



**WELCOME**

**2017**

**VOCATIONAL EDUCATION & TRAINING [VET]  
& ENGLISH LANGUAGE TRAINING (ELICOS)  
STUDENT HANDBOOK**

**SYDNEY CAMPUS**

**Strathfield College Pty Ltd  
CRICOS Provider Code: 02736K  
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# WELCOME TO STRATHFIELD COLLEGE

## A Message from our staff

*Strathfield College (SC) is a provider of Vocational Education Qualifications. We aim to equip our students with business and communication skills, problem solving techniques, teamwork and employability skills. Our courses are delivered by experienced professional staff in a face to face classroom teaching and learning mode supported by an online learning environment.*

*This Student Handbook provides students with important information about SC policies and procedures to ensure an enjoyable and successful educational experience at SC.*

*Please take the time to carefully read through this student handbook. The full policy details are available on our website: <http://strathfieldcollege.edu.au>*

*Do remember that learning will be accomplished over an agreed period of time and you must meet the requirements of the timetable as well as make satisfactory academic progress by passing your assessments.*

*Our goal is to provide students with a quality educational experience in a supportive and caring environment.*

**PLEASE NOTE:** Strathfield College will communicate with you through your SC email address. It is a good idea to check your student email account regularly or alternatively to link your college account to your personal, preferred email address.

It is your responsibility to keep us informed.

You must advise the Strathfield College office

- within 7 days of any change in your address and/or change of contact details including email address and phone number, and,
- alert us as soon as possible to any difficulties or problems that you are encountering to provide us with the opportunity to assist you.

*We take this opportunity to extend a warm welcome to all students and offer our very best wishes for an enjoyable and successful study experience at SC*

## Orientation

Orientation is conducted prior to the first day of course start date. Its purpose is to familiarise you with the college environment and to ensure that you are informed of the more important policies and processes of study in Australia and with our college. In addition, Orientation provides the opportunity to be introduced to key personnel and meet other new students.

All students must attend Orientation and we ask that you ensure that you are aware of the location, date and time of your Orientation session, and that you endeavour to arrive on time. If you are unable to attend your orientation session you will be accommodated in another session. The Director of Studies will let you know of the date and time.

This Orientation process will cover the following topics:

- Key SC staff and their roles within the College, including Student Support
- Emergency procedures and evacuation zones
- College facilities and Work Place Health and Safety
- Your rights and responsibilities
- Discrimination and sexual harassment
- RPL [recognition of prior learning] and credit transfers
- Issues, concerns and complaints procedure
- Appeal procedures
- Attendance and progression policy
- Leave applications
- Assessment procedures
- Emergency contact phone numbers
- Code of conduct

During the orientation process you will also

- Have your enrolment and contact details checked
- Have your USI [Unique Student Identifier] number application checked
- Receive your
  - student email account and logon
  - student card
  - timetable
  - college computer access

There may also be a number of guest presenters to provide additional information which will support your studies and living away from home.

Your attendance at Orientation is confirmation that all the above information was provided and understood. Please do not hesitate to ask for additional information and/or further explanation if there is anything that you do not understand. If you are unable to attend your scheduled Orientation, please consult with college administrative staff or the Director of Studies who will inform you of the next Orientation session that you will need to attend.

Your feedback on the orientation process will be collected from you during your first week of study.

## College Staff

**Chief Executive Officer:** Roelof Oosthuizen [TBC]

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 all campus operations and facilities and the care and wellbeing of all students and staff.

**VET Director of Studies [DoS]:** Kazi Rezwan

The Director of Studies is responsible for all academic concerns and provides overall guidance and leadership to your trainers ensuring that the development of your knowledge and skills is to the standard required. The Director of Studies will help you with any academic issue or concerns including your course plan, academic progress and study pathways.

**VET Administration Officer:** Natalie Orton

The administration officer is responsible for supporting all the academic requirements of the Faculty. She will help you with all academic queries, forms and processes and will be able to explain any communication which you may have received from the Faculty office.

**VET Learning Support Advisor:** Jeanine Groves

The Learning Support Advisor is there to provide additional academic support for all students. She will present weekly workshops which will cover typical areas of need and interest for students as well as provide group and one-on-one support for any students who need additional academic and/or literacy support. In addition, students who are identified as not making satisfactory academic progress will be monitored through a support programme under the Learning Support Advisor.

**ELICOS Academic Manager:** Michael Radcliffe

The Academic Manager is responsible for the leadership of the teachers and management of the English Language training department. The Academic Manager will help you with any academic issue or concerns including your study plan, academic progress and further study plans.

**ELICOS Learning Support Advisor:** Julija Stepanova

The Learning Support Advisor provides additional academic support for all students in English language programs. She will present weekly workshops which will cover typical areas of need and interest for students as well as provide group and one-on-one support for any students who need additional support. In addition, students who are identified as not making satisfactory academic progress will be monitored by the Learning Support Advisor.

**ELICOS Administration Officer:** Fuki Kurita

The Administrative Officer will help you with all academic queries, forms and processes and will be able to explain any communication which you may have received from the English department.


**Marketing Officers:**

Krisztina Koos – Senior Marketing Manager (Europe, English Speaking Countries)  
[krisztina.koos@strathfieldcollege.edu.au](mailto:krisztina.koos@strathfieldcollege.edu.au)

Madhuri Naidu – (Subcontinent, Middle East, Africa)  
[madhuri.naidu@strathfieldcollege.edu.au](mailto:madhuri.naidu@strathfieldcollege.edu.au)

Mandy Chung – (SE Asia)  
[mandy.chung@strathfieldcollege.edu.au](mailto:mandy.chung@strathfieldcollege.edu.au)

Francisco Javier Doncel Prada (Latin America)  
[francisco.doncel@strathfieldcollege.edu.au](mailto:francisco.doncel@strathfieldcollege.edu.au)



The Marketing Officers are available, 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.

**Reception and Student Support Officer:** Natasha Zetting  
**9212 7799**

The Student Support Officer is the first point of contact should you have any problems during your time in Australia. She is available to help you make the most of your studies here. She can help you with general queries and provide information about specialised support such as counselling.

**Admissions Officers:** Yan Gu  
**9212 7799** Thao Nguyen  
Catherine Quach

The Admissions Officers will help you with all your application and acceptance forms and can also help you with payments and other issues related to your enrolment.

**Registrar:** Connie Li

The Registrar is responsible for college administration and receives all payments from you and supports the coordination of your College activities.

