Table of Contents

1. Welcome
2. Abbreviations
3. Introduction
4. Quality Statement
5. Change of Conditions
6. College Location & Contact Numbers
7. Facilities
8. Key Contacts
10. The Australian Qualifications Framework (AQF)
11. Education Services for Overseas Student (ESOS) ACT 2007
12. ESOS Framework
13. Protection for Overseas Student
   a. Your Rights
   b. Your Responsibilities
   c. Contact Details
14. Student Visa Requirements
   a. General Requirements
   b. Financial Status
   c. Students with School Age Dependents
   d. English Entry Requirements
   e. Change of Address - Contact Information
   f. Overseas Student Health Cover (OSHC)
   g. Unsatisfactory Attendance
      1. For VET Students
      2. For ELICOS Students
   h. Working While Studying
   i. Breaches – Warning and Reporting
   j. Deferral or Suspension of Course
15. Education Agents
16. Access and Equity
17. Language, Literacy and Numeracy Support (LLN)
18. Student Selection
19. Guidelines for Admission
   a. Introductory Information
20. Applying for an Australian Student Visa
   a. Certified Documents
   b. Recognition of Qualifications and Statement of Attainment
21. Recognition of Prior Learning (RPL)
22. Application to Study at Strathfield College
23. How Apply for Enrolment at Strathfield College
   a. Complete your Strathfield College Application Form
   b. Application checklist
   c. Submit your Australian Student Visa application
24. Overdue Fee Collection Policy and Process
25. Orientation on Arrival
26. Academic Honesty Policy
27. Course Outcomes for VET Qualifications
28. Re-assessment
29. Preparing you for the workplace
30. Cancellation and Refund Policy
   a. Student Cancellation – Default
   b. Strathfield College – Default
   c. Refunds Appeals
31. Issues, Concerns and Complaints
   a. Appeals Following Warnings or Intention to Report Notification, or a Complaint Decision
   b. Appealing an Assessment outcome
32. Conduct
33. Disciplinary Procedure for Non-compliance with College Rules
34. Taking Leave when ill
35. Approved Leave
36. Privacy and Confidentiality
37. Welfare and Guidance Services
   a. Students under 18 Years
38. Homestay and Accommodation
39. Living in Sydney/Living in Melbourne
   a. Estimates of Rental Accommodation
   b. Cost of Utilities
   c. Cost for Full Board Accommodation
40. Student Release
   a. Circumstances for Release
   b. Circumstances for Non Release
   c. Procedure for Requesting a Student Release
   d. Calculating a Fee Refund
Welcome to Strathfield College

Congratulations on choosing to complete your studies with Strathfield College. We will endeavour to ensure that your learning is successful and trust that you enjoy your time with us.

This book contains important information about the college. If you do not understand anything or require further information, don’t hesitate to enquire from any of the marketing or admission staff listed in the key contacts in this booklet, they will gladly help.

We are conveniently located in the centre of Sydney, close to the city centre, Chinatown and Central Railway Station. Our campus in Melbourne is in the heart of the city, walking distance from Southern Cross and Flinders Street Railway Stations.

Strathfield College offers a range of courses, which involve industry consultation to ensure currency and workplace relevance. Our courses are guided by experienced and qualified trainers, in a supportive learning environment. A variety of approaches are used to assist your learning and asses your knowledge and skills to support you in meeting the outcomes of your chosen qualification.

The college has air-conditioned classrooms fitted with whiteboards, projectors, and wi-fi, to provide a comfortable environment for learning and teaching.

During your enrolment with us it is expected that you attend class and achieve satisfactory academic progress. [Attendance and Course Progress Policies are available on the Strathfield College website]

By delivering nationally recognised qualifications Strathfield College provides opportunities for improving your English and also for you to obtain Australian workplace knowledge and skills. On successful completion of the qualification there are pathway options to Higher Education in Australia.

We look forward to meeting you and wish you every success with your studies.

Strathfield College staff
2. Abbreviations used in this handbook

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DIBP</td>
<td>Department of Immigration and Border Protection</td>
</tr>
<tr>
<td>DET</td>
<td>Department of Education and Training</td>
</tr>
<tr>
<td>DEC</td>
<td>Department of Education and Community (NSW Government)</td>
</tr>
<tr>
<td>ASQA</td>
<td>Australian Skills Quality Authority</td>
</tr>
<tr>
<td>ESOS</td>
<td>Education Services for Overseas Students Act 2000</td>
</tr>
<tr>
<td>NEAS</td>
<td>National ELICOS Accreditation Scheme</td>
</tr>
<tr>
<td>AQF</td>
<td>Australian Quality Framework</td>
</tr>
<tr>
<td>AQTF</td>
<td>Australian Quality Training Framework</td>
</tr>
<tr>
<td>VET</td>
<td>Vocational Education and Training</td>
</tr>
<tr>
<td>OSHC</td>
<td>Overseas Student Health Cover</td>
</tr>
<tr>
<td>LLN</td>
<td>Language Literacy and Numeracy</td>
</tr>
<tr>
<td>RTO</td>
<td>Registered Training Organisation</td>
</tr>
<tr>
<td>TPS</td>
<td>Tuition Protection Scheme</td>
</tr>
<tr>
<td>RPL</td>
<td>Recognition of Prior Learning</td>
</tr>
<tr>
<td>eCoE</td>
<td>Electronic Confirmation of Enrolment</td>
</tr>
<tr>
<td>EEO</td>
<td>Equal Employment Opportunities</td>
</tr>
<tr>
<td>CRICOS</td>
<td>Commonwealth Register of Institutions and Courses for Overseas Students</td>
</tr>
</tbody>
</table>

3. Introduction

Strathfield College is the trading name for Strathfield College Pty Ltd.

Australian Business Number: 85 168 435 667
RTO Number: 91223
CRICOS Provider Number: 02736K

Strathfield College (SC) is registered by the Australian Government Australian Skills Quality Authority (ASQA) to deliver the following vocational courses to International or local students under the revised Standards for RTO’s (2015). In addition, SC is registered through ASQA to deliver English programs. Strathfield College offers training and assessment with qualified and experienced trainers and assessors who also have current industry experience in their relevant area of study. They are here to support you throughout your training program and help you further your career goals. The list of qualifications delivered at Strathfield College is below. Please refer to the Strathfield College website [www.sc.nsw.edu.au] for details of each qualification, including entry requirements and fees.

<table>
<thead>
<tr>
<th>CRICOS Code</th>
<th>National Code</th>
<th>Course</th>
<th>Duration</th>
<th>Campus</th>
</tr>
</thead>
<tbody>
<tr>
<td>087301A</td>
<td>BSB50415</td>
<td>Diploma of Business Administration</td>
<td>52 weeks</td>
<td>SYD</td>
</tr>
<tr>
<td>087037A</td>
<td>BSB40515</td>
<td>Certificate IV in Business Administration</td>
<td>42 weeks</td>
<td>SYD</td>
</tr>
<tr>
<td>087557K</td>
<td>BSB60515</td>
<td>Advanced Diploma in Marketing</td>
<td>52 weeks</td>
<td>SYD</td>
</tr>
<tr>
<td>087096A</td>
<td>BSB41315</td>
<td>Certificate IV in Marketing</td>
<td>48 weeks</td>
<td>SYD</td>
</tr>
<tr>
<td>067468K</td>
<td>BSB51915</td>
<td>Diploma of Leadership and Management</td>
<td>52 weeks</td>
<td>SYD</td>
</tr>
<tr>
<td>081726B</td>
<td>SIT50112</td>
<td>Diploma of Travel and Tourism</td>
<td>52 weeks</td>
<td>SYD</td>
</tr>
<tr>
<td>090933S</td>
<td>SIT30316</td>
<td>Certificate III in Tourism Guiding</td>
<td>26 weeks</td>
<td>SYD</td>
</tr>
<tr>
<td>091021G</td>
<td>SIT50416</td>
<td>Diploma of</td>
<td>52 weeks</td>
<td>SYD</td>
</tr>
<tr>
<td>Code</td>
<td>Course</td>
<td>Length</td>
<td>Location</td>
<td></td>
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</tr>
<tr>
<td>089397E</td>
<td>FNS40615 Certificate IV Accounting</td>
<td>36 weeks</td>
<td>SYD</td>
<td></td>
</tr>
<tr>
<td>089398D</td>
<td>FNS50215 Diploma of Accounting</td>
<td>52 weeks</td>
<td>SYD</td>
<td></td>
</tr>
<tr>
<td>09801J</td>
<td>FNS60215 Advanced Diploma of Accounting</td>
<td>65 weeks</td>
<td>SYD</td>
<td></td>
</tr>
<tr>
<td>08749G</td>
<td>BSB60215 Advanced Diploma of Business</td>
<td>48 weeks</td>
<td>SYD</td>
<td></td>
</tr>
<tr>
<td>089396F</td>
<td>BSB61015 Advanced Diploma of Leadership and Management</td>
<td>52 weeks</td>
<td>SYD</td>
<td></td>
</tr>
<tr>
<td>086532E</td>
<td>ICT40115 Certificate IV Information Technology</td>
<td>52 weeks</td>
<td>MELB SYD</td>
<td></td>
</tr>
<tr>
<td>086614C</td>
<td>ICT50115 Diploma Information Technology</td>
<td>52 weeks</td>
<td>MELB SYD</td>
<td></td>
</tr>
<tr>
<td>086679G</td>
<td>ICT50615 Diploma Website Development</td>
<td>52 weeks</td>
<td>SYD</td>
<td></td>
</tr>
<tr>
<td>086747A</td>
<td>ICT60415 Advanced Diploma IT Project Management</td>
<td>52 weeks</td>
<td>SYD</td>
<td></td>
</tr>
</tbody>
</table>

### 4. Quality statement

Strathfield College is committed to providing quality service and continuously aims to improve our services and programs. We value your suggestions and feedback as to how we can help you better.

