
Comments:		
Approved by:	Position:	Date:
Entered on VETTRAK by:		Date:

This form is to be used to lodge a formal complaint or appeal to ITHEA. It should only be used after all informal avenues for resolving disputes have taken place. For further information see Student Manager.

First Name:		Last Name:	
Address:			
Email:		Telephone/Mobile:	
Student Number:		Select ONE:	<input type="radio"/> Domestic <input type="radio"/> International
Course:		Trainer:	
Person communicating with student (if not Trainer)			Date:

[illegible]

Date

ITHEA Application to: (select one)

Defer from Studies

Temporarily Suspend Studies

Cancel Studies

Definitions:

Deferral	Postponement of commencement of course.
Suspension	Temporary postponement of enrolment during course.
Cancellation	To cease enrolment or withdraw from a course.
DOHA	Department of Home Affairs.

IMPORTANT!

- All temporary suspensions, regardless of their duration, must be reported to DOHA.
- Should you apply for a deferment or suspension of studies, this may affect your course completion date.
- This form **MUST** be submitted to the Student Manager for approval.
- Charges are subjected to The Agreement to terms and conditions of enrolment.
- **You will be notified of your application status within 10 working days from the date of receipt.**
- If you change your address during the period of suspension/deferment/cancellation, please contact us to ensure your address details are updated for future correspondence.

Personal Details* COMPULSORY

FAMILY NAME:		GIVEN NAME:	
GENDER:	Male <input type="checkbox"/> Female <input type="checkbox"/>	DATE OF BIRTH:	Student No:
ADDRESS:			
SUBURB/CITY:		POST CODE:	
PHONE:		EMAIL:	

COURSE: (please tick ✓)

Community Services

Business – Leadership & Management

<input type="checkbox"/>	CHC33015 Certificate III in Individual Support (Ageing)	<input type="checkbox"/>	BSB20115 Certificate II in Business
<input type="checkbox"/>	CHC33015 Certificate III in Individual Support (Disability)	<input type="checkbox"/>	BSB30115 Certificate III in Business
<input type="checkbox"/>	CHC43015 Certificate IV in Ageing Support	<input type="checkbox"/>	BSB40215 Certificate IV in Business
<input type="checkbox"/>	CHC43115 Certificate IV in Disability	<input type="checkbox"/>	BSB50215 Diploma of Business
<input type="checkbox"/>	CHC43113 Certificate IV in Child, Youth & Family Intervention	<input type="checkbox"/>	BSB60215 Advanced Diploma of Business
<input type="checkbox"/>	CHC50313 Diploma of Child, Youth & Family Intervention	<input type="checkbox"/>	BSB42015 Certificate IV in Leadership and Management
<input type="checkbox"/>	CHC43315 Certificate IV in Mental Health	<input type="checkbox"/>	BSB51915 Diploma of Leadership and Management
<input type="checkbox"/>	CHC53315 Diploma of Mental Health	<input type="checkbox"/>	BSB61015 Advanced Diploma of Leadership and Management
<input type="checkbox"/>	CHC52015 Diploma of Community Services	<input type="checkbox"/>	

Children's Services

<input type="checkbox"/>	CHC30113 Certificate III in Early Childhood Education and Care	<input type="checkbox"/>	CHC50113 Diploma of Early Childhood Education and Care
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English

<input type="checkbox"/>	General English	<input type="checkbox"/>	
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Details of Deferment/Suspension/Cancellation* (Please refer to definitions)

Reason for suspension/deferment/cancellation: (please tick✓)

<input type="checkbox"/>	Financial problems	<input type="checkbox"/>	Unable to cope with the course	<input type="checkbox"/>	Family Obligations
<input type="checkbox"/>	Personal matters	<input type="checkbox"/>	Illness/Medical Conditions	<input type="checkbox"/>	Family Bereavement
<input type="checkbox"/>	Other				

Details: _____

Date of proposed deferment/suspension/cancellation: From: _____ To: _____
(Circle ONE)

Student's declaration

- I declare that the information supplied on this form and the information given in support of my application is correct and complete.
- I authorise ITHEA to obtain official student records from any educational institution necessary to make an informed decision about the application or matters that concern enrolment.
- I acknowledge that the provision of incorrect information or the withholding of relevant information relating to my application may result in a delay in the assessment of the offer of a place.
- I am aware that the decision to grant deferral/suspension or cancellation or enrolment may affect my student visa and if I am not enrolled in any course for a period of more than 28 days I may be required to return to my country unless approved by DOHA.

(Student's Signature)*

* COMPULSORY

(Date)*

OFFICE USE ONLY							
Course progress:	Satisfactory		Not Satisfactory				
Skills Victoria Status:	Hours Entered		Results entered		Withdrawn		
Fees:	Owing		Up to date		Paid in full		
Status:	Approved		Not Approved				
Comments							
Approved by:			Position:			Date:	
Approval/Refusal letter issued by						Date:	
CoE affected	Yes	No					
Entered on VETTRAK	Yes	No	Entered by:		Date:		
Entered in PRISMS	Yes	No	Entered by:		Date:		
Letter of Release	Sent by:		Signature:			Date sent:	
Accounts Notified	Adjusted by:		Signature:			Date Adjusted:	