**Trainers:**

Trainers perform all training and formative assessment – they plan and deliver the training to develop and assess your skills and knowledge related to your course.

All trainers have all necessary qualifications and endorsements to allow them to conduct and assess the required competency for your course.

In addition, trainers are responsible for day to day course administration.

For results or academic advice please see your Trainer.

## **EMERGENCY contact (after business hours): Jacques Mouton 0419 006 284**

Eredményeidért vagy tanulmányaidal kapcsolatos tanácsért fordulj bizalommal professzorodhoz. Ausztráliában való tartozkodásod alatt felmerülő problémáiddal kapcsolatban először keresd a tanulmányi osztály dolgozóit, akik szívesen állnak rendelkezésedre és segítenek kurzusoddal kapcsolatban. Für Ergebnisse und akademische Beratung bitte kontaktiere Deine(n) Professor/in. Hättest Du Probleme während deines Aufenthaltes in Australien, die Angestellte des Studentenbüros sind Deine erste Kontaktpersonen. Sie stehen zur Verfügung um Dir zu helfen und Dein Studium erfolgreich zu machen.

Wenn Sie mit einem deutsch-sprechenden Menschen reden möchten, bitte kontaktieren Sie Krisztina über [krisztina.koos@strathfieldcollege.edu.au](mailto:krisztina.koos@strathfieldcollege.edu.au) oder über Telefon (02) 9212 7799

Ha magyarul szeretne beszélni, kerjük forduljon bizalommal Krisztinához az alábbi e-mail címen keresztül: [krisztina.koos@strathfieldcollege.edu.au](mailto:krisztina.koos@strathfieldcollege.edu.au) vagy a következő telefonszámon: (02) 9212 7799

Nếu bạn muốn nói chuyện bằng tiếng Việt, xin vui lòng gọi 92127799 hoặc email [Thao.Nguyen@strathfieldcollege.edu.au](mailto:Thao.Nguyen@strathfieldcollege.edu.au)

## **College General Information**

### **Facilities**

The College is committed to providing you with a learning environment that supports your ability to develop your skills and knowledge. Each classroom is carpeted, equipped with a whiteboard and has Wi-Fi access. Where appropriate, access to the College computer network with specific software and overhead projectors will be available to support you to undertake the rigours of the course. The delivery of knowledge and skills will be supported as needed by reference books, literature, Lynda.com and online resources to reinforce learning.

Whilst you are a member of the College Community it is important to be aware of and acquainted with the emergency procedures. A member of staff will take you through the procedure for the College at Orientation or for the classroom in which you are currently located. You are requested to read the emergency procedures when moving to other rooms for your new location.

Be sure to regularly check notice boards for planned activities and important updates of information.

For your convenience the campus is close to public transport, public libraries and shops. Within the campus there is a student recreational area, a student kitchen (fridge, microwave and electric kettle), internet access and television.

Please feel free to use the computers provided around the college to complete assignments, access the internet or email your family or friends. Internet privileges and computer use will be withdrawn if you download inappropriate material, use the computers to damage the College's computer systems, or damage the reputation of the College.



## Student Identification on Campus

All SC students will be issued with a student ID card when they enrol. Students are required to have these cards on them at all times whilst on campus. The student ID card will be made available at Orientation but if this card is lost or damaged, there will be a replacement cost of \$10. To be issued with a new card, students should go to Reception.

## Building access on evenings and weekends

Please note that you may have limited access to the building and elevators during evenings and weekends. Below is a list of times for which there is open access.

Please speak to your trainer about how to access the building and elevators outside of this time.

	Monday – Friday	
	Open	Close
Building	7:45am	9:30pm
Level 2 and 4	7:45am	9:30pm

\*\* Access outside of these times requires an access card

*In the event of an emergency or evacuation, follow all instructions given by staff and Fire Wardens and as notified by the Emergency Tones.*

### Emergency Warning System Operation

1. Alert Tone **“Beep....Beep....Beep”**
2. Be aware that there is a potential Emergency
3. Do not commence evacuation unless it is unsafe in your area or unless directed by Wardens
4. Follow all instructions given by Wardens

Or

Should an Evacuation be required you will hear an

1. Evacuation Tone **“Whoop...Whoop... Whoop”**
2. Evacuate via exit as directed by Wardens
3. Proceed to the Assembly Area
4. Follow all instructions given by Wardens.

## Your rights and responsibilities

Strathfield College recognises that you have the right to:

- Expect that the College will provide training of a high quality that recognises and appreciates your individual learning styles and needs.
- Have access to all of the services offered by the College regardless of your educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation.
- Have your prior learning and experience appropriately recognised in the determination of the requirements for training and assessment.
- Be advised of all learning outcomes and prescribed assessment tasks for the training program of your choice prior to its commencement.
- Appeal for a review of the results of an assessment.

- Expect to achieve the stated learning outcomes from your training program when devoting the required and/or necessary time and diligence.
- Learn from fully qualified, competent and experienced trainers who are charged with the responsibility of addressing your learning needs, assisting you to achieve the course outcomes, and to assess your work fairly.
- Learn in an appropriately appointed, safe, orderly, cooperative and clean learning environment, free of all forms of harassment, intimidation and discrimination.
- express and share ideas and to ask questions
- Be treated with respect, dignity and fairness.
- Expect that the College will be ethical and open in its dealings, its communications and advertising.
- have any disputes settled in a fair and rational manner
- Expect that the College will observe its duty of care towards you.
- Expect the efficient handling of administrative matters and processing of fees, concessions, refunds etc.
- Privacy and confidentiality, and secure storage of your records in accordance with the College policies and procedures, to the extent permitted by law.

### Your responsibilities

As well as having rights on campus you are also responsible for:

- understanding and accepting the enrolment conditions for the training programs you undertake
- providing the College with accurate information about yourself at the time of enrolment, and advise of any changes to your address, email address or phone numbers promptly
- paying all fees and charges associated with your training program and providing your own course requirements where notified
- recognising the rights of all College staff and fellow students to be treated with respect, dignity, fairness and behaving in an appropriate and acceptable manner towards them
- regular and punctual attendance
- ensuring that you attend classes sober and drug free, and only smoke in open, designated smoking areas
- the security of your personal possessions on campus
- promptly reporting all incidents of harassment or injury to a Strathfield College student, trainer or Administration officer
- respecting the property of the College and other parties and observing policy guidelines and instructions for the use of equipment
- Seeking clarification of your rights and responsibilities when in doubt.