Our business courses comply with the RTO Standards (2015). These standards are maintained through continual professional development, industry liaison, internal auditing validation and moderation.

Our English courses are monitored and assessed by NEAS (National ELICOS Accreditation Scheme). NEAS is in charge of maintaining the standard of English language training in Australia.

### 5. Change of conditions

Strathfield College reserves the right to change its fees, conditions of enrollment, course delivery times – the timetable or course commencement dates at any time without notice.

### 6. College location and contact numbers

#### Sydney Head Office and Campus

Level 5, Suite 510, 451 Pitt Street,
Sydney, NSW 2000

Telephone: (+61 2) 9212 7799
Facsimile: (+61 2) 9212 7800
Email: info@strathfieldcollege.edu.au

#### Melbourne Campus

Level 2, Little Collins Street,
Melbourne, VIC 3000

Telephone: (+61 2) 9212 7799
Facsimile: (+61 2) 9212 7800
Email: info@strathfieldcollege.edu.au
7. Facilities

College Campus
Our campus offers air-conditioned classrooms equipped with whiteboards, projectors and Wi-Fi. Audiovisual equipment is also readily available for classroom use. Computers with internet facilities are also available for student use. On campus there is a student break-out/common/eating area which also provides access to microwaves and cold / boiling water and some leisure reading material.

In Sydney the campus is located close to the CBD [Central Business District], Central Station, public transport, public libraries, the World Square Shopping Centre, Chinatown, Paddy's Markets and cinemas. The Melbourne campus is located in the heart of the CBD with easily accessible public transport (trams, buses and trains), Bourke Street Mall, Chinatown, Emporium and Melbourne Central Shopping centers are all with-in very close proximity.

Should the College consider relocating to new premises or acquire additional premises for the purpose of delivering ASQA accredited courses the College Management will notify, in writing, to ASQA and the students enrolled with the College, any intention to relocate at least 20 working days before the relocation.

8. Key contacts

Chief Executive Officer: Xiang Luo
The Chief Executive Officer is responsible for the standard of training, assessment and safety in Strathfield College, in accordance with the relevant government legislation

Campus Manager: Jacques Mouton
The Campus Manager is responsible for the day to day running of the College and the overall quality of the student experience.

Marketing & Customer Services Managers:
Krisztina Koos – Senior Marketing Manager (Europe, English Speaking Countries) krisztina.koos@strathfieldcollege.edu.au
Madhuri Naidu – (Subcontinent, Middle East, Africa) madhuri.naidu@strathfieldcollege.edu.au
Rose Xu – (Greater China, Taiwan) rose.xu@strathfieldcollege.edu.au
Mandy Chung – (SE Asia) mandy.chung@strathfieldcollege.edu.au
Francisco Javier Doncel Prada (Latin America) francisco.doncel@strathfieldcollege.edu.au
Soledad Coria – Customer Services & Communication Manager soledad.coria@strathfieldcollege.edu.au

The Marketing Officers are available at our Sydney Campus, by appointment through Reception, to help you with agent issues, visa and CoE issues, fees, study options and Letters of Offer, RPL and/or Credit transfers prior to enrolment.

They are responsible for giving students information about the College and answering questions about college facilities and services. The Marketing and Customer Service Managers are the first contact for you if you have any problems during your time in Australia.

See below contact person in different languages:

Hungary: Ha magyarul szeretnel beszélni, lepj kapcsolatba Krisztnaval a krisztina.koos@strathfieldcollege.edu.au e-mail cimen, illetve a +61 (0) 292127799 -es telefonszamon es tarscázd a 101 melléklet

Chinese: 如果您講中文，請與 Rose Xu 聯係，電話 92127799 轉 108，電郵 rose.xu@strathfieldcollege.edu.au 手機

Español: Si usted necesita ayuda en idioma español por favor contáctese con Soledad Coria Teléfono: 9212 7799, interno 100, soledad.coria@strathfieldcollege.edu.au
Italian: Se hai bisogno di aiuto in lingua italiana, favor contattare con Soledad Coria  
Telefeno: 9212 7799, interno 100,  
soledad.coria@strathfieldcollege.edu.au

Admissions: 
info@strathfieldcollege.edu.au  
Admissions manage your college enrolment.  
The admissions team are available for any queries or information regarding your application form.  
Admissions are responsible for your enrolment, administration and receive all payments.

Director of Studies, English  
Sydney Campus: Marisol Carino

Academic Manager (ELICOS)  
Melbourne Campus: Dr. Grace Yan

Director of Studies, VET  
Sydney Campus: Kazi Rezwan  
Melbourne Campus: Maria Santos-Alexandrino  
The Directors of Studies are responsible for maintaining the quality of the courses in their respective subject areas. They also deal with day to day academic problems related to the courses.

Teachers and Trainers  
Teachers and Trainers plan and deliver the course and assess your progress. All vocational (VET) trainers have a Certificate IV in Training and Assessment (TAE40110) as well as relevant subject qualifications and industry experience in their subject areas.

The National Vocational Education and Training Regulator Act 2011 (NVR) is the legislation that established a national regulator, the Australian Skills Quality Authority (ASQA), which is responsible for registering training organisations and accrediting courses.  
One of the core conditions of registration is that relevant applicants and RTOs comply with the requirements set out in the new VET Quality Framework.

The VET Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the VET sector are enforced.  
The VET Quality Framework comprises:  
- the Standards for NVR Registered Training Organisations  
- the Fit and Proper Person Requirements  
- the Financial Viability Risk Assessment Requirements  
- the Data Provision Requirements, and  
- the Australian Qualifications Framework.

10. The Australian Qualifications Framework (AQF)  
The Australian Qualifications Framework (AQF) covers all qualifications in post-compulsory education and training. It was developed to meet the need for an overall system of qualifications to support reforms in vocational education and training. The AQF was introduced throughout Australia in January 1995.  
www.aqf.edu.au

11. Education Services for Overseas Students (ESOS) Act 2007  
The provision of education and training services to overseas students in Australia is regulated by the Department of Education and Training (DET) through the Education Services for Overseas Students Act (2000) and associated legislation.  

The purpose of the legislation is to protect the interests of people coming to Australia on student visas, by providing tuition and financial protection and by ensuring a nationally consistent standard for all registered providers. Strathfield College protects students’ fees through membership of the Tuition Protection Scheme (TPS) and ensures the protection of student fees through the ESOS Assurance Fund.  
As a CRICOS registered provider (02736K), Strathfield College must comply with the ESOS Act, associated legislation and regulations. There are penalties for failure to comply.
Under the ESOS Act, Strathfield College must report directly to DIBP, when a student breaches the visa requirements, in particular the requirements about student’s maintaining satisfactory progress in their course. Should you wish to obtain further information about the ESOS Act a summary fact sheet is available on the DET website at https://tps.gov.au/StaticContent/Get/StudentInformation

12. ESOS framework
The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding experience of study. Australia’s laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007. A detailed explanation of this framework can be accessed on the DET website at https://docs.education.gov.au/system/files/doc/other/esosstudentfactsheet.pdf

13. Protection for overseas students
As an overseas student on a student visa, you must study with an education provider and in a course found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at www.cricos.deewr.gov.au CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS. http://cricos.education.gov.au

13. a. Your rights
The ESOS framework protects your rights, including:
- your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider’s agent.
- If you are under 18, to ensure your safety, you will only be granted a visa, if there are arrangements in place for your accommodation, support and welfare.
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money.
  
  You should keep a copy of your written agreement.
- your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:
- orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer or officers is for overseas students
- if you can apply for course credit
- when your enrolment can be deferred, suspended or cancelled
- what your provider’s requirements are for satisfactory progress in the courses you study and
- what support is available if you are not progressing well
- if attendance will be monitored for your course, and
- a complaints and appeals process.

One of the standards does not allow students to enrol with another provider before having completed six [6] months of their primary course of the original enrolment with the primary provider. If you want to transfer before this time you need your provider’s permission. Other
institutions may not enrol you without a release letter.
DET contact: telephone 1300 615 262 (local call costs), visit the website: https://internationaleducation.gov.au and/or submit an ESOS enquiry form online from the website at Contact Us.

13. b. Your responsibilities
As an overseas student on a student visa, you have responsibilities to:

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider if you change your address, update contact information when you change it.
- maintain satisfactory course progress
- follow your provider’s attendance policy, and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

13. c. Contact details

<table>
<thead>
<tr>
<th>Your provider</th>
<th>DET</th>
<th>DIBP</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Speak with your provider</td>
<td>• ESOS Helpline 1300 615 262 131 881 (within in Australia)</td>
<td>•Contact the DIBP office in your country</td>
</tr>
<tr>
<td>• Go to your provider’s website</td>
<td>• ESOS enquiries, <a href="https://internationaleducation.gov.au">https://internationaleducation.gov.au</a> Online Enquiry Form</td>
<td></td>
</tr>
</tbody>
</table>

14. Student Visa requirements

14. a. General requirements
The Department of Border Protection (DIBP) have a number of requirements for granting a student visa. Granting of a student may visa depend on:

- Your country of origin
- Whether you have enough money to support yourself during your course
- Your English proficiency
- Your likely compliance with the terms of your visa
- Other matters considered relevant to assessing your application.

Visas are processed through the Australian Immigration Office, High Commission, Embassy or Consulate in your home country. You will also be required to show that you meet the entry requirements for the course for which you intend to enrol. Once in Australia it is important that you keep to the terms of your visa. Australian Government Regulations state that students on a student visa must maintain a satisfactory rate of academic progress and attendance.

Information on visa matters is available from your Strathfield College Agent with full additional information on student visa issues being available on the Department of Immigration and Border Protection (DIBP) Internet site at http://www.border.gov.au

14. b. Financial Status
Under current country assessment levels, students must sign a declaration that they have sufficient funds to cover their stay in Australia. Students must have evidence that they have funds totaling AUD 18,000 in Australia. Students accompanied by a spouse should add AUD 4,200 per annum.

14. c. Students with School Age Dependents
You should add a further 20% to their annual budget if you have at least 1 child, plus an
additional AUD$8,000 per annum for the cost of schooling if the child is of school age. For each additional child a further 15% should be added to your budget as well as the cost of the school fees.

14. d. English entry requirements
Depending on your student visa assessment level you may need to prove your English level to get a (VET) 572 student visa. But, in general, you must be able to read, write and understand English to benefit from a vocational (VET) course. Before you start your course you will need to prove your language level as part of the enrolment process.

For admission to the Strathfield College vocational courses, English language proficiency must be demonstrated by achieving the following minimum standards:

- Test of English as a Foreign Language (TOEFL) 500
- International English Language Testing System (IELTS) 5.5 (General Training);
- International Second Language Proficiency Rating (ISLPR) 3+

A Certified copy of your English proficiency must be attached to your Strathfield College Application form.

Strathfield College has a range of accredited English courses, endorsed by NEAS, to help you achieve the required English level. Students who do not have the official TOEFL, IELTS or ISLPR results to indicate the required entry level into VET will be required to pass the Strathfield VET English Entry Test. Details of the test as well as the times when the test is run are available from the Orientation flyer on the Strathfield website, your Marketing Officer, the Receptionist, the VET Administration Officer and/or the Director of Studies.

14. e. Change of address - Contact Information
Upon arriving in Australia you are required to advise us of your residential address, email address and your mobile telephone number. If you move house or change your mobile number it is extremely important that you give us your new address and contact information. You will also be given a college email address and this address will be used for all college communication. This will ensure that you receive important information about your course, fee receipts and any other important information. A Contact Information Form is available from reception.

14. f. Overseas Student Health Cover (OSHC)
Australia has an efficient health care system which is subsidised by the Australian Government. Overseas Student Health Cover (OSHC) provides insurance cover that permits you to use this system. Your health Cover covers a portion of the costs for any medical or hospital care you need while studying in Australia. It also provides part payment for most prescription drugs and emergency ambulance transport.

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health fund – before applying for your visa. You will also need to maintain your OSHC throughout your stay in Australia.


14. g. Unsatisfactory attendance and/or academic progress
Strathfield College states that there is a direct relationship between the successful completion of assessment events and competency achievement with attendance and active class participation. Therefore the College will monitor class attendance and keep records of unexplained absences. Strathfield College maintains an 80% minimum attendance standard. For VET courses, students are required to undertake all in-class group tasks.

In accordance with the guidelines of Standard 11 of the National Code, Strathfield College will report students to the DIBP when they fail to meet
satisfactory attendance requirements, if not making satisfactory academic progress and/or a student is absent for more than five consecutive days. Strathfield College may choose not to report a breach if:

- the student’s attendance is at least 70 per cent with satisfactory explanatory evidence for the absences;
- the student is maintaining satisfactory academic performance;
- there are compassionate and compelling reasons or circumstances for poor attendance and/or academic progress; and
- this is consistent with the provider’s documented attendance and academic progress policies and procedures.

It is important and expected that students make satisfactory progress in their course of study. Strathfield College will also monitor academic performance of each student and will intervene where that performance is not satisfactory. Trainers will monitor and assess students’ attendance and academic progress on a daily and weekly basis and then again at term end. This is usually across two units depending on the course and approximately every two months.

Satisfactory progress is defined as successfully completing at least 50% of the study load in each teaching period.

Students who do not pass at least 50% of the Units undertaken in a study period will be informed of their lack of academic progress in accordance with the Academic Progress Policy. Depending on where a student is positioned with respect to the academic progress policy, an intervention strategy may be required.

Where there is no effort to improve academic progress and/or the student continues not to make satisfactory academic progress, the student will be issued with a Notification of Intention to Report from Strathfield College outlining the college’s intention to report to DIBP for failure to maintain satisfactory academic progress.

At this time the student will have 20 working days to appeal. If no appeal is made or if the appeal is not upheld, the student will be reported to Department of Immigration and Border Protection (DIBP) for unsatisfactory academic progress. Students may lodge an external appeal or complain about a decision through the Overseas Students Ombudsman within 5 working days of the end of the internal appeal process or decision. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

If a student chooses to access an external appeal process, Strathfield College will maintain the student’s enrolment during the process.

If a student’s appeal is successful the result will vary. For example:

- If the appeal shows that there was an error in calculation, and the student actually met a satisfactory attendance rate or made satisfactory academic progress (successfully completed more than 50% of the course requirements for that study period), Strathfield College will take no action in reporting the student.
- If the appeals process shows that the student has not met a satisfactory attendance or made satisfactory academic progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the student and the report will not be made.

If any internal or external complaint handling or appeal process results in a decision that supports the student, Strathfield College will immediately implement any decision and/or corrective and preventative action required, then advise the student of the outcome.

For more details of Academic progress please find the policy and procedure on the website.

14. g. 1. For VET students

The student will be first contacted by email when their attendance falls to 85% or when they are absent for more than five consecutive days. They will receive a letter by email informing them of the situation and the implications of a falling attendance rate.
The College will next contact the student by email when the attendance falls to 75% through an Intervention Counseling letter. The VET DOS will meet with the student to inform them that their attendance is unsatisfactory. The VET DOS will check the academic progress of the student and where the academic progress is also not satisfactory, an intervention plan will be implemented.

Where attendance falls below 70% and the student is not making academic progress a student will be issued, via email, with a Notification of Intention to Report letter from Strathfield College outlining the school’s intention to report to DIBP for failure to maintain satisfactory academic progress.

At that time the student will have 20 working days to appeal. If no appeal is made or if the appeal is not upheld, the student will be reported to DET-DIBP for unsatisfactory academic progress. For more information refer to the Policies.

14. g. 2. For ELICOS students
A student with an overall attendance of 90% will be issued with a warning letter (1st warning). The student will be counselled by the teacher and sign a counselling sheet. If the student’s overall attendance drops to 85%, they will be issued with a 2nd warning letter. The student will be counselled by the teacher and sign a counselling sheet. If the student’s attendance drops to an overall attendance of 79%, a Notice of Intent to Report letter will be issued and the student will have 20 working days to appeal.

If a student is absent for 5 days, the DOS will request the College Registrar to telephone the student to find out the reason. If there is a problem the College will offer to help. If for any reason the College can’t contact the student after repeated efforts, the College will inform DIBP.

For more information see Appeals, page 22. Students may refer to the Overseas Student Ombudsman for help with any query or complaint: www.oso.gov.au

14. h. Working while studying
Overseas students are allowed to work 40 hours a fortnight while their course is in session (excluding any work undertaken as a registered component of their course of study or training) and they can work unlimited hours during scheduled course breaks.

Permission to work is provided with a visa grant. This applies to both the primary student and any family members travelling with them on their student visa. Most student visa holders no longer need to apply separately in Australia for permission to work.

14. i. Breaches - Warning and Reporting
Students registered under CRICOS are subject to DET-DIBP attendance, academic and financial warning and reporting requirements. If you have been absent for 5 consecutive days without approval, have not been consistently attending your course or your fee payment schedule is not up to date, you will be contacted by the VET or ELICOS DOS either by email or to arrange an interview to discuss these matters. A record of this discussion will be kept in your student file.