### Privacy & Confidentiality

Strathfield College is committed to protecting the privacy of your personal information.

You have the right to see and review your personal file at any time provided that you organise it with the Registrar by appointment. Appointments are made through Reception.

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 client information your written consent must be presented to the Chief Executive Officer for 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 the Immigration Department about changes to your enrolment and any breach by you of your student visa conditions relating to attendance or satisfactory academic performance.

## **Our College – Environment**

As a member of the Strathfield College student body we hope that you will work with College staff to create a learning environment that assists everybody to gain maximum benefit from the time they are enrolled in the College. In creating and maintaining this learning environment it is hoped that you will work with the staff and other students to create an environment that is conducive to individual learning, as well as personal and professional development.

## **Equal Opportunity/Discrimination / Harassment**

### **Discrimination**

Choosing an Australian Registered Training Organisation means that you and SC work together not only to develop a knowledge and understanding of your chosen vocational area but also to get you ready to enter the workforce with a defined level of competence.

One important Government Act that affects our College community covers discrimination. In Australia, it is against the law to discriminate against or harass anybody because of their sex, race, nationality, ethnic or ethno-religious background, pregnancy, marital status, physical or intellectual or psychiatric disability, sexual/gender identification and/or orientation (actual or presumed).

Strathfield College management and staff will work with you and all other members of the student body to create and maintain a harassment free environment and seek your personal support and co-operation to maintain this culture. Should you experience or observe what appears to be discrimination, talk to a College staff member immediately so that the situation can be considered and appropriate action taken. To access the Anti-Discrimination Act go to [www.lawlink.nsw.gov.au](http://www.lawlink.nsw.gov.au)

Strathfield College aims to provide you with a learning environment that is free from **ALL** forms of harassment and discrimination (including victimisation and bullying). Victimisation is unacceptable and will not be tolerated. If you make a complaint, or assist in the investigation of a complaint, you will not be victimised. Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers.

Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith. The documented process can be accessed in this handbook, obtained from College staff or found on the College website [www.strathfieldcollege.edu.au](http://www.strathfieldcollege.edu.au).

### **Sexual harassment**

It is important to note that sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned by a person. If a reasonable person would have foreseen that the behaviour would offend, humiliate (put down) or intimidate (threaten or scare) the other person, then the law says it is viewed as sexual harassment.

Sexual harassment can be physical, verbal or written. It can include words, statements or visuals that are transmitted by paper, phone, fax, email, office intranets, videoconference or any other means of communication. Strathfield does not condone behaviour of this nature at any time. If you feel that you are a victim of this form of harassment, talk to the Student Support Officer or Director of Studies.

It is important to warn you that if any member of staff or the student body is found to be involved in any form of discrimination or harassment as above then that person could face disciplinary action as detailed in the College policies and procedures. Furthermore, depending on the level and nature of the discrimination or harassment, a person involved could face charges within the NSW judicial system.

### ***Workplace Health and Safety***

The Workplace Health and Safety Act requires you to develop an understanding of and an ability to appreciate and implement an awareness of safety in the learning and work environment. This Act requires College staff and the student body to work co-operatively to ensure that a safe work environment exists and is maintained.

As a student your knowledge and appreciation of Workplace Health and Safety will increase over time. If you observe a situation which you think is an occupational health and safety hazard then you should immediately bring it to a College staff member's attention. This will allow us to evaluate the situation or circumstance and act appropriately. When you enter commerce or industry you will find that you will be expected to continue applying the Workplace Health and Safety principles and practices you have learnt. To access the NSW Workplace Health and Safety Act 2012 go to [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au), or ask the College Compliance Officer to view the College copy of the act.

The Workplace Health and Safety Act is strongly enforced in New South Wales. It means that you must not be placed at risk through anything that you may be asked to do by the College. Your Trainers have been specially trained in the College's safety standards.

Your contribution and adherence to the above Acts while at the College will play a significant part in enhancing the College community and culture.

## Your English Course

All courses at Strathfield College have been fully accredited by the Australian Skills Quality Authority (ASQA), the government regulator for English language courses delivered in Registered Training Organisations (RTOs). All courses have been assigned a CRICOS code to enable delivery to international students that have been issued with a visa to study at the College. Strathfield College has been endorsed by NEAS, the national body that provides quality assurance endorsement of English language providers.

### Orientation

On the first day all students complete forms and have a guided campus tour. Returning from the tour, all students listen to a presentation on the course introduction and requirements and the introduction of the school services available to students. Students who do not have an IELTS score or the English levels have not been pre-assessed sit placement test to identify their levels. Students are then placed into classes according to their IELTS or placement test results.

### Classes

English language course at Strathfield College consists of 20 hours per week (4 hours a day of face-to-face teacher contact time). Students will improve their English language skills if they attend every scheduled class.

### Class times

<b>Morning Class:</b>	8:30 - 10:30 am	30 min Break	11:00 – 1.00 pm	Close
<b>Evening Class:</b>	4:00 – 6:00 pm	15min Break	6:15 – 8:15 pm	Close.

### Class Preparation

Students need to have the following items to bring to class:

- A 2-ring binder and pack of refill paper with holes for written work
- Exercise book/notebook
- Textbook
- Pen, pencil and eraser

### Timetable

Each week the following week's timetable will be placed on the English notice board (level 4). The classes are clearly marked, indicating room numbers and teacher names for each class.

### Assessment and progress reports

Throughout each course, there is a series of assessments and students are kept up to date with their progress with formal one-on-one teacher interviews. Teachers use checklists to provide feedback and offer strategies to assist students to achieve their learning goals.

Refer to the College's policy and procedures for ELICOS Student Monitoring and Progress on the website.

## **Attendance**

Attendance is a very serious matter at Strathfield College. It is imperative that students join classes regularly as attendance is calculated on the 20 hours per week of study. Please note that if a student arrives late, the time will be noted on the class roll. Similarly, the time will be recorded if a student leaves early. All students are required to initial the class roll each time they attend.

Every week a list of student attendance is placed on the English Faculty notice board on Level 4 and students are able to review this on a regular basis. Attendance is regularly reviewed and if students are absent due to illness or special circumstances they must provide documented evidence of this.