You will be reported to DET-DIBP if:
- Your attendance is not satisfactory
- You withdraw from a course without following the correct procedures;
- You have not paid your fees.

You will be advised in writing and required to attend a meeting with a DET-DIBP official within 28 days after the day specified in the letter.

14. j. Deferral or Suspension of course
Students enrolled at Strathfield College are only allowed to defer their course in the following circumstances:
- illness (documented by a doctor’s certificate)
- bereavement
- other exceptional circumstances beyond the control of the student. [Compassionate & Compelling Circumstances]
If a student defers or suspends their studies Strathfield College is required to notify DET-DIBP via PRISMS. One of the conditions of a student visa is that you may only change to a different college within the first six months of your primary course under exceptional circumstances and with a release letter from the College.

15. Education agents
Strathfield College is responsible for the actions of education agents representing the College. All Strathfield College agents have signed an agreement with the College. Strathfield College reviews the activities of agents continuously. If you believe your agent is misleading you or misrepresenting the College, please contact us immediately.

You should not be asked for additional fee payments by agents once you have been accepted by Strathfield College. Should you be asked for additional fees, please speak to the College Registrar.

A Strathfield College Education Agent must provide you with information on the following before you make an application to study:

- Facilities, equipment and learning resources;
- Course content, course duration and the qualification gained on completion;
- Teaching and assessment methods;
- Details of any arrangements with other providers for recognition or completion of the course;
- Tuition fees, refund conditions and other expenses;
- Information about living in Australia, the College campus and location, accommodation availability, and costs of living;
- The minimum level of English language proficiency, educational qualifications and work experience required for acceptance into a course;
- Student visa requirements;
- The conditions imposed on student visas including satisfactory academic performance, attendance requirements and working;
- The requirement that Strathfield College must report students who fail to meet their visa conditions to DIBP;
- Withdrawal arrangements;
- Admission procedures, credit transfers and the recognition of prior learning (RPL) policies at the College;
- Internal and external complaint and appeals procedures;
- The non-academic student support services of special relevance to international students.

16. Access and equity
Access refers to the ability of students to enter training. Equity is a term used to cover issues relating to the student participation in the College and achievement of outcomes in their chosen area of training. Strathfield College will meet the needs of individuals and the community through the integration of access and equity guidelines. Strathfield College will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality without discrimination.

Strathfield College will provide opportunities for persons to participate in the vocational education and training system. This College prohibits discrimination towards any individual or group in any form, including:

- Gender;
- Pregnancy;
- Race, colour, nationality, culture, ethnic or ethno-religious background;
- Marital status;
- Sexual/Gender identification and/or orientation (actual or presumed);
- Disabilities; and
- Indigenous Australians.

All Strathfield College employees are committed to ensuring that the College selection criterion is non-discriminatory, providing fair access to training for all people through:

- Being responsive to your needs and suggestions on a day to day basis. If a member of staff believes that a student is experiencing difficulties, then it is their responsibility to...
refer the matter to the Director of Studies. Upholding the values and integrity of Strathfield College by complying with policies;

• procedures and legislative requirements, and incorporating access and equity principles into all functions and activities within Strathfield College, as well as the operation and culture of Strathfield College;

• Providing training and assessment and learning resource materials of the highest quality that take into account cultural and linguistic needs and will be used in an ethical manner;

• Participating in staff development programs to assist in developing training and assessment methods and practices, as well as skills in relating appropriately to a diverse student population;

• Being responsive to the needs and suggestions of Strathfield College students by ensuring that training and assessment procedures are flexible;

• Being alert to the facts that some training programs offered may have a limited number of places available and these will be filled as per the requirements detailed with the client selection information;

• Ensuring our enrolment procedures will be free of discrimination, and if an individual does not meet the entry requirements, all attempts will be made to assist them to identify all alternative courses of action.

Should you feel that you have any issues related to access and equity, you should contact the Admissions Manager. If you are not happy with the response you can contact the Chief Executive Officer. All discussions will be treated confidentially. All our staff are expected to follow our Code of Practice. This handbook sets out your rights and responsibilities as a student.

17. Language, Literacy and Numeracy Support (LLN)

If you have problems with language, literacy or numeracy, we will discuss a number of options to help. If necessary we will offer counselling about your particular problem and how it may affect your progress in our course. Recommendations will be made but, finally it is up to you whether you act on them.

If the assessment identifies that you need further development in a specific area, the Director of Studies-English, will discuss the options with you. Additional language support may attract a fee. The Learning Advisor is also available, free of charge, for learning support on campus. The Learning Advisor is able to provide ongoing on campus support with literacy, numeracy and study skills.

18. Student selection

Strathfield College have the following selection criteria in recruiting students for our programs. These include relevant skills, experience and career plans.

To study in a VET program at Strathfield College you must be 18 years old. You must have completed Year 12 or its equivalent. However, if you are a mature age entrant, you may use your work experience as evidence of your ability to successfully complete the course. You must also have an IELTS [general] score of 5.5 or equivalent to enter a Vocational Course.

Students who do not have the official TOEFL, IELTS or ISLPR results to indicate the required entry level into VET will be required to pass the Strathfield VET English Entry Test.

If you do not have the required level of English and/or fail to pass the VET English Entry test, Strathfield College will ask you to do an English Course to help you meet the entry requirement. To study in an English course you must be 16 years old or older. The amount of English study you will need depends on your current level of English.

In addition, specific training programs may require a different or specific type of selection criteria. The most common selection criteria are:

• ability to complete the training program;

• the reason why you wish to take the training program and how the program will help you with your career plans;

• any other criteria relevant to National Training Package pre-requisites.
Offers of course placement will be based on the assessment of the Director of Studies who will take your qualifications and proficiencies into account.

**19. Guidelines for admission**

**19. a. Introductory Information**

To study in Australia you must:
- be enrolled in a course which is registered by the Australian Government;
- attend the course full time. That is for at least 20 contact hours per week;
- have an Australian Student Visa.

The following information will help you to apply to study in Australia at Strathfield College. This information is a guide only and you will find more information about visa requirements, student selection, course information and fees:
- in this Strathfield College Student Handbook
- on the Strathfield College website ([www.strathfieldcollege.edu.au](http://www.strathfieldcollege.edu.au));
- in Strathfield College brochures;
- on Australian Government websites listed below
- or by contacting the College.

**20. Applying for an Australian Student Visa**

To apply for a visa you need to contact a representative of the Australian Government at an Australian High Commission, Embassy or Consulate. You can also obtain information about Australian Student Visas on the following Australian Government websites: [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au); [www.border.gov.au](http://www.border.gov.au) These websites provide you with official details about:
- Entry requirements for a Student Visa;
- Your responsibilities after you receive your Student Visa;
- Documents you are required to submit with your Student Visa application.

Please Remember: Depending on the country in which you live and the application process, your visa may take weeks or even months to be approved. This is important to remember when you choose your start date with Strathfield College.

**20. a. Certified Documents**

When you apply to enrol in a Strathfield College course you will be asked to supply Certified Documents. Certified Documents are copies of original documents which have been certified as being a true copy of the original document.

The copies can only be certified by an authorised person, such as:
- The institution which issued the original documents;
- An officer in the admissions department of Strathfield College;
- An appointed agent of Strathfield College;
- An officer in the records or admissions department of a tertiary institution;
- A Justice of the Peace (Australia only);
- A Notary Public (People’s Republic of China only).

The copies must:
- State – “I certify this to be a true copy of the original”;
- Be signed and dated by the authorised person;
- Contain the clearly written name, occupation and contact details of the authorised person. In the case of a tertiary institution the official stamp of the institution should be used.

Certified copies of documents can be accepted in hard copy by mail for the application process or by fax or email from Strathfield College agents. Certified documents submitted to Strathfield College become the property of the college and will not be returned.

Original documents, which are in a language other than English, must be translated by an official translator registered with a government body or by agents who have been designated as translators. These translated documents must include the date, the name and signature of the translator and the translator’s official stamp.
20. b. Recognition of qualifications and statements of attainment

All AQF qualifications and statements of attainment will be fully recognised and credit transfer is available to students enrolling in any of our courses.

Any student wishing to apply for recognition of existing qualifications or a statement of attainment should apply to Admissions or the Director of Studies for a Recognition of Prior Learning / Credit Transfer application or visit the website. www.strathfieldcollege.edu.au.

21. Recognition of Prior Learning (RPL) & Credit Transfer

Students with VET training programs are provided with full recognition of their current skills and knowledge. SC promotes the acknowledgment of 'non-traditional' forms of learning as valid pathways for recognition of competency achievement during the RPL assessment process.

The RPL process conducted is an assessment process, which provides acknowledgement of all skills and knowledge gained through life experiences, work experience, previous training and formal education. A student may elect to have their qualifications and/or Statements of Attainment from previous study recognised for Credit Transfer by completing the RPL/ Credit Transfer Application form before coming to Australia with the application process or during the first week after enrolling in a course/unit at Strathfield College. RPL and CT applications will not be considered after this time.

Where RPL is granted before an International Student has a visa issued, then the period of the course will be adjusted appropriately when the Electronic Confirmation of Enrolment (eCoE) is issued. If RPL is agreed after visa issue the College will report the change of course duration via PRISMS as required under s19 of the ESOS Act 2000. If such a case occurs the student will maintain a full time study load. In either case the student will not be allowed to study less than a minimum full time load per week (20 hours).

DIBP through PRISMS is to be advised of the student’s RPL/CT. The student’s details and CoE are adjusted to reflect the College decision.

There is a fee schedule for when a student applies for recognition of their skills – RPL /CT. Please see website for costs associated with these applications.

These fees must be paid when making the application and are not refundable. Please enquire prior to making an application.

For RPL this fee schedule consists of an application fee plus a fee per unit of competence for which they are seeking credit (price on website).

If a student is unsuccessful the total amount paid less the RPL application will be deducted from the course tuition fees. If a student gains recognition through the RPL process for units of their course, their overall course time will effectively be reduced. Therefore, a pro rata adjustment to the course fees will apply. Any adjustment of time will be adjusted on the CoE and recorded in PRISMS to comply with National Code standards 12 and 13.

22. Application to study at Strathfield College

You must complete an application form before you begin studying at SC. This application form contains all necessary data, which may be accessed by state and federal government registering bodies.

All information is entered onto the Strathfield College student management database and the original enrolment form will be filed in your individual student file. You can get a copy of this information if you wish.

The Strathfield College application form can be:
- downloaded from the Strathfield College website, or
- obtained from your education agent.
23. How to apply for enrolment at Strathfield College

23. a. Complete your Strathfield College application form
Send your completed form, and your non-refundable Application Fee of AUD $100, to Strathfield College. You must attach certified copies of all documents that are requested on the Application Form. For information about certified copies please refer to the Guidelines for Admission.

23. b. Application checklist to assist you to complete your application form – Have you...
1. Completed all sections of the application form?
2. Read and signed the declaration?
3. Enclosed certified copies of your passport and visa?
4. Enclosed certified copies of qualifications?
5. Enclosed certified copies of English language proficiency?
6. Enclosed any other certified documents requested in the application form?
7. Enclosed AUD 100 for the (non-refundable) application fee?

2. A “Letter of Offer”
Strathfield College will assess your application and if you are accepted you will be sent a “Letter of Offer”.

3. Accepting an offer and payment of fees
If you wish to accept the offer you are required to pay:
- Either the full fee or a portion of the fee for English courses up to a maximum of 24 weeks of tuition or the first instalment (up to a maximum of 24 weeks of tuition) for VET courses;
- PLUS Overseas Student Health Cover and any other fees as detailed in the letter of offer.

Further tuition fee instalments are to be paid 6-monthly, in advance. A fee schedule will be forwarded to you.

4. eCoE
Once you have paid your fees then Strathfield College will issue an eCoE. The eCoE will be sent to you, or your agent, by mail, email or fax.
You must then submit the eCoE to the Department of Immigration and Border Protection (DIBP) as below.

23. c. Submit your Australian Student Visa application
Depending on the Country Assessment Level as indicated by DIBP, you may need your “Letter of Offer” before you apply for your visa.

For more information please contact your nearest High Commission, Australian Embassy or Consulate or visit the DIBP website:
https://www.border.gov.au

24. Overdue Fee Collection Policy and Process

<table>
<thead>
<tr>
<th>Step 1 – Notice 1: Fees Reminder and Invoice</th>
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</thead>
<tbody>
<tr>
<td>You will be posted a fees reminder and an Invoice four weeks before your tuition fee is due.</td>
</tr>
<tr>
<td>It will also be emailed to your agent.</td>
</tr>
<tr>
<td>This invoice will be the First Notice and you are required to pay by the due date.</td>
</tr>
<tr>
<td>The following are some of the payment options accepted at the college.</td>
</tr>
<tr>
<td>CREDIT</td>
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<table>
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<tr>
<th>Step 2 – Final Reminder: Intention to Report</th>
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<tbody>
<tr>
<td>If your fees become overdue by 7 working days immediate payment is required and a final reminder, an Intention to Report notice, will be posted to you.</td>
</tr>
<tr>
<td>A copy will be emailed to your agent.</td>
</tr>
<tr>
<td>(This step will be recorded on your personal records at Strathfield College.)</td>
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<tr>
<th>Step 3 – Appeal or Payment</th>
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<tr>
<td>You will have 20 working days to appeal in writing or to contact the college regarding payment.</td>
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<tr>
<th>Step 4 - Reporting to DIBP</th>
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<tbody>
<tr>
<td>If payment in full, or a legitimate written request for appeal, is not received from you the College will report you to the Department of Immigration and Citizenship (DIBP) for failure to pay fees. Your CoE will be terminated and your visa may be cancelled.</td>
</tr>
</tbody>
</table>
25. Orientation on arrival
Orientation is mandatory for all students prior to enrolment. It is designed to inform you about college life and to introduce you to your course. In addition, you will meet your trainer and other college staff, have a tour of the College and be informed of College policies and procedures. Please be sure to confirm the date and time of the orientation session you will need to attend.

26. Academic Honesty Policy
Strathfield College is committed to the academic right that students receive credit for the work submitted by them for assessment. Part of this right is that it is clearly unfair for students to submit work for assessment that appears to be their own but is copied from others with or without acknowledging the source. This kind of activity represents a form of academic fraud. Strathfield College is committed to developing research and literacy skills that will enable students to avoid plagiarism or any other form of academic dishonesty including collusion, cheating, claiming credit for group work without actively participating, and recycling.

Plagiarism is using the words or ideas of others without acknowledging the source. It can be deliberate cheating or simply failing to acknowledge copied work. Plagiarism includes:
- using other people’s ideas and presenting them in your own words
- downloading an essay or other material from the Internet and submitting it as your own work
- purchasing an assignment and submitting it as your own work
- using a friend’s work to submit for assessment
- using the words from a book or website without referencing it
- using other people’s words
- presenting large amounts of quoted work with little of your own input

Students who are found to have plagiarised will receive a fail grade in an assessment. A repeat offence may lead to the student being asked to leave the College. Students are advised to seek assistance to develop appropriate research and writing skills in order to avoid any form of academic dishonesty.

Cheating in all forms including copying from another student or the use of phones and other electronic devices in examinations and assessments will be regarded as a breach of this policy. Proven dishonesty or cheating will result in failure in an assessment. A repeat offence may lead to the student being asked to leave the College.

27. Course Outcomes for VET Qualifications
The outcome of the training package offered is a national accreditation listed on the website [http://training.gov.au](http://training.gov.au). All course outcomes are based upon you being able to demonstrate competence in the skills and knowledge listed. They all involve attendance at classroom sessions.

At various times through your course, you must undergo an assessment or a test to demonstrate that you are competent in the skills and knowledge taught. To pass the course you must prove you are competent in all the tasks given. You may be asked for a written assignment and/or to demonstrate a skill. On successful completion of the course you will be issued a certificate.

28. Re-assessment
Students who are marked as “NC” [Not Competent] or do not submit assignments by the unit end due date may request a reassessment of their work before the end of the term. Where a student does not complete a unit due to leave being granted, the student accepts the responsibility for all assignments within the duration of the CoE. If assignments are not completed within the duration of the CoE students must re-enrol.
Reassessment is allowed only once per term. Assignments must be submitted to the trainer by the agreed date. Students who do not submit by the agreed date will only be eligible for a Statement of Attainment. Students may also Appeal their assessment result from a Trainer through the Assessment Appeals form or a Feedback and Complaint form.

29. Preparing You for the Workplace
Our Business, IT, Accounting, Tourism, Hospitality and Marketing courses endeavour to acquaint students with industry best practice through learning and assessments. This is achieved by drawing on industry consultants and/or personnel to present you with real industry scenarios. All VET units of competence follow the guidelines of the relevant training package. Strathfield College trainers establish your training needs at the start of each unit of competence. This may result in your trainers applying a number of different strategies to meet the group’s learning needs.

The different strategies your trainer may use to develop the skills and knowledge of each student may include presentations, role-play, case studies, demonstrations, guest lectures, group work, calculations, exercises, tutorials, audio-visuals and simulations relating to the requirements of the particular unit of competence.

The trainer will negotiate with you to determine the most suitable type of assessment that will allow you to demonstrate competence in individual units.

In modelling the nature of the assessment, the trainer will take into account, EEO anti-discrimination principles and flexible delivery methodology, along with your particular needs. The nature of such assessments in seeking explicit evidence of competence could include an interview, role-play, case study, demonstration, group work, calculation, exercise, tutorial, project, workplace observation, and/or simulation.

In establishing an appropriate assessment model the trainer will consider currency, authenticity, validity, reliability and relevance to the performance criteria of the particular unit of competence.

30. Cancellation and Refund Policy

30. a. Student Cancellation - Default
Refunds are only available under certain conditions. Should you wish to cancel your course and seek a refund the following conditions apply.