If a student's attendance lies between 80% – 92%, Strathfield College will send out formal warning letters. Students will also be invited to an attendance meeting with management and are asked to sign in as a record of their attendance at these meetings. It is important to obtain medical certificates (and other documentation) to support warranted absences. Students must bring originals to the meeting and these will be photocopied and retained on file. All originals are returned to students. The meetings provide an opportunity for students to explain their absence in more detail with college staff and to make any appeals. If attendance is less than 80% and students cannot provide evidence to support their absence, they are reported to the admissions department who will deal with this matter on a more serious level. DIBP will be notified of this serious matter and there could be a possibility that student visas and COEs are at risk. All correspondence will be sent to student emails.

The College's policy and procedures for Recording, Monitoring and Reporting on Student Attendance for ELICOS is available on the website.

## **Deferral or suspension of studies**

Students may stop class for a short or long period of time if they have special circumstances. In these circumstances, students need to report to reception and make an appointment with management to discuss individual situations. Students are requested **not** to purchase flights or make travel arrangements until any deferrals of studies have been authorised. Strathfield College will not be held responsible for any reimbursements if students make travel arrangements before receiving any official notification. If students have not been granted a deferral, they must continue to attend class. Their absence will be recorded as usual. If they choose not to attend, their visa may be at risk.

## **Complaints and appeals**

Students have the right to make complaints about aspects of the College and their course and to appeal against decisions. The process is set out in detail in the VET section of this handbook.

The College's policy and procedures on Complaints and Appeals for ELICOS is available on the website.

## **Your rights and responsibilities at the College**

All English students at Strathfield College are subject to the same rights and responsibilities as the students studying in VET programs. Refer to the section above about your rights and responsibilities and our college environment. If you have any questions please see the administrative staff or the Academic Manager for the English department.

## Your VET course

In Australia, a national registry of Registered Training Organisations (CRICOS) and a registry of industry programs (TGA) have been created. The purpose of this action by Government is to guarantee students entering a College that it is operating under a set of regulations and has put in place certain procedures that support and protect students.

When one of the industry programs describes a specific work area in commerce or industry it is called a Training Package. A Training Package is a combination of skills and knowledge packaged into a number of Units of Competence which have been decided upon through industry consultation. To develop students' skills and knowledge required in the Units of Competence the College provides course material supported by industry practice; in some instances this practice can be simulated. When a student demonstrates the requirements of a Unit of Competence they are said to be "Competent". If a student cannot demonstrate the requirements of a Unit of Competence they are described as "Not Competent".

When you are commencing a Unit of Competence your Trainer will provide you with details of the method to be used in assessing your competence. Please ensure that you raise any issues that you believe will impact on your ability to demonstrate competence. This is important as it will allow the trainer to make the appropriate assessment adjustments to provide you with the opportunity to demonstrate competence.

The qualification you will get on completing your training package is recognized by every other Registered Training Organization in Australia. For further information regarding national training packages please refer to the website [www.training.gov.au](http://www.training.gov.au).

### Recognition of Prior Learning (RPL) and Credit Transfers

Recognition of Prior Learning (RPL) and/or Credit Transfer (CT) refers to your relevant prior learning/experience, which you believe demonstrates that you already have acquired the knowledge and competencies of a specific module/s/unit/s of work.

SC acknowledges both formal and informal or 'non-traditional' forms of learning as valid pathways for recognition of competency achievement during the RPL assessment process.

The RPL process conducted by Strathfield College is an assessment process which provides acknowledgement of all skills and knowledge achieved through the formal recognition of prior study and/or recognition of current and prior work experience i.e. non-formal recognition, life experiences, work experience and previous training.

Credit transfer refers to relevant prior formal learning which demonstrates that you *already* have achieved the knowledge and competencies required for a module/s or unit/s of work.

A student may have their prior qualifications and/or Statements of Attainment recognised by completing and submitting a RPL and/or Credit transfer request form. This should be done prior to starting the course or the unit of work for which the RPL is sought so that, if granted, any course schedule and fee changes are applied accordingly. All RPL and /or CT applications must be submitted within one week [7 days] of the start date of that course/unit. No applications will be considered after this time.

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.

When a student is granted RPL and/or a credit transfer, the Department of Immigration and Border Protection [DIBP] through PRISMS will be advised. The student's details and CoE are adjusted to reflect the College decision in accordance with the National Code standards 12 and 13. In line with Section 19 of the ESOS Act, any change to the duration of your course will require the college to issue you a new Confirmation of Enrolment [CoE] to reflect the new course end date.

Please see website for costs associated with these applications.

### **Course delivery and student learning needs**

All units of competence are delivered as competency based training following the guidelines of the relevant training package. Trainers will establish your training needs along with the other students in your group at the start of each unit of competence and they could apply different strategies to meet everybody's learning and assessment needs.

Your group's needs may require your trainer to include presentations, role-play, case studies, demonstrations, guest lectures, group work, calculations, exercises, tutorials, audio-visuals and simulations to develop the skill and knowledge of each student so they may demonstrate the requirements of the particular unit of competence.

### **Training**

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. The standard of performance is listed in the course brochure and also the course details listed on [www.training.gov.au](http://www.training.gov.au) training packages.

Each Training Package Unit of Competence has specific delivery and assessment criteria. Your trainer will describe to you the Training approaches he/she will take and the method of assessment to be used. This will again be covered with the introduction of each Unit of Competence.

### **Attendance and Academic Progress policies**

Trainers will monitor and assess students' attendance and academic progress on a daily and weekly basis and then again at term's end.

### **Course attendance**

The College will monitor, record and assess students' attendance each week and across each study term period, which usually covers a number of units over approximately 10 weeks. Students are required to complete 20 hours of study per week. This is made up of 15 hours of face to face learning in the classroom and 5 hours of online study through Moodle (<http://moodle.sc.nsw.edu.au>).

Attendance is expected as this is integral to ensuring valid assessment and academic progress and is linked to successful learning outcomes. Students should ensure that they are aware of all due dates for assessment tasks/tests and be mindful that some assessment tasks will take place during class time.

Where a student does not

- maintain satisfactory attendance of a minimum of 80% across a term period of their course,
- maintain satisfactory academic progress (i.e. A student has not achieved at least a 50% pass in assessments in one study period) or
- where an absence of more than five consecutive days without prior approval occurs, an intervention program begins.

The student will first be 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.

### **Course progress**

It is important and expected that students make satisfactory progress in their course of study. 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 engagement 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 letter from Strathfield College outlining the school'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.