1. The request must be made in writing on a Refund Application Form which can be obtained from the College Registrar. The completed form should be forwarded to the Registrar, Strathfield College, Suite 501, Level 5, 451 Pitt Street, Sydney NSW 2000, Australia. To assist the College you must clearly state the reasons for the refund request and supporting documentation must be supplied where applicable.

2. Strathfield College policy is that tuition fees, material fees, airport pick up and accommodation charges paid in advance are refunded in full within 28 days when:
   (a) the Student Visa Application is rejected in writing by the Australian Embassy / High Commission.

3. Where Strathfield College is advised of your cancellation in writing 30 days or more prior to your course commencement date, the tuition, materials and other fees paid to the college are refunded in full within 28 days less $330.00 administration charge.

4. Where Strathfield College is advised of your cancellation in writing less than 30 days prior to your course commencement date, the tuition, materials and other fees are refunded in full within 28 days less $550.00 administration charge.

5. If you fail to commence a course within one week after the course commencement date your agent will be notified, your CoE will be cancelled and materials and other fees paid to the College will be refunded in full within 14 days less $550.00 administration charge.
6. Where there are exceptional circumstances beyond your control such as illness or bereavement, application for an exceptional circumstances refund for illness or bereavement must be supported by Certified Documents such as a Doctor’s certificate and/or other relevant documents verifying the situation. Decisions regarding exceptional circumstances refunds are at the discretion of the Chief Executive Officer.

Please note that this does not apply where the Australian Government has cancelled a visa as a result of a breach of visa conditions or rejected a renewal of a visa.

7. Please note, the Accommodation Placement Fee (AUD200) and the non-refundable Deposit (AUD100) for issuing a provisional electronic Confirmation of Enrolment (CoE) are non-refundable under any circumstances.

8. Please see the Fees and Charges on our website on the Fees page.

9. Your notice of cancellation is not effective until Strathfield College, through the Registrar, receives a completed Strathfield College Refund Application Form with supporting evidence.

10. Course and other Fees are not transferable to another student or institution but may be transferred to another course within Strathfield College at the discretion of the Chief Executive Officer.

11. All approved refunds are made payable to and sent to the student in Australian dollars. A refund calculation explanation as to how the refund was calculated will accompany the student refund payment.

12. Bank charges may be deducted for refunds made by bank draft or electronic transfer.

30. b. Strathfield College Default

In the event of a default by Strathfield College, students are entitled to a refund under the provision of the ESOS Act 2000 and ESOS Regulations 2003 in the following circumstances:

Strathfield College will pay a refund to the student within 14 days after the default date. This refund will be 100% of the tuition fee. A written explanation as to how the refund was calculated will accompany the student refund payment.

30. c. Refund appeals

Students not satisfied with the calculated refund may refer to the Strathfield College complaint procedure which may include involving an independent third party to adjudicate.

Students may lodge an external appeal or complain about a decision through the Overseas Students Ombudsman within 10 working days of the end of the internal appeal process or decision: www.oso.gov.au.

The conditions for Refund and Cancellation and the appeals process do not remove the student’s right to take action under Australia’s consumer protection laws.

31. Issues, concerns or complaints

Strathfield College adheres to the National Code of Practice for responding to complaints about VET and/or ELICOS quality at all times.

All issues, concerns and complaints within Strathfield College are handled as a matter of process. The complaints process must start within ten days of the complaint being lodged and will be at no cost to the complainant. The complainant will have their enrolment maintained during the complaints process.

Where verbal complaints are heard, they can be discussed with staff and preferably resolved. If there is a need to formalise the issue or to define the outcome, then the complaint can be documented on either the Edupoint system, Feedback and Complaints Register or a Continuous Improvement Register, either by the person initiating the complaint or by a relevant member of
staff. All reasonable measures will be taken to finalise the process as soon as practicable.

All complainants must be identified. They cannot be anonymous because this is considered unfair and ongoing discussion cannot take place to resolve the issue. Information submitted to a staff member will be treated with respect and is to be taken in a positive way.

Any written issue, concern or complaint, irrespective of its nature will be forwarded to the Director of Studies who will control the process and moderate the outcome for the benefit of the students. Any issue, concern or complaint made by a student must ultimately be recorded on the Complaints and/or Continuous Improvement Register.

Any issue, concern or complaint will be considered and investigated fairly and objectively respecting student and/or staff rights. Students have the right to present their case as well as have a support person or request that an independent person or panel hear it.

Where the solution requires a documented change to procedures, The Director of Studies will notify the Director of Quality Assurance of the change to ensure that the documents are appropriately updated. The final result of the issue, concern or complaint investigation must be given in writing to the complainant stating the outcomes and reasons for the decisions made, the actions to be taken and a record of the documentation is to be placed on your student file.

This agreement and the availability of complaints and appeals processes, do not remove the student’s right to take action under Australia’s consumer protection laws.

31. A. Appeals Following Warning or Intention to Report Letter, Concern or Complaint Decision
Strathfield College maintains a supportive and fair environment, which allows you to appeal an outcome provided this is done within one week of the decision date.

The appeal should be resolved as amicably as possible using this formal appeal process. The appellant will have their enrolment maintained during the appeal process. The appeals process must start within ten days. There will be no cost of the appeals process to the appellant. The appeal will be presented to an Appeal Committee which may consists of the Campus Manager, VET Director and a trainer and/or any other relevant objective third party.

If a student does not agree with the outcome of the internal appeal, he/she may choose to follow an external appeal with the Ombudsman. Students may lodge an external appeal or complain about a decision through the Overseas Students Ombudsman within 7 working days of the end of the internal appeal process or decision. See the Overseas Students Ombudsman website www.oso.gov.au

If a student chooses to access an external appeal process, Strathfield College will maintain the student’s enrolment during the process.

If the appeal process results in a decision that supports the student, the appeal will be upheld by Strathfield College. Strathfield College will immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

All reasonable measures will be taken to finalise the process as soon as practicable.

All documentation will be recorded on the student file as well as in the Complaints and Feedback Register and is required in the Continuous Improvement Register.

These could include:
- A summary of the issue, event or incident;
- Relevant college records;
- Complainant’s witness documents;
- Any other supporting documents.

The Chief Executive Officer ensure that the recommendations of the Overseas Students Ombudsman are followed. No appeal process exists beyond this point in the appeals process.
The recommendation and the final outcome of the appeal must be recorded and communicated to all parties in writing. The communication must contain the outcome of the appeal and the reasons for the decisions made, including actions to be taken and a copy of the communication placed on the student’s file.

Where Strathfield College issues an Intention to Report letter to report to the DET-DIBP for unsatisfactory academic progress, the student may appeal the decision on the following grounds:

- Strathfield College fails to record or calculate a student’s marks accurately,
- There are compassionate or compelling circumstances, or
- Strathfield College has not implemented its intervention strategy or other policies according to its documented policies and procedures that have been made available to the student.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon 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;
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student’s studies;
- or
- a traumatic experience which could include:
  - involvement in, or witnessing of 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.

If a student’s appeal is successful the results will vary. For example:

- If the appeal shows that there was an error in calculation, and the student actually met a satisfactory attendance rate or made satisfactory academic progress (successfully completed more than 50% of the course requirements for that study period), Strathfield College will take no action in reporting.
- If the appeals process shows that the student has not met a satisfactory attendance or made satisfactory academic progress, but there are compassionate or compelling reasons for the lack of progress, on-going support will be provided to the student and the reporting will not be made.

Again, students may lodge an external appeal or complain about a decision through the Overseas Students Ombudsman within 10 working days of the end of the internal appeal process or decision.

31. b. Appealing the Assessment of your VET Competence
As part of the national policy for Registered Training Organisations, you have the opportunity to appeal an assessment decision by your trainer. To appeal against a trainer’s decision there is a defined procedure which your trainer will provide you with or you may obtain a copy of the procedure from the Director of Studies.

This procedure will reflect Strathfield College’s supportive and fair environment, which allows participants to appeal their assessments and recognition decisions provided this is done within ten (10) working days of the assessment date. Appeals will be resolved as amicably as possible using this formal appeal process.

Step 1 Discuss the assessment result with your teacher/trainer and present any evidence to support your appeal.
Step 2 If this does not resolve the matter, or if the trainer does not agree with the basis of the appeal, then you should appeal to the Director of Studies using the Appeals form. The appeal should be made within ten working days of the original assessment decision being advised.

Step 3 The teacher/trainer will submit details of the student’s assessment to the Director of Studies within seven working days of the original assessment decision being made.

Step 4 The Director of Studies will assemble the following information or documents:
- Past Student record;
- Attendance registers;
- Assessment tools and assessment data;
- Any other supporting documents.

The Director of Studies will acknowledge the appeal review all within 5 working days and endeavour to collect all documentation and discuss the appeal with the student and the teacher/trainer within 20 working days but no later than 45 working days.

Step 5 If the Director of Studies is unable to resolve the appeal then the matter is to be referred to an independent assessor to whom the student may present their case.

Step 6 The Director of Studies will then act on the recommendations of the independent assessor and communicate the finding to the student and the trainer.

Step 7 If the dispute cannot be resolved to the satisfaction of the parties, then the student may seek a formal review by the Overseas Students Ombudsman within 10 working days of the end of the internal appeal process or decision.

Step 8 The Chief Executive Officer will then enact the recommendations of the Overseas Students Ombudsman. No appeal mechanism exists beyond this point in the appeals process.

Step 9 The submission and the final outcome of the appeal must be recorded and communicated to all parties in writing and a copy retained on the student’s file. The communication must contain the outcome of the appeal and the reasons for the decisions made.

32. Conduct

To ensure you gain the maximum benefit from your time with Strathfield College, College Management reserves the right to remove any person(s) who displays dysfunctional or disruptive behaviour.

Examples of when Disciplinary Action may be required to be taken include when a student:
- fails to attend the required minimum number of classes for any course without reasonable explanation;
- brings onto, or consumes on SC premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner);
- brings onto or consumes on our premises any alcohol;
- exhibits any form of behaviour that is adversely affected by the influence of drugs or alcohol;
- damages or removes any property/ resource of SC or any training venue hired by SC;
- assaults (physically or verbally) any person or persons on SC premises or any training venue hired by SC;
- fails to comply with any instructions given by a member of staff relating to the safety of any person or persons on our premises;
- exhibits any form of conduct whilst on our premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present;
- enters any part of our premises or any other place to which students have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave these premises.
33. Disciplinary Procedure for Non-Compliance with College Rules

Strathfield College will make all attempts to provide its training and assessment services in a spirit of co-operation and mutual respect. There are times however when a disciplinary action must be taken to ensure the safety and well-being of all students and staff.

If there is an issue or behaviour that involves you the Director of Studies will contact you to discuss the problem and come to a solution. The actions arising from this discussion will be documented and signed by the Director of Studies. You will be provided with a copy and the Director of Studies will retain a copy until the timelines of the action have passed.

If your behaviour continues or the issue is unresolved, you will be invited for a personal interview with your Director of Studies or the Campus Manager to discuss this issue further and to make you aware of our complaints procedure that is available to you. This meeting and its outcomes will be documented, signed by all parties and included on your personal file.

Should the issue or behaviour continue, you will be provided with a final warning in writing and a time frame in which to rectify the issue or behaviour. A copy of this letter will be added to your personal College file.

While we hope that these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution. At all stages of the discipline process Strathfield College recommends that a support person of your choice accompanies you.

34. Taking leave when ill

If you are ill we recommend that you see a registered doctor. In Australia, you do not go to a hospital unless it is an emergency. You should go to a doctor who has a surgery in your area. Surgery hours usually start from 9:00 am and the surgery may be open all day. When you arrive, the receptionist will ask you for your OSHC membership card or book. Don't forget to take your OSHC membership card when you go to the doctor's surgery. If you cannot leave the house, you can ring the Doctor's receptionist and ask if the Doctor will visit you at your home. This will be more expensive.

If you cannot come to College, you should ask the doctor to give you a medical certificate that identifies your illness and how many days you may stay at home. Don't forget to give your medical certificate to the college Reception or DoS when you return to class. You keep the original certificate and SC will place a copy on your file. Medical certificates must be from a registered medical practitioner, not from a naturopath, for Chinese medicine/herbalists or from an unregistered medical practitioner.

In Australia, if you seek medical assistance from a doctor or hospital you may be required to pay an additional service charge that is not covered by your health insurance. When you get a bill or receipt for medical service, you can apply for a refund from your health insurance provider. Students who take sick leave must bring a doctor’s certificate to the College on their return. Please note, sick leave is only granted in the case of major illness (see below) and is at the discretion of the DOS.

35. Approved leave

DIBP will only permit colleges to approve leave to students for major illness, accidents or other exceptional compassionate circumstances i.e. death in the family. DIBP does not accept weddings, pregnancy, childbirth, cultural and religious activities as acceptable reasons for leave.

Further the length of Approved Leave is to be strictly controlled in keeping with the reason for the leave. Students must apply for approved leave in writing and submit supporting documentation i.e. a medical certificate from a registered medical practitioner, a death certificate and return air tickets. If leave is requested beyond 2 weeks, students will be required to defer their studies for the duration of the leave and reapply for their visa.
once the leave is over. Strathfield College will notify DIBP via PRISMS.

36. Privacy and confidentiality
Strathfield College is committed to protecting the privacy of your personal information.

You have the right to see and review your personal and training file at any time provide you organise it with the Registrar with two days’ notice. You will be asked to complete the Record Access Request Form. We have a Privacy Policy that sets out the way we handle personal information, including the use and disclosure of personal information and the right to access your personal information. We only collect information that is directly relevant to effective service delivery.

Strathfield College will exercise strict control over confidential information. If a third party requires student information your written consent must be presented to the Chief Executive Officer before the release of any information.

As an international student, your personal details and student records will, on request, be made available to:

- Commonwealth government agencies;
- State government agencies and;
- The fund manager of the ESOS Assurance Fund.

This is because as a college, we are required by several Australian Laws (the ESOS Act 2000 and the National Code) to inform DIBP about changes to your enrolment and any breach by you of your student visa conditions relating to attendance or satisfactory academic performance.

37. Welfare and guidance services
SC endeavours to provide welfare and guidance to all students/clients. In the first instance, you should speak with the Marketing Office or Learning Advisor on any matter that you may be worried about. This includes:

- Support in finding accommodation;
- Learning pathways and possible RPL opportunities;
- Provision for special cultural and religious needs;
- Provision for special dietary needs;
- Any other issue.

37. a. Students under 18 years welfare
Australian Government regulations (National Code 2007) and Australian Commonwealth Department of Immigration and Citizenship (DIBP- student visa conditions) require students under age 18 to have appropriate accommodation and welfare arrangements.

When applying for a student visa a student will need to provide Confirmation of Appropriate Accommodation and Welfare (CAAW). If planning to reside in Australia with a parent, custodian or relative aged over 21 years, students must arrange this and have these arrangements approved directly with DIBP when applying for a student visa. In every other case, Strathfield College will approve the CAAW care arrangements for underage students as required by DIBP and advise DIBP as soon as possible in the event that the under 18 year old student has changed his or her living arrangements or the registered provider no longer approves of the arrangements for the student. If the student is not planning to reside in Australia with a parent, custodian or relative aged 21 or over, the student will be required to stay in a homestay family approved by Strathfield College until he/she turns 18 years of age. If the student is in a homestay, the Strathfield College designated Homestay Provider/guardian will visit the homestay home and meet with the host family to ensure the accommodation and welfare arrangements are adequate. It is compulsory for all underage students to be met at the airport and go directly to their approved accommodation upon arrival. The student’s flight details must be provided at least two weeks prior to departure.

Strathfield College has policies and procedures in place to ensure that the responsibilities it undertakes in signing CAAW letters to underage students are fulfilled, (Strathfield College under 18 Care Arrangement Policy and Procedures).
On enrolment at Strathfield College, students under 18 years of age are identified and introduced to the Director of Studies [English]. The Director of Studies [English] has a duty of care for the ongoing pastoral care of these students until he/she turns 18 years of age. Teaching staff are notified of students in the College who are under 18 years of age. Throughout the period of enrolment, the teaching staff will monitor the students’ well-being and report any concerns to the Director of Studies [English] who will take the appropriate action. Teachers are not to take action themselves. The Director of Studies [English] schedules regular pastoral care meetings with each student. The meeting will check contact details, and discuss the student’s feelings related to their accommodation, guardian, health, contact with parents, academic progress in Australia, life in Australia and personal friendships. Any areas of concern arising from the meetings will be noted and actioned as required. Depending on the level of English proficiency, either the Director of Studies [English] or a designated student support officer will be asked to conduct the meeting.

All under age students who have guardianship arrangements through Strathfield College have access to the 24 hour emergency contact phone number. Strathfield College has a Critical Incident Policy for procedures relating to informing parents and guardians of accidents or other welfare issues.

38. Homestay and accommodation (Sydney campus only)
If requested, Strathfield College will provide details of a range of accommodation options through an agency in Sydney. If required Strathfield College will provide booking assistance. However, Strathfield College is not responsible for and makes no guarantees about accommodation services or costs.

One type of accommodation is Homestay. This means that you will stay with an Australian family who will provide you with an agreed number of meals a day. If you are interested in this option you can download the accommodation form from our website.

Usually the telephone bill is not included in the homestay fees. You must have permission from your Homestay family when you wish to make a phone call. If you wish to change your Homestay, you must have an interview with our Marketing Officer. If you have any questions or any doubts during your stay, speak to your family first. Do not worry about English. Your family will try to understand you and try to help you as much as they can.

39. Living in Sydney
Sydney is the largest city in Australia with a population of 4.4 million people. In September 2000 Sydney gained world attention as the host of the Sydney 2000 Olympic Games. It is a cosmopolitan city, which offers a varied selection of entertainment, food, restaurants, shopping and sightseeing. Students are ideally placed to take advantage of it all. We have collected some information to give you an idea of what it is like to live in Sydney. If you're thinking of studying in Sydney you may need to know what it will cost to support yourself. Obvious things that come to mind are accommodation, food, clothes and childcare.