The student may appeal the decision to report them to DIBP for unsatisfactory progress on the following grounds:

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

Compassionate or compelling circumstances are 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, siblings or grandparents;
  - major political upheaval or natural disaster in the home country requiring emergency travel which 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 which has impacted on the student (these cases should be supported by police or psychologists' reports)

If no appeal is made or if the appeal is not upheld, the student will be reported to the 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](http://www.oso.gov.au) or phone 1300 362 072 for more information.

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 apologise to the student and take no further action.
- 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.

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

## **Academic Integrity Policy**

Strathfield College is committed to the academic right that students receive credit for the work submitted by them for assessment. However, this involves an undertaking from students to submit work for assessment that is their own, not copied from others with or without acknowledging the source. This kind of activity represents a form of academic fraud, as well as being unfair to students who have worked hard to produce their own work for assessment.

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 the relevant 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.

## **Online Learning (Moodle)**

25% of the course for each qualification is delivered online through Moodle. Students are required to complete online activities in Moodle every week in order to complete the mandatory 5 hours of weekly attendance. Online activities can be for attendance only OR for attendance and a grade (e.g. 5%). Online activities are required to be completed and submitted by 11:55pm every Sunday. Where students submit these activities late, they will not be eligible to receive the 5 hours of attendance.

Within 24 hours of enrolling at SC you will receive an email advising how to access Moodle. This email will include details of a temporary password that will allow you to log in. If you forget or lose your password, you can follow the forgotten Moodle password guide to reset it: <http://sc.nsw.edu.au/wp-content/uploads/Forgotten-Moodle-Password-Guide.pdf>.

Moodle will contain all of your course resources, online activities and assessments. Each unit will also have an assessment agreement which students are required to read and agree to prior to uploading your assessment. All assessments go through *Turnitin* on Moodle where work is checked for plagiarism.

Your trainer is responsible for showing you how to use Moodle, including how to open documents, complete assessment agreements and submit assessments and activities. If you experience problems while using Moodle, please speak to your trainer.

## Leave

Between each term of study, of approximately 10 weeks, there are official term breaks. These breaks vary from 2-4 weeks, generally providing a longer break over the end of year/ new-year period. Students must plan to take their travel and holidays during these official breaks. Students will not be granted holiday leave during term time and any leave, with the exception of sick leave, required during term time must be applied for and approved by the Director of Studies in advance, i.e. prior to taking any leave. 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.

### Approved leave

DIBP will only permit colleges to approve leave to students for major illness, accident or other exceptional compassionate circumstances, i.e. death in the family. DIBP does not accept weddings, pregnancy, 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, e.g. medical certificate from a registered medical practitioner, a death certificate and return air tickets.

### Sick leave

If you are ill we recommend that you see a doctor. In Australia, you do not usually go to a hospital unless it is an emergency. Many doctors' surgeries do not require you to make an appointment and will see patients on a first come first served basis. Don't forget to take your OSHC membership card when you go to the doctor's surgery. When you arrive, the receptionist will ask you for your OSHC membership card or book. 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 describes what is wrong with you and says how many days you may stay at home. Don't forget to give your medical certificate to the VET administration officer when you return to college. A copy of the certificate will be made and kept on your file and the original certificate will be returned to you for your records.

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 within 2 days of their return to College.

### Record keeping procedures and access to files

All colleges must maintain records in a secure environment. At Strathfield College information held on your College file will be kept to a minimum. To support you your file will be retained for two years after you have left the College. After that period your file will have all documents and details removed and disposed of except for those details reflecting your training package achievement. This reduced file will be retained in a secure location for thirty years.

You have the right to see and review your personal and training file at any time provided you organise it with the Registrar by appointment. Please complete the Record Access Request Form.

While all your personal information is kept private and confidential and will not be shared with a third party without your permission, please be aware that as a student from overseas a condition of your visa is

that a number of Government organisations may require access to some of your information and/or your file which we are obliged to provide. Such access would be for their administrative purposes.

### **Language, Literacy and Numeracy Support (LLN)**

Strathfield College trainers are experienced trainers and communicators who will offer the following support should they identify that you have language, literacy or numeracy needs.

You are supported by such actions at all times and trainers will follow these guidelines:

- observe, identify and immediately act when a student has needs with language, literacy or numeracy
- trainers and staff will make every effort to maintain the confidentiality of the student's needs
- trainers will not make discriminatory or judgmental statements about any student based on the level of language, literacy or numeracy skills
- students with language, literacy or numeracy needs will be offered counselling about their particular skill deficiency, and the possible impact on the proposed Strathfield College training program.
- recommendations for assistance will be presented to the student to overcome their skill shortage. Although no student will be rejected because they decline the advice provided, the Director of Studies will monitor their course progress.

It is important to note that when you are experiencing language, literacy or numeracy difficulties the trainer will discuss the matter with you and offer to refer you to the Learning Advisor /Director of Studies for assistance. Such assistance could include a formal assessment by the Learning Advisor or Director of Studies-English.

If the assessment identifies that you need further development in a specific area, the Learning Advisor will discuss the options with you. Strathfield College, where possible, will assist you with existing resources but where the option requires additional resources, this may attract a fee.

### **Assessment procedures**

Assessments will be carried out by comparing your skills and knowledge against the requirements of the standards for the relevant Unit of Competence.

Assessments need not be stressful activities. They will be conducted in a relaxed and friendly atmosphere. Do not regard your assessment as an examination. Your trainer simply needs to know which competencies from your course you have mastered, and which competencies require further practice. It is in your long-term interest to ensure that all of the knowledge and skills necessary for the job have been mastered.

Prior to any assessment you will be handed the assessment specification for the competencies you have just developed, explaining the process that will be undertaken to judge competence. Strathfield College requests that students raise any access or equity issues after reviewing this document prior to the assessment. Assessment activities cover a wide range of tasks including presentations, role plays, essays, exams and portfolios.

### **Assessors**

Your assessors (Trainers) are to objectively assess and judge your performance either practically or in written form against a set of standards for each unit. Your assessors have been selected because they have a sound knowledge of your Training Package and course requirements and are skilled in their application to the Australian workplace.

## Academic Re-assessment Policy

Students who submit their assessment/s and are marked as Not Competent (NC) have until the end of the unit to re-submit their work. Please discuss this with your trainer.

Where a student does not complete and/or submit the work by the due date they will need to apply for reassessment by completing a Request for Reassessment Form (available at Reception). Assessments that are submitted late can only receive a satisfactory mark.