We estimate that an international student requires a minimum of AUD15,000 to AUD18,000 for living expenses for each academic year. Initial establishment costs for a shared apartment, such as rental bonds for accommodation, electricity, gas and telephone, could add up to at least AUD 1,500. See the list on the website search for more detailed information.

Living in Melbourne
Melbourne is the most populous city in the state of Victoria, with close to 4.1 million people. Famous for it’s fashion and coffee, Melbourne is a vibrant and diverse city, with an abundance of entertainment, food, restaurants and sightseeing. We encourage students to take advantage of the fun Melbourne has to offer.

We estimate that an international student requires a minimum of AUD15,000 to AUD18,000 for living expenses for each academic year.
establishment costs for a shared apartment, such as rental bonds for accommodation, electricity, gas and telephone, could add up to at least AUD 1,500. See the list on the website search for more detailed information.

39. a. Estimates of Rental Accommodation
These rental averages are per week:

**Boarding Houses**
Boarding houses range from fairly large commercial properties to average sized houses run by private citizens. Full board, a room with use of facilities, or a room only, is available. You can expect to pay about AUD120 – AUD180 per week for a single or shared room in a boarding house.

**Apartments/Flats in Sydney and Melbourne:**

| 1 bedroom | AUD300 – AUD450 |
| 2 bedroom | AUD350 – AUD500 |

**House**

| 2/3 bedrooms | AUD400 – AUD550 |

39. b. Cost of Utilities
Please take account of the extra cost of the use of electricity, the telephone and gas on top of your rent.
### Services

<table>
<thead>
<tr>
<th>Services</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overseas Student Ombudsman</td>
<td><a href="http://www.oso.gov.au">www.oso.gov.au</a></td>
</tr>
<tr>
<td>The Overseas Students Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia. The Ombudsman also:</td>
<td></td>
</tr>
<tr>
<td>• provides information about best practice complaints handling to help private education providers manage internal complaints effectively</td>
<td></td>
</tr>
<tr>
<td>• publishes reports on problems and broader issues in international education that we identify through investigations.</td>
<td></td>
</tr>
</tbody>
</table>

### Contact Information

<table>
<thead>
<tr>
<th>In a life threatening situation or an emergency for Police, Ambulance or Fire</th>
<th>Dial 000</th>
</tr>
</thead>
<tbody>
<tr>
<td>When making this call the operator will ask you “What Services do you want?” You will then be connected to the service that you have requested and that operator will ask “What is the address and nearest cross street to you?”</td>
<td>Speak slowly</td>
</tr>
<tr>
<td>If you have requested an ambulance they will ask you to stay on the phone and describe the condition of the person seeking assistance.</td>
<td>Give all the details</td>
</tr>
<tr>
<td>For emergency help in floods or storms contact the State Emergency Service</td>
<td>Dial 132500</td>
</tr>
<tr>
<td>Operator Assistance</td>
<td></td>
</tr>
<tr>
<td>Dial 1222 for International codes</td>
<td>Dial 124555</td>
</tr>
<tr>
<td>Dial 1255 for international assistance</td>
<td></td>
</tr>
<tr>
<td>For general advice and support</td>
<td>Dial 9331 6000</td>
</tr>
</tbody>
</table>
| Salvation Army | Sydney: 02 9085 7222  
                 Melbourne: 03 9353 5200 |
| Smith Family | Dial 1300 326 459 |
| Doctors and Dentists: Qualified doctors and dentists operate throughout the suburbs of Sydney. Ask your Student Support Officer for their location. You can also call your OSHC provider | 24 hour Health advice service: 1800 022 222  
Victoria Only: NURSE ON CALL 1300 60 60 24 |
| BUPA | 131 243 or 1800 888 942 (within Australia) |
| AHM, Emergency Helpline | 1800 006 745 |

<table>
<thead>
<tr>
<th>Services</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medibank Private</td>
<td>1800 234 601</td>
</tr>
<tr>
<td>Worldcare OSHC 24 Hour Emergency Helpline</td>
<td>1800 814 781</td>
</tr>
<tr>
<td>Hospitals: Royal Prince Alfred Hospital, Missenden Road, Camperdown Royal Melbourne Hospital, 300 Grattan Street, Parkville</td>
<td>Dial 02 9515 6111 03 9342 7000</td>
</tr>
<tr>
<td>Banks: There are a number of banks that operate in Australia. All have to operate within Government guidelines and are considered financially stable. Take your passport and other forms of identification to open an account. Get an account that lets you access your account through an ATM. ATMs are located throughout Sydney so they are easy to access. Student Support Officer</td>
<td></td>
</tr>
<tr>
<td>Religion: Throughout Sydney there are many religions practised. If you wish to find a religious group so that you may continue to practice your faith ask the Student Support Officer to assist you. Student Support Officer</td>
<td></td>
</tr>
<tr>
<td>The code for Australia is 61 and for Sydney 02/Melbourne 03</td>
<td><a href="http://www.whitepages.com.au">www.whitepages.com.au</a></td>
</tr>
<tr>
<td>NSW: Department of Fair Trading Level 21, 227 Elizabeth Street, Sydney NSW 2000 <a href="http://www.fairtrading.nsw.gov.au">www.fairtrading.nsw.gov.au</a></td>
<td>Dial 133220</td>
</tr>
<tr>
<td>Taxis: Sydney: ABC or RSL Melbourne: 13CABS</td>
<td>ABC 132522 RSL 958 1111 13CABS Dial: 132 227</td>
</tr>
<tr>
<td>Immigration, Business Visas, Student Visas, Visitor Visas</td>
<td>131881</td>
</tr>
<tr>
<td>Chemist Emergency</td>
<td>Syd: 9438 3333 or 9235 0333 (24 hours) VIC: 13 11 26 (24 hours)</td>
</tr>
<tr>
<td>Connection of Electricity</td>
<td>AUD 250</td>
</tr>
<tr>
<td>Connection of Telephone</td>
<td>AUD 120</td>
</tr>
<tr>
<td>Connection of Gas</td>
<td>AUD 200</td>
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</tbody>
</table>
39.c. Cost for full board accommodation.
Some students select full board accommodation. Full board consists of a single room in a private home where the householder provides meals for you, and you share the life of the family. This is a good way for international students to improve their English and learn the culture fast. If five weeks’ notice is provided, a "home stay" with an Australian family can be organised by Strathfield College (Sydney Campus only). The cost on average for accommodation and three meals a day is AUD225 to AUD300 per week.

40. Student release

40.a. Circumstances for Student Release
Under the following circumstances Strathfield College would consider providing a letter of release:
- Strathfield College is unable to offer a course that meets the student’s needs.
- It has become apparent that the student is unsuited to the course in which he/she is enrolled.
- It is acknowledged that it is in the student’s best interest to study with another provider. (for example there are pressing reasons why the student needs to move to another city.)
- Prior to releasing a student under any of the circumstances listed above the student must have a valid Letter of Offer and/or Confirmation of Enrolment from another provider
- Prior to releasing a student to study at another College the Administrative office must authorise that there are no monies owed to the College by the Student

40.b. Circumstances for Non-Student Release
Under the following circumstances Strathfield College would not consider providing a letter of release:
- The student has not given the course for which he/she was originally enrolled a reasonable period of time to see if it meets his/her needs.
- The student wishes to enrol in another course to be with family or friends.
- The student wishes to enrol with another provider because it is cheaper.
- The transfer is considered detrimental to the student’s education or welfare.
- The student does not have a valid Letter of Offer and/or Confirmation of Enrolment from another provider.
- The student has an outstanding debt to the College for text, material costs or tuition fees.

40. c. Procedure for Requesting a Student Release
- The student submits a written request to Reception or Director of Studies, stating that he or she requests a transfer to another provider and giving the reason for the request.
- The Director of Studies, on advice from the Trainers/Teachers and the Registrar, will make a decision about the student’s request within 14 days. The decision will be presented to the student in writing. The student will be advised of his/her right to appeal the decision using the existing appeal documents.
- If the College agrees to the student’s request, the College will calculate the amount of fees that are owing to the student and the student will be advised of the amount.
- If the amount is agreeable to the student, it will be transferred to the student’s new educational provider. It is the responsibility of the student to provide the correct bank details of the other provider.
- The money will be transferred to the new provider within 4 weeks of the student being issued a release letter.
- If the student is unhappy with the outcome, he/she may access the College’s complaints and appeals procedure by completing a Complaints Form and submitting it to the Director of Studies.

40. d. Calculating Fee Refund
- For a student moving to another provider, the balance of the student’s fees will be transferred to the new provider. The amount
transferred will take into account the length of time the student has already studied at Strathfield College.

- Strathfield College reserves the right to keep any expenses associated with enrolling the student. These expenses may include commission paid to the student’s agent, the cost of OSHC, course materials and text costs and the application fee. Refer to current fees and charges.

For any further information, please refer to the Strathfield College website at
www.strathfieldcollege.edu.au

Or contact us at info@strathfieldcollege.edu.au