Reassessments incur a fee of \$50 per assessment task. Applications for reassessment must be made within 10 working days of the date of the published result for that assessment. Applications will not be accepted after this time and will require the student to re-enrol and repeat this unit. This will incur an additional cost and may impact on the duration of the course and your CoE.

Where leave has been granted the student accepts the responsibility for all assignments within the leave period over the duration of the CoE. If assignments are not successfully completed within the duration of the CoE the student must re-enrol to repeat this unit. This will incur the cost for re-enrolment and possibly require an amendment to the CoE.

Students who do not successfully complete all of their assessments will only be eligible for a statement of attainment.

### Appealing the assessment of your competence

Students may appeal an assessment decision by the trainer provided this is done within seven (7) working days of the assessment result publication date. Academic appeals follow a defined procedure must be made on the Assessment Appeals form available from the academic office.

Appeals will be resolved using this formal appeal process.

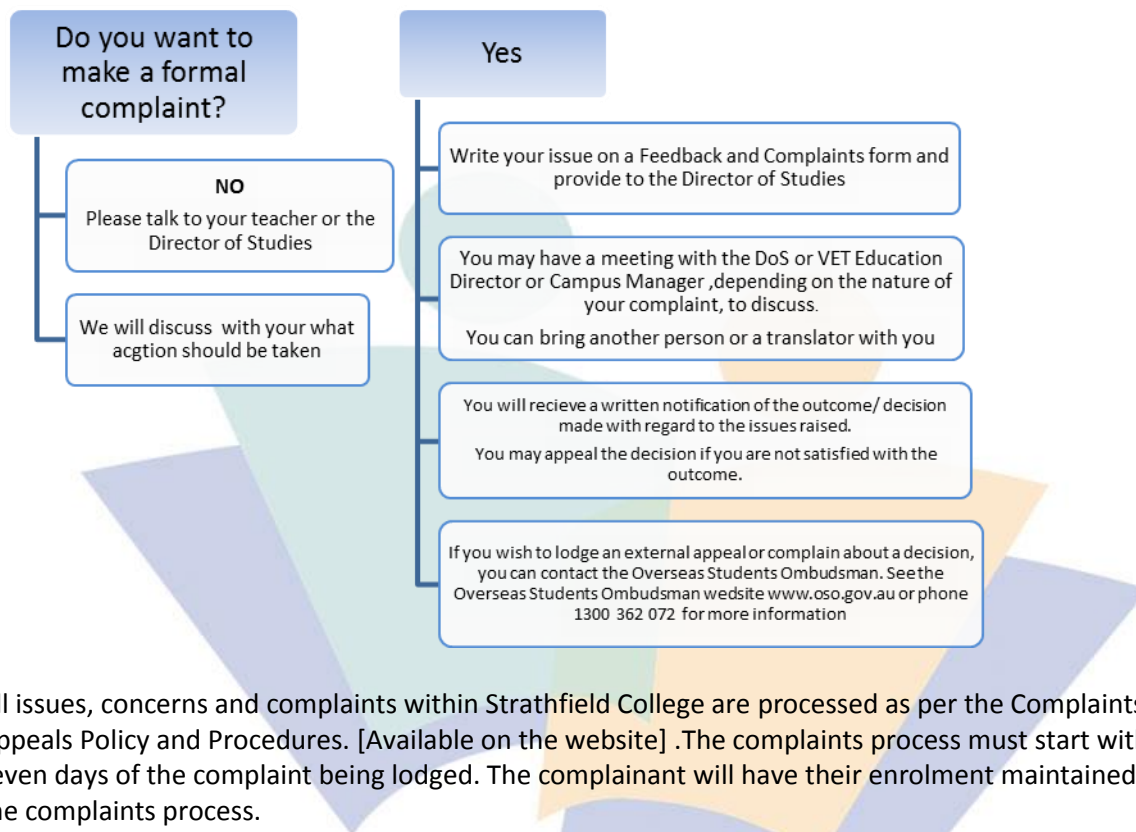
- Step 1** Discuss the assessment result with your trainer/assessor and present any evidence to support your appeal.
- Step 2** If this does not resolve the matter, or if the trainer does not agree with the basis of the appeal, then appeal to the Director of Studies using the Assessment Appeals Form available from the academic office. The appeal must be made within seven working days of the original assessment decision being given to the student.
- Step 3** The Director of Studies [DoS] will assemble the following information or documents:
  - Details of the assessment - assessment tools and assessment data
  - The student's original assessment
  - The trainers feedback/comments
  - The student's record – including attendance and past academic performance
  - Any other supporting documents
- Step 4** The DoS will review all the documentation and decide whether or not to uphold the appeal.  
The DoS may choose to refer to an independent assessor for additional assessment and would then consider the recommendations of the independent assessor.
- Step 5** Both the student and the trainer will be notified in writing of the outcome of the appeal within 5 working days.
- Step 6** If the student is not satisfied with the outcome of the appeal, then access to an external appeal is possible. A formal submission must then be made by the student to the Chief Executive Officer of the Australian Council for Private Education and Training (ACPET).

**Step 7** No appeal mechanism exists beyond this point in the appeals process.

**Step 8** 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.

### Issues, concerns or complaints

Strathfield College adheres to the RTO Standard [Standard 6] for Responding to Complaints about Vocational Education and Training Quality at all times.



All issues, concerns and complaints within Strathfield College are processed as per the Complaints and Appeals Policy and Procedures. [Available on the website] .The complaints process must start within seven days of the complaint being lodged. The complainant will have their enrolment maintained during the complaints process.

Where verbal complaints are raised, the issue can be discussed with staff and preferably resolved at this level. If, however, there is a need to formalise the issue or define the outcome, then the complaint can be documented on either the student management system, with a Complaints Form, either by the person initiating the complaint or by a relevant member of staff.

All complainants have to 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 fair and treated with respect in accordance with the aim of continuous improvement and best practice.

Any written issue, concern or complaint made by a student must be recorded on Complaints and Feedback register and submitted to the Director of Studies who will oversee and moderate the outcome of the complaint for the benefit of the students. All Continuous Improvement Requests will also be recorded and tracked on the Continuous Improvement Register

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

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 and the actions to be taken. A

record of the documentation is to be placed on the student file as well as recorded in on the Complaints and Feedback Register and/or the Continuous Improvement Register.

### **Appeals following an issue, 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 [7 days] of the decision date. The appeal should be resolved using this formal appeal process. The complainant will have their enrolment maintained during the appeal process.

#### **Internal appeal**

In the first instance, a complainant must discuss the matter with the Director of Studies who will explain the reasons for the appeal decision and will answer any questions in this regard.

If this does not resolve the matter then the student will need to complete a Student Appeal Form [available on the website or from reception] stating that they are formally seeking an appeal against the decision reached regarding the initial complaint. This will be addressed to the Director of Studies. The appeal will then be considered by an appeal panel which may include a trainer, the Campus manager and the VET Education Director and/or any other relevant objective third party.

The Director of Studies will record the complainant's appeal in the Complaints and Feedback Register and will reassess the complaint after investigating the complaint with all supporting documents and then provide the outcome to all parties in writing within 45 days of receiving the appeal.

#### **External appeal**

If a student is not satisfied with the decision of the internal appeal, they may lodge an external appeal through the Overseas Students Ombudsman within 5 working days of the internal appeal decision. The Overseas Student Ombudsman is the agreed body to act between the complainant and Strathfield College for non-assessment issues. The complainant may have a support person present when meeting with the independent party.

The decision reached through the external appeal process will be upheld by Strathfield College. 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.

No appeal mechanism exists beyond this point in the appeals process.

#### **Qualifications issued**

As Strathfield College is a Registered Training Organisation (RTO) when you successfully complete a College training program the qualification document will have the endorsement of the National Training Authority. Any document with such an endorsement will receive recognition from other Registered Training Organisations.

Students who do not successfully complete all of their assessments will only be eligible for a statement of attainment.

## **Unique Student Identifier [USI]**

Student transcripts and award certificates will not be issued by Strathfield College until the student's USI has been verified. USI's must be provided within a week of enrolment or agreement for the College to generate a USI on behalf of the student signed at orientation.

## **Code of 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;
- any disruptive behaviour which may be as a result of the influence of drugs or alcohol;
- damages or removes any property, resource, computer system 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 is 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.

## **Disciplinary procedures for non-compliance with College rules**

Strathfield College undertakes to provide its training and assessment services in a spirit of co-operation and mutual respect. Disciplinary action will be taken to ensure the safety and wellbeing of all students and staff.

Any issue of behaviour will be addressed directly by the DoS with the perpetrator, and the complaints procedure will be made available. The actions arising from this discussion will be documented and signed by both the DoS and the perpetrator. The perpetrator will be provided with a copy of this document and the DoS will retain a copy on file.

Should the issue or behaviour continue, a final written warning specifying a time frame in which to rectify the issue or behaviour will be issued. A copy of this letter will be retained on file. A support person of personal choice may be present with the perpetrator at all or in any meetings in the disciplinary process.

If the identified behaviour and/or issue is continued, the perpetrator can be asked to leave the College and the enrolment of the perpetrator may be cancelled and the government agencies through PRISMS would be notified. An external appeal may be accessed via the Ombudsman. If an external appeal is lodged, the enrolment of the perpetrator would remain active pending the decision of the Ombudsman.

## **Student support services**

At Orientation you will receive information to assist in adjusting to life in Sydney and studying at Strathfield College. Strathfield College realises that at times students may have special needs and offers



assistance through the Student Support Officer. We are able to provide general assistance and support in the following areas:

- Information about Strathfield College courses
- Application and enrolment procedures
- Visa requirements including renewals
- Health and medical cover
- Accommodation
- Study support
- English language help
- Recreational activities and living in Sydney.

Students requiring special or intensive assistance will be referred to an appropriate external service. Any costs associated with the external service will be at the student's expense.

### Student services

The college can provide the following services for students:

- Printing
- Photocopying
- Scanning
- Laminating
- Phone calls and faxes
- Postage and envelopes
- Reference and completion letters
- Replacement student cards
- Replacement Certificate/Diploma/Statement of Attainment

There are fees charged for these services. Please see Reception for more information.

### Further study

Graduates of Strathfield College courses may seek credits to the relevant degree programs in Australian Universities. There is no guaranteed entry into University programs; however, as a general rule students will be considered for credits to first year of Bachelor studies.

Results	C	NYC	NC
	Competent	Not yet Competent	Not Competent
	Pass	Review and resubmit	Fail, must repeat

### Graduation

Within 21 working days of you having successfully completed all of the units of competency required by your course, your final documentation and certificate will be prepared. You will be notified by email to collect your documents or elect for them to be posted. If posting is preferred you will be required to confirm the postal address to which these should be sent. The Certificate lists the qualification gained and all of the individual units that make up the subjects within the course. ***This is an important document and should be stored carefully and never given to a third party as there is always only one original provided.*** It is suggested that you have certified copies prepared if you have to present your Certificate when applying for further study or employment or applications for visa extension or variation.

No documents will be released until all outstanding fees have been settled.

Student transcripts and award certificates will not be issued by Strathfield College until the students USI has been verified.

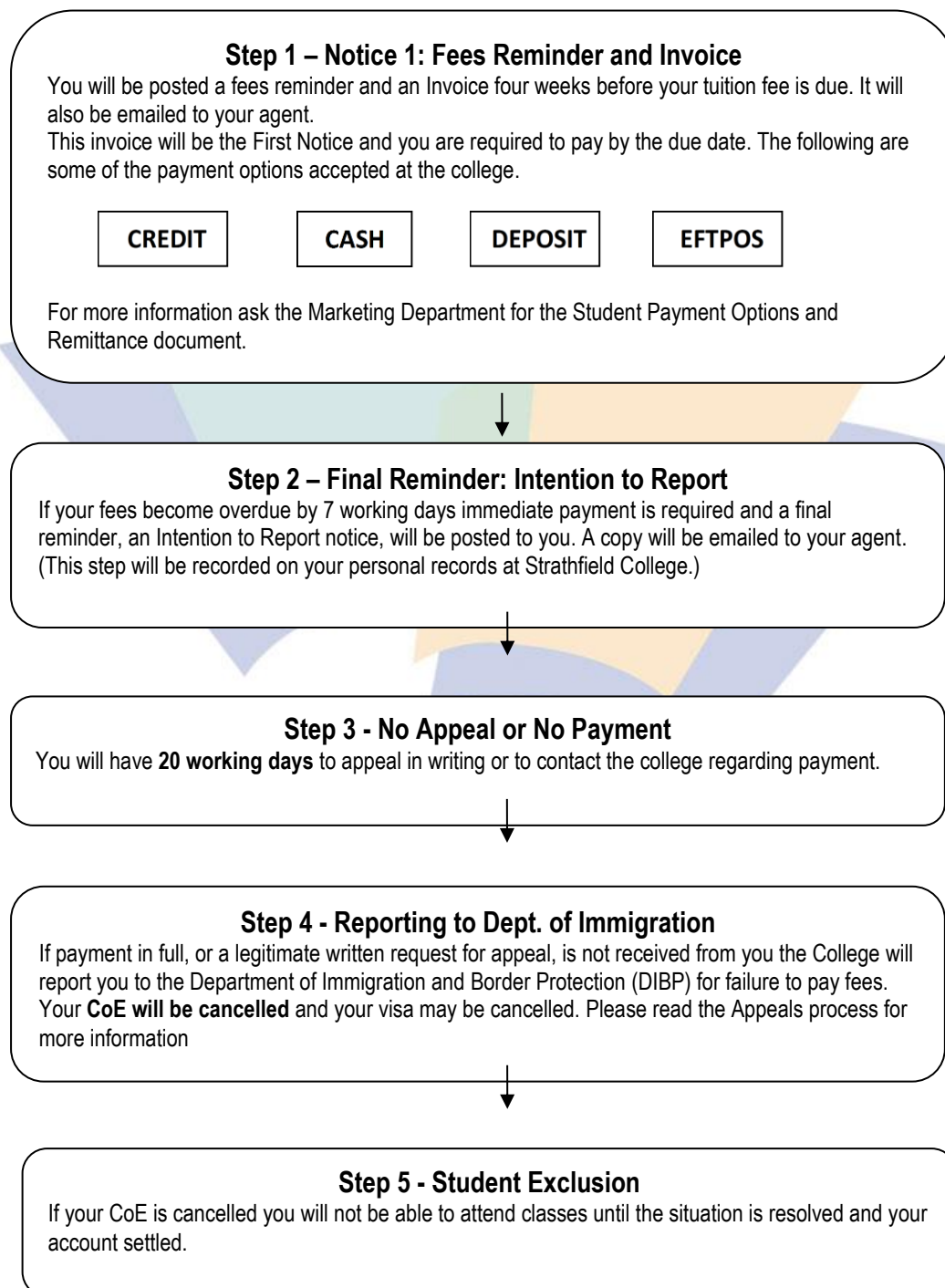
### Reissuing Qualifications

If you need a replacement copy of your qualification, then an application must be made to the College in writing. A fee applies for this service. This will be issued with the wording “Re-issue”. It is not possible to receive a second original document. Other people or companies will NOT be able to get a copy of your qualification or academic record if they cannot clearly establish that:

- You have authorised this information to be released

No documents will be released until all outstanding fees have been settled.

### Overdue Fee Collection Policy and Process



## Emergency numbers and Community Services that may assist you:

<p>In a <b>life threatening situation or an emergency</b> for Police, Ambulance or Fire</p> <p>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?”</p> <p>If you have requested an ambulance they will ask you to stay on the line and convey to them the condition of the person seeking assistance.</p>	<p>Dial 000</p>
<p>For emergency help in floods or storms contact the State Emergency Service</p>	<p>Dial 132 500</p>
<p>To phone <b>Strathfield College</b></p>	<p>Dial 9212 7799 <b>EMERGENCY contact</b> (after business hours): 0419 006 284</p>
<p><b>For general advice, counselling and charitable support:</b></p> <p>Salvation Army Smith Family St Vincent De Paul Society</p>	<p>Dial 93316000 Dial 90857222 Dial 95608666</p>
<p><b>Doctors and Dentists.</b> 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: <b>BUPA</b> call: 131 243; <b>1800 888 942</b> toll free from within Australia <b>AHM</b>, Emergency Helpline, call: <b>1800 006 745</b> (have your card ready) <b>Medibank Private:</b> <b>1800 234 601</b>(have your card ready) <b>worldcare oshc</b> 24 Hour Emergency Helpline <b>1800 814 781</b></p>	<p>24 hour Health <b>advice</b> service: <b>1800 022 222</b> Also see: <a href="http://www.healthdirect.org.au/">http://www.healthdirect.org.au/</a> Student Support Officer</p>
<p><b>Hospitals:</b> Royal Prince Alfred Hospital, Missenden Road, Camperdown</p>	<p>Dial 9515 6111</p>
<p><b>Banks</b> There are a number of banks that operate in Australia. All have to operate within Government guidelines and are considered financially stable. If you wish to open an account of any nature you must take with you your passport and other forms of identification. Try and establish an account that lets you access your account through an ATM. ATMs are located throughout Sydney so they are relatively easy to find.</p>	
<p><b>Religion</b> Throughout Sydney there are many religions practiced. If you wish to contact a religious group so that you may continue to practice your faith, ask the Student Support Officer to assist you. Some common religions’ contact numbers that may assist you: Catholic Church 9211 4100; Anglican Church 95572043; Uniting Church 9267 3614; Muslim Mosque (Redfern) 9698 4149; Hindu Temple 9820 3751; Sikh Temple 9444 8253</p>	
<p><b>Telephone Numbers</b> Telephone numbers throughout Australia are printed in an area book called the White Pages. All land line telephones are issued with these books. Alternatively, use the internet <a href="http://www.whitepages.com.au">www.whitepages.com.au</a> The overseas code for Australia is 61 and the area code for Sydney is 02</p>	
<p><b>Transport</b> Information regarding Sydney bus services can be obtained for the internet <a href="http://www.sydneybuses.info">www.sydneybuses.info</a>. Dial 131500 For Sydney ferry information log on to <a href="http://www.sydneyferries.info">www.sydneyferries.info</a>. For Sydney Railway information log on to <a href="http://www.cityrail.info">www.cityrail.info</a>.</p>	
<p>Department of Fair Trading: Level 21, 227 Elizabeth Street, Sydney NSW 2000 (<a href="http://www.fairtrading.nsw.gov.au/">http://www.fairtrading.nsw.gov.au/</a>)</p>	<p>Dial 13 32 20</p>

## Feedback

### **Strathfield College wants your feedback.**

We regularly undertake evaluations of courses and activities to achieve continuous improvement. Strathfield College monitors its compliance with the new RTO standards and our policies and procedures through the use of evaluations at the completion of courses. Any grievances or deficiencies are documented on a Continuous Improvement Form to ensure appropriate follow up action is taken.

Please take some time to complete the Orientation and Agent feedback Surveys on Moodle, as well as the End of Term Feedback survey at the completion of the term.

### **Find us on Facebook!**

<https://www.facebook.com/StrathfieldCollege>